

Château du Broutel

Rue du Marais, 80120 RUE (FR)

Course Report Form

We constantly strive to improve our standards. Your comments are very important to us and will be assessed by our management team. We thank you very much for your honest feedback!

SCHOOL: [REDACTED]

PARTY LEADER: [REDACTED]

DATES: 26-29th April

EMAIL: [REDACTED]

ACCOMMODATION: Château / Ecurie / Normandy (circle as appropriate)

Please score on the following basis if not making any comment:

- 1- Excellent 2- Very Good 3- Good 4- Acceptable 5- Poor

Section 1; pre-arrival

Did you find the brochure accurate and informative? Yes.

How could we improve our website: www.mangradventure.com?

Loved the website video - great for my parent presentation. Couldn't find health + safety /

Risk Assessment forms on website (I could find the certificates but that's not what I needed!)

Did he provide a fair description of our centre & product? Yes.

How was the Presentation Evening?

How did you rate our pre-visit administration?

UK... Excellent (Mandy)

Château... Excellent (Marie)

} Thank you!

Preview visit to the centre?

Please score on the following basis if not making any comment:

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Section 2; Arrival

General welcome 2

Fire drill 1

Room allocation 1

Intro talk 2

Section 3; Centre Facilities

Pupil's accommodation 2

The grounds 1

Teacher's accommodation 1/2

Teachers lounge 1

Washing & toilet facilities 1

Cleanliness/Hygiene 1

Some rooms were cold in teachers turret.

Were there any accommodation problems?

Great showers

Rm 4.9 Toilet running

Teachers Room 2 Fire alarm battery beeping

Section 4; Meals

Were the meals of an adequate standard?

Yes 2

Was there enough to eat?

Yes 1

What was the most / least enjoyed meal?

Most: ~~steak~~ steak & potatoes Least: lunch - chicken & pasta

Were all dietary requirements catered for?

Yes

Please rate the packed lunch meals: Great

Any other comments?

We had yoghurts last year which they

liked.

Please score on the following basis if not making any comment:

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Section 5; Centre staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpfulness..... 1

Professionalism..... 1

Friendliness..... 1

Which instructor(s) deserve(s) a special mention and for what reason?

Georgia - very helpful with Elliot's dietary needs
Lukke - Got staff marshmallows, lit the fire!

We found instructors lovely & friendly when asked specific things very helpful. We did notice on the whole a lack of energy with the interaction with the kids compared to other years. They do like it when

instructors ask their names, take the mickey and get to know them a little!

How do you rate the outdoor pursuit equipment?

1

What were your pupil's favourite outdoor pursuits?

Water based ones. Mayo making

Are there any new outdoor pursuits you would like Manor Adventure to offer?

n/a

Do you have any suggestions on how we could improve our product or outdoor pursuits?

n/a. More 'races' on the water eg with the paddle boards.

Please score on the following basis if not making any comment:

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Section 6; Excursions

Excursion 1: & Albert Museum (name excursion)

Lochnagar, Thiepval

How well did the excursion fulfil your expectations: 3

Enjoyment students: 2

Enjoyment teachers: 3

Suitability to your group: 3

Comments: The tour guides weren't very good - lacking patience / humour / didn't adapt to younger audience.

Excursion 2: St. Valery Market
Lochnagar (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Great excursion

No French sheet given out like last time.

Excursion 3: (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

Comments:

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? Staff looked after well!

We have 'free time' when activities are on -
Lovely building, friendly staff.

Which aspect of your stay was least satisfactory?

Supervision in dining room clearing was better
last year. stacking system & food serving system
v. slow.

How do you rate the course overall on a value for money basis? Yes

Will you be considering a further visit with *Manor Adventure*? Yes

Where did you hear of *Manor Adventure*? Been before

What were the reasons for choosing *Manor Adventure*? Great location, grounds
activities, staff.

Which centre(s) did you visit last year? # Abernant as well

What other visits does your school organise?

Do you have any further comments which you feel would be useful to us?

Perhaps instructors could wait to get their food
(at times) for us first as we were pushed for
time in the dining room most times - and serving/
clearing very slow.

Section 8; referral

Do you know of any other schools or colleges that may be interested in visiting any of our centres in
England, Scotland, Wales or France? No

Name:.....

Name:.....

Address:.....

Address:.....

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Section 9; Coach Report Form

School name [redacted] Date of stay 26 - 29th April

Drivers name Trevor Number of seats

Please circle as appropriate:

Safety talk received: Yes / No

Safety DVD shown: Yes / No

Sat Nav: Yes / No

Coach: Executive / Standard

Entertainment: Video / DVD / None

Toilet: Yes / No

If yes, was it clean? Yes / No

For the next section please enter a score on the following basis

1 – Excellent 2 – Very Good 3 – Good 4 – Acceptable 5 – Poor

Professionalism of the driver:

Friendliness to teachers 2

to children 2

Attitude/Cooperation during stay 2

State of the coach 1

Time keeping:

Arrival at school 1

Excursions 2

Drivers knowledge of visits 2

Any additional comments:

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