

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: 5th July 2019 - 8th July 2019

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? 2

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

More information about excursions -

If you had a visit from one of our School Journey Advisors;

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

How was the Presentation Evening?

How did you rate our pre-visit administration?

UK..... 1(Mandy)

Château..... 1/2(Marie)

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 welcome1.....

Fire drill2.....

Room allocation2.....

Intro talk1.....

Section 3; Centre Facilities

Pupil's accommodation2.....

The grounds1.....

Teacher's accommodation2.....

Teachers lounge1.....

Washing & toilet facilities1.....

Cleanliness/Hygiene1.....

Were there any accommodation problems?

..... Could we have duopans + brushes? / Cleaning - kids
responsible for rooms - /

Section 4; Meals

Were the meals of an adequate standard?

..... Exemplary - (chicken little pink /)

Was there enough to eat?

..... Yes -

What was the most / least enjoyed meal?

Most: Pork Curry Least: Last night (Meat/Veg) 8th

Were all dietary requirements catered for?

..... Excellent

Please rate the packed lunch meals: Excellent

Any other comments?

..... Teachers selection -

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.....2.....

Friendliness.....1.....

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

Matthew / - Always supportive
Kieran / - Great fuel team
Gael - J

How do you rate the outdoor pursuits?

N/A

How do you rate the outdoor pursuit equipment?

N/A

What were your pupil's favourite outdoor pursuits?

N/A

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?

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: Smool Farms (name excursion)

How well did the excursion fulfil your expectations: Yes

Enjoyment students: Excellent

Enjoyment teachers: Excellent

Suitability to your group: ✓

Comments: No longer venue - better - Good interaction

Excursion 2: Chocolate Factory (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students: Excellent

Enjoyment teachers: Excellent

Suitability to your group: ✓

Comments: Excellent -

Excursion 3: Rue Visit (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students: Excellent

Enjoyment teachers: Excellent

Suitability to your group:

Comments: Did everything we wanted too

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? Market :-/

Which aspect of your stay was least satisfactory? ~~To say (that) anything~~

Nothing.

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

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

Where did you hear of *Manor Adventure*? 7-8 years ago / Teachers.

Education Show

What were the reasons for choosing *Manor Adventure*? Excellence.

Which centre(s) did you visit last year? This one

What other visits does your school organise? Germany / Spain

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

Please could you reinforce 10pm is the quiet time
as concerns about impact / Reminder Staff volume
Staff lounge /
last morning - another activity! Perhaps site on lunch

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?

Name:..... Name:.....

Address:..... Address:.....

.....

.....

.....

.....

Section 9; Coach Report Form

School name [Redacted] Date of stay 5-8 July

Drivers name Joseph (Vashnois) Number of seats 49 + jump:
Please bigger bus

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 1

to children 1

Attitude/Cooperation during stay 1

State of the coach 1

Time keeping:

Arrival at school ✓

Excursions ✓

Drivers knowledge of visits ✓

Any additional comments:

Some communication issues / All good