

# 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: 11<sup>th</sup> - 15<sup>th</sup> Nov

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](http://www.manoradventure.com)?

[REDACTED]

If you had a visit from one of our School Journey Advisors; - Didn't - as had previously been.  
Did he provide a fair description of our centre & product? .....

How was the Presentation Evening? .....

How did you rate our pre-visit administration?

UK.....1.....(Mandy)

Château.....1.....(Marie)

Preview visit to the centre?.....

Please score on the following basis if not making any comment:

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2- Very Good

3- Good

4- Acceptable

5- Poor

## Section 2; Arrival

General welcome .....1.....

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

Room allocation .....1\*.....

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

- Excellent  
teacher  
rooms!

## Section 3; Centre Facilities

Pupil's accommodation .....1.....

The grounds .....1.....

Teacher's accommodation .....1\*.....

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

Washing & toilet facilities N/A.....

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

Were there any accommodation problems?

NONE.....  
.....

## Section 4; Meals

Were the meals of an adequate standard?

Yes.....

Was there enough to eat?

Yes.....

What was the most / least enjoyed meal?

Most: Beef stew / spring rolls. Least: - Thurs - rice -

Were all dietary requirements catered for? - but we were late from Disney.  
Yes.....

Please rate the packed lunch meals: - same pudding each day -

Any other comments?

One day - we didn't have enough  
water.....

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?

Not really been on site enough - but  
all we've had have been great -  
especially the one one who sorted  
the birthday cake out for us

How do you rate the outdoor pursuits?

N/A.

How do you rate the outdoor pursuit equipment?

N/A.

What were your pupil's favourite outdoor pursuits?

N/A.

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

—

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

—

—

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/Sweet shop/ creperie (name excursion)

How well did the excursion fulfil your expectations: 3

Enjoyment students: 3

Enjoyment teachers: 3

Suitability to your group: 3

Comments: The sweet shop wasn't as good as previous years. He was less chatty with the children,

Excursion 2: Disneyland (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 2

Comments: Most of large rides not running - which is out of anyone's control

Excursion 3: Battlefields (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Excellent guide, excellent day

## Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? Battlefields Tour.

Which aspect of your stay was least satisfactory? market, sweetshop,  
creperie.

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*? Been in previous years.

What were the reasons for choosing *Manor Adventure*?

Always had a great time - been to  
Shropshire too in previous years.

Which centre(s) did you visit last year?

What other visits does your school organise? Shropshire / France -  
2 year rolling prog.

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:.....

.....  
.....

## Section 9; Coach Report Form

School name [REDACTED] Date of stay ... 11<sup>th</sup> - 15<sup>th</sup> Nov.  
Drivers name Merick Number of seats ... - (lots)

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 ... 2 hours  
prior to departure.

Excursions ... Excellent.

Drivers knowledge of visits ... Very good

Any additional comments:

Very helpful. Fit pickups round us and what we wanted.

Thank you Merick

