

# 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: PARTY LEADER: 7

DATES: 07.02.20 to 10.02.20 EMAIL: 7

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? YES

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

Would like to see a room plan on the web site

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

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 .....1.....

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

## Section 3; Centre Facilities

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

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

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

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

Washing & toilet facilities .....1.....

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

Were there any accommodation problems?

NO - YOU WERE EXTREMELY ACCOMMODATING.....

## Section 4; Meals

Were the meals of an adequate standard?

.....GREAT.....

Was there enough to eat?

.....ABSOLUTELY PLENTY.....

What was the most / least enjoyed meal?

Most: CHICKEN, BBQ SAUCE + FRITES ..... Least: LASAGNE / COTTAGE PIES.....

Were all dietary requirements catered for?

.....YES - EXCELLENT WORK.....

Please rate the packed lunch meals: 10/10.....

Any other comments?

.....FOOD WAS GREAT.....

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?

DOM WAS VERY FRIENDLY & ACCOMMODATING

STEFF WAS VERY FRIENDLY & HELPFUL

How do you rate the outdoor pursuits?

10/10

How do you rate the outdoor pursuit equipment?

DID NOT USE

What were your pupil's favourite outdoor pursuits?

SCAVENGER HUNT

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?

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 6; Excursions

Excursion 1: RUE TOUR (name excursion)

How well did the excursion fulfil your expectations: 9/10 (2)

Enjoyment students: 9/10 (2)

Enjoyment teachers: 9/10 (2)

Suitability to your group: 9/10 (2)

Comments: THE STORIES ABOUT THE ELEPHANT AND SPIDERS (ESPECIALLY IN THE RAIN) ARE NOT REALLY NECESSARY - MORE BUILDINGS / MORE DETAIL ABOUT BUILDINGS WOULD BE GOOD

Excursion 2: CHOCOLATE FACTORY (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: MUCH FUNNIER HOST (SIMON) AND DETAILED EXPLANATION, PLUS MORE OPPORTUNITIES TO TASTE COCOA AS IT WENT FROM BEAN TO CHOCOLATE

Excursion 3: WAR MEMORIAL / MUSEE SOMME / LOCHINAGAR CRATER / TRENCHES (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: EXCELLENT OPPORTUNITY FOR CHILDREN TO UNDERSTAND THE CONDITIONS OF WWI AND THE DEPTH OF HUMAN LOSS

## Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? WAR / MUSEUM VISITS

Which aspect of your stay was least satisfactory? NONE

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*? PREVIOUS VISIT

What were the reasons for choosing *Manor Adventure*? CAME LAST YEAR AND

VERY HAPPY WITH PREVIOUS VISIT

Which centre(s) did you visit last year? CHATEAU DU BROUET

What other visits does your school organise? ABERDREY OUTWARD BOUNDS,

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

INSTRUCTORS DON'T NEED TO BE NERVOUS -

WE'RE ALL PROFESSIONALS AND RESPECT THEM

AS PROFESSIONALS TOO.

JUST FELT DOM WAS A LITTLE NERVOUS AT THE BEGINNING -

HE WAS LOVELY Section 8; referral AND DID A GREAT JOB  
FOR US (THE CHILDREN LOVED YOUR STAFF) AND WE WERE  
VERY HAPPY WITH THE WHOLE SERVICE PROVIDED.

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? No, sorry

Name:..... Name:.....

Address:..... Address:.....

## Section 9; Coach Report Form

School name ..

Date of stay 07-02-20 to 20-02-20

Drivers name GRAHAM..... Number of seats 40 something

Please circle as appropriate:

Safety talk received:  Yes / No

Safety DVD shown: Yes  No

Entertainment: Video / DVD  None

Toilet:  Yes / No

If yes, was it clean?  Yes / No

Correct uniform worn: white company shirt or polo, black trousers, formal shoes:  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 ..... N/A

Any additional comments:

GRAHAM (I HOPE I HAVE SPELT THIS CORRECTLY) WAS  
VERY KIND AND ALUMODATING- WE WERE VERY  
GLAD TO HAVE HIM AS OUR DRIVER. THANK YOU.