

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: 17-21 JUNE 2019 EMAIL: [REDACTED]

ACCOMMODATION: Château Ecurie Normandy (circle as appropriate) [REDACTED]

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.manoradventure.com
.....
.....

If you had a visit from one of our School Journey Advisors; n/a
Did he provide a fair description of our centre & product?

How was the Presentation Evening?

How did you rate our pre-visit administration?

UK.....(Mandy)

Château.....(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 welcome	2	Fire drill	1
Room allocation	1	Intro talk	2

Section 3; Centre Facilities

Pupil's accommodation	3	The grounds	1
Teacher's accommodation	2	Teachers lounge	1
Washing & toilet facilities	3	Cleanliness/Hygiene	2

Were there any accommodation problems?

pupil's rooms - very hot and stuffy, no windows / ventilation

Section 4; Meals

Were the meals of an adequate standard?

adequate, but inconsistent, a lot of food was not liked or eaten by the pupils

Was there enough to eat?

yes (if they liked it)

What was the most / least enjoyed meal?

Most: potato cakes / croquettes Least: the ribs

Were all dietary requirements catered for?

effort was made but still poor inconsistent quality of

Please rate the packed lunch meals:

3

Any other comments?

more variety for breakfast?

vegetarian food, vegan options were very good.

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 ~~2~~ 1

Professionalism..... 2

Friendliness..... 2

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

Alex → very helpful, enthusiastic & friendly, always offered more - going above and beyond in the girls' activities.

How do you rate the outdoor pursuits?

1

How do you rate the outdoor pursuit equipment?

1

What were your pupil's favourite outdoor pursuits?

abseiling

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

~~no~~ badminton

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

an alternative for when it's raining.

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: Rue treasure hunt (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 3

Enjoyment teachers: 2

Suitability to your group: could have more to it, some found it too easy.

Comments:

Excursion 2: Abberville interviews (name excursion)

How well did the excursion fulfil your expectations: 3

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 2

Comments: Georgia/Jack were very helpful and involved with the groups perhaps too long?

Excursion 3: Bagatelle (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: very suitable

Comments: none.

+ Le Touquet + Beach market.

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? the grounds and surroundings

Which aspect of your stay was least satisfactory? the food

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

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

Where did you hear of *Manor Adventure*? ongoing trip

What were the reasons for choosing *Manor Adventure*? ongoing trip

Which centre(s) did you visit last year? Broutel

What other visits does your school organise? international lang. schools

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

wifi could be better for staff to be able to keep abreast of work.

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: [redacted]

Name:

Address: [redacted]

Address:

Section 9; Coach Report Form

School name [REDACTED] Date of stay 17-21 June
Drivers name 17-21 June 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 + music!
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 1 Excursions 1
Drivers knowledge of visits 2

Any additional comments:

overall, very good
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