

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: 21st - 25th Oct. 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?..... N/A.....

How could we improve our website: 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?

How was the Presentation Evening?

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 2

Intro talk 1

Section 3; Centre Facilities

Pupil's accommodation 3

The grounds 2

Teacher's accommodation 2

Teachers lounge 1

Washing & toilet facilities 2

Cleanliness/Hygiene 1

Were there any accommodation problems?

Lots of noise from secondary school pupils in the same block, however on reporting this to the Centre staff, the problem was dealt with.

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: Chicken pieces Least: Fish / ribs

Were all dietary requirements catered for?

Yes

Please rate the packed lunch meals: 2

Any other comments?

Some real milk in the mini-bars for teachers would have been good.

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?

Jack, Guel(?), Looks like Ed Sheeran (Sorry, don't know his name), Sarah, Beth,

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?

Kayaking, crate-stacking, abseiling

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

As with Culmington Manor (Shropshire) it would be good to offer more of the outdoor pursuits in the evening sessions

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

(See above)

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: Albert Museum/Battlefields (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 2

Comments:

Excursion 2: Rue Tour (name excursion)

How well did the excursion fulfil your expectations: 3

Enjoyment students: 3

Enjoyment teachers: 3

Suitability to your group: 3

Comments: We felt that the quality of the tour last year

exceeded this year's visit to the town, as the instructor
seemed less knowledgeable about the history of the town and
Excursion 3: (name excursion) less confident delivering
anecdotes.

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

Comments:

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? Students enjoyed the outdoor pursuits

Which aspect of your stay was least satisfactory? The behaviour of some of the

Secondary school students was intimidating and breached guidelines of acceptable student behaviour (eg entering the room of our students).

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

Will you be considering a further visit with Manor Adventure? 2
Yes

Where did you hear of Manor Adventure? visited last year

What were the reasons for choosing Manor Adventure? We were keen to give our

pupils the experience of an over-seas visit that combines outdoor activities, aspects of the culture and the chance to be away from home

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

What other visits does your school organise? UK-based visits for Year 4

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

N/A

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 Date of stay

Drivers name Number of 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 as yet (Thurs pm)

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 teachers1.....

to children1.....

Attitude/Cooperation during stay1.....

State of the coach1.....

Time keeping:

Arrival at school1.....

Excursions1.....

Drivers knowledge of visits1.....

Any additional comments:

Continuing to uphold the high standards of the coach
company.....
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.....
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