

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: 17/5/19 - 20/5/19

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? 1

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

Having live pages on it for comparison
.....
.....

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

How did you rate our pre-visit administration?

UK 1 (Mandy)

Château 1 (Marie)

Preview visit to the centre? 1 (in the past)

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 drill1.....

Room allocation1.....

Intro talk1.....

Section 3; Centre Facilities

Pupil's accommodation1.....

The grounds1.....

Teacher's accommodation1.....

Teachers lounge1.....

Washing & toilet facilities1.....

Cleanliness/Hygiene1.....

Were there any accommodation problems?

.....None.....
.....

Section 4; Meals

Were the meals of an adequate standard?

.....1.....

Was there enough to eat?

.....1.....

What was the most / least enjoyed meal?

Most: Chicken or Lasagne least: One where there weren't enough veg.

Were all dietary requirements catered for?

.....1.....

Please rate the packed lunch meals:2.....

Any other comments?

.....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 5; Centre staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpfulness... Mixed

Professionalism... 2

Friendliness... 3 (Mixed)

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

Ali → superb with our children on Rue tour. A real stand-out person from our stay. Excellent knowledge of town and really engaged cdm in stories etc.
Chance a very good with the cdm and well informed on Rue tour.

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?

Zip wire

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 suggestions

→ Staff in general with the children in evening activities could be more engaging and proactive with - especially around meal times. Sometimes we got the sense that they didn't want to be there or finish early.

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 Market Tour (name excursion)

How well did the excursion fulfil your expectations: Exceeded hugely

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Definitely would do again!

Excursion 2: Chocolate Factory (name excursion)

How well did the excursion fulfil your expectations: 3

Enjoyment students: 3

Enjoyment teachers: 3

Suitability to your group: 3

Comments: Good but wouldn't repeat

Excursion 3: Disney (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: —————

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? Saturday Pine Tonic
- excellent, Location, Accommodation, The chateau.

Which aspect of your stay was least satisfactory? Engagement with kids
from staff

How do you rate the course overall on a value for money basis? 3

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

Where did you hear of Manor Adventure? Teacher inspection in school

What were the reasons for choosing Manor Adventure? MFL lead/Network Meeting
As per above

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

What other visits does your school organise? Camping in Year 5
West Midlands / PGL in Year 5 potentially

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

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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:.....

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Section 9; Coach Report Form

School name [REDACTED] Date of stay 17/5/19 / 20/5/19
Drivers name TREVOR Number of seats 85 v.l.

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 1

Excursions 1

Drivers knowledge of visits 1

Any additional comments:

Great coach once again Thank you!
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