

# 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: 4/11/19 → 8/11/19

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?.....

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

..... Explain all the activities with geographical clues/maps.....  
..... Enabling us to make more informed choices.....

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

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

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?..... 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 .....1.....

Fire drill .....1.....

Room allocation .....1.....

Intro talk .....1.....

## Section 3; Centre Facilities

Pupil's accommodation ..2.....

The grounds .....2.....

Teacher's accommodation .....1.....

Teachers lounge .....1.....

Washing & toilet facilities ..2.....

Cleanliness/Hygiene .....1.....

Were there any accommodation problems?

- Only one shower in each dorm room which can house up to 8 pupils is not enough.....
- No indoor area for pupils to retreat/socialise in if the weather is poor.

## Section 4; Meals

Were the meals of an adequate standard?

Meals were adequate nutritionally, but poor in term of quality and content.

Was there enough to eat?

Yes.....

What was the most / least enjoyed meal?

Most: rice with white sauce and turkey or pork. Least: pasta and gamon.

Were all dietary requirements catered for?

Yes.....

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

Any other comments?

More thoughtful menu, meals did not match the rest of high quality of the package deal (activities/accommodation), disappointing.

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.....1.....

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

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

Sarah C gave us an excellent welcome talk and checked on us regularly during our stay. Georgia arranged for soiled clothes to be cleaned. Really appreciated. Thank you!  
Luke was highly appreciated by our pupils. Thank you!

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?

.....crate stacking, blind trail.....

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?

.....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: Bakery (name excursion)

How well did the excursion fulfil your expectations: yes

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Very memorable. Great Baker.

Excursion 2: Market (Amiens) (name excursion)

How well did the excursion fulfil your expectations: 4

Enjoyment students: 3

Enjoyment teachers: 4

Suitability to your group: 4

Comments: The market was very small, not really suitable for a 2h...

activity. We ended up stopping in the pedestrian area of Amiens  
(2)

Excursion 3: Some Albut Museum (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 2

Comments: Good Museum, but more time needed to fully experience

all of the aspects of this excursion.  
We ran out of time and did not get to see the trenches.

## Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? ..... Excursions and staff preparation  
Staff enjoyed the lovely fire in the staff room. Thank You!

Which aspect of your stay was least satisfactory? ..... Meals

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

Where did you hear of Manor Adventure? ..... our headteacher

What were the reasons for choosing Manor Adventure? ..... ↓ //

Which centre(s) did you visit last year? ..... Chateau de la Beaudonnière

What other visits does your school organise? .....

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

A little more French language used daily, like asking for food, basic introductions prior to activities...

## 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 4.11.19 → 8.11.19  
Drivers name Rob Number of seats 48

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

Spotless.

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 Excellent.

Any additional comments:

He has been invaluable with his local knowledge and helpfulness.  
We will ask for him again!