

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: 17-27st June 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? *yes.*

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

Frequently asked questions

If you had a visit from one of our School Journey Advisors; *- no.*

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

How was the Presentation Evening?

How did you rate our pre-visit administration?

UK *Excellent* (Mandy) 1

Château *Excellent* (Marie) 1

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 1

Fire drill 1

Room allocation 2

Intro talk 1

Section 3; Centre Facilities

Pupil's accommodation 2

The grounds 1

Teacher's accommodation 1

Teachers lounge 1

Washing & toilet facilities 1

Cleanliness/Hygiene 2

Were there any accommodation problems?

The pupils' rooms were very hot at night and fairly small when compared with other accommodation.

Section 4; Meals

Were the meals of an adequate standard?

..... 2

Was there enough to eat?

..... 1

What was the most / least enjoyed meal?

Most: Dauphonoise potato Least: sausage / fish cakes

Were all dietary requirements catered for?

yes - although we had an allergic reaction to one of

Please rate the packed lunch meals: the packed-lunch biscuits.

Any other comments? 2

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?

Maria - friendly, caring and encouraging - really wonderful with children (should be a teacher!)

Ali - funny, encouraging - very popular with the children, like a super hero/celebrity.

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?

watersports on the lake.

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

no.

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

no.

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: Musée Albert (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: The museum is fantastic and v. interesting.
The guide Valentin was excellent although
accent strong at times.

Excursion 2: Thieprat (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 2

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Really poignant and incredible. The
shop is really good.

Excursion 3: Lochnagar Crater (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: It's flabbergasting for the children to
imagine.

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? *Everything*

Which aspect of your stay was least satisfactory? *—*

How do you rate the course overall on a value for money basis? *2*

Will you be considering a further visit with *Manor Adventure*? *Yes - we are booked for next year.*

Where did you hear of *Manor Adventure*? *Used before.*

What were the reasons for choosing *Manor Adventure*? *Visited before, quality and value.*

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

What other visits does your school organise? *Tattenhall - 42, Conway Centre - 44 - both Edsential*

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

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:

[Redacted]

[Redacted]

Section 9; Coach Report Form

School name [REDACTED] Date of stay 17-21st June 2019 .
Drivers name Mark Number of seats 36

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 3.....

Attitude/Cooperation during stay 1-4.....

State of the coach 1.....

Time keeping:

Arrival at school 1.....

Excursions 1.....

Drivers knowledge of visits 1.....

Any additional comments:

Mark was really helpful and knowledgeable, always ready and he gave us a brilliant battlefields tour and talk.

One group made a mess at their table by dropping food/crumbs so even though the other groups children kept the coach clean/tidy, we were all banned from eating – a bit over the top for long journeys although we appreciate that the mess was v. annoying.