

# 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: 17/06 - 21/06

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? ..... y.e.s. ....

How could we improve our website: [www.manoradventure.com](http://www.manoradventure.com)?

.....  
.....

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

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

How was the Presentation Evening? ..... n/a. ....

→ is it possible to send us the presentation for us to deliver to parents?

How did you rate our pre-visit administration?

UK..... Excellent.....(Mandy)

Château..... Excellent.....(Marie)

Preview visit to the centre?..... n/a. ....

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 Excellent Fire drill Good  
Room allocation Bit disorganised Intro talk Excellent  
as boys came to  
Normally with bags  
only to find were in Ecure.

## Section 3; Centre Facilities

Pupil's accommodation V. good The grounds Beautiful.  
Teacher's accommodation Excellent Teachers lounge Nice.  
Washing & toilet facilities Excellent Cleanliness/Hygiene V. Good

Were there any accommodation problems?

We were disappointed to have our party split across the  
site, and especially not to have been told in advance.

## Section 4; Meals

Were the meals of an adequate standard?

Yes, adequate.

Was there enough to eat?

Plenty.

What was the most / least enjoyed meal?

Most: Spaghetti + Meatballs Least: Ribs.  
Rice + Turkey.

Were all dietary requirements catered for?

Yes.

Please rate the packed lunch meals: n/a.

Any other comments?

Could have got the children to use the french  
menu to speak more french.

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...3....

Professionalism...3.....

Friendliness...2....

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

Sarah - very friendly and helpful and has sorted any ~~pr~~ issues promptly and effectively.  
Matty + James - very patient and kind.

How do you rate the outdoor pursuits?

Varied - some excellent, others less so.

How do you rate the outdoor pursuit equipment?

Good.

What were your pupil's favourite outdoor pursuits?

Kayaking / Water activities.

\* Least favourite: quiz.  
↳ even the instructors weren't engaged!

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

More team building challenges - more suitable for secondary students.

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

Activities where students are waiting around a lot - they get bored. eg. lots abseiling so standing around.

→ Survival - how to build a hammock/fire etc rather than quiz.

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: Market..... (name excursion)

How well did the excursion fulfil your expectations: bit boring- too long there.

Enjoyment students: average

Enjoyment teachers: poor

Suitability to your group: average

Comments: Not a huge market and too long there.  
Le Touquet market - much better!

Excursion 2: Goat Farm..... (name excursion)

How well did the excursion fulfil your expectations: Very well

Enjoyment students: Excellent

Enjoyment teachers: Excellent

Suitability to your group: Excellent

Comments: Students really enjoyed the trip and  
good french input.

Excursion 3: Chocolaterie..... (name excursion)

How well did the excursion fulfil your expectations: Very good

Enjoyment students: Excellent

Enjoyment teachers: Excellent

Suitability to your group: Excellent

Comments: Popular with students!

Snail Farm

Excellent -

This was the best excursion.

Brilliant presentation and students loved it!

## Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? *The site and the variety of activities.*

Which aspect of your stay was least satisfactory? *Organisation of activities - not always clear, lack of french on site.*

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

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

Where did you hear of *Manor Adventure*? *Word of mouth.*

What were the reasons for choosing *Manor Adventure*? *combination of french and sport input.*

Which centre(s) did you visit last year? *none.*

What other visits does your school organise? *exchange trips.*

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

*To encourage the instructors to use more french - even just vocab eg. key equipment in french.*

## 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 ..... 17/06 - 21/06 .....

Drivers name ..... Andre ..... Number of seats ..... 49 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 ... 2 ...

Time keeping:

Arrival at school ... 1 ...

Excursions ... 1 ...

Drivers knowledge of visits ... 1 ...

Any additional comments:

..... We thought we were getting a 53 seater so  
..... coach was very cramped. Only two spare seats  
..... isn't enough when coping with bus sickness etc.  
.....  
.....