

# 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: .

DATES:.....14/2/20 - 17/2/20.....

EMAIL:..

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

.....n/a.....  
.....

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?.....No.....

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*

## Section 4; Meals

Were the meals of an adequate standard?

*Yes*

*1*

Was there enough to eat?

*1*

What was the most / least enjoyed meal?

Most: *Chicken goujon* Least: *Chicken on the bone*

Were all dietary requirements catered for?

*Yes*

Please rate the packed lunch meals: *1*

Any other comments?

*We liked the waffles*

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?

Matt, Danny and Ludo were fab! Thank  
you for your help with all our drama!

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?

Abseiling and zip lining

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

Nothing realistic

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

No sorry

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: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Span of the is no was not born in  
Champagne Fine otherwise

Excursion 2: Domme (name excursion)

How well did the excursion fulfil your expectations: issue with the coach  
OK otherwise

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Coach issues needed to be told to site  
staff earlier. Thank you though for the  
extra activity. Staff were brilliant

Excursion 3: (name excursion) once informed  
(by us).

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? *All of it Well balanced trip*

Which aspect of your stay was least satisfactory? *Coach situation badly handled by driver*

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 please*

Where did you hear of Manor Adventure? *We've been here before*

What were the reasons for choosing Manor Adventure? *We love Ninja and we don't like change*

Which centre(s) did you visit last year? *This centre*

What other visits does your school organise? *None*

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

*Cleaning "kit" for staff in case of damage/emergencies*

## 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 ..... 14/2/20 - 17/2/20  
Drivers name .. Len ..... Number of seats ..... 57 .....

Please circle as appropriate:

Safety talk received:  Yes  No

Safety DVD shown: Yes  No

Entertainment: Video  DVD  None

Toilet:  Yes  No  
↳ not used

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 ... 3 ...

to children ... 4 ... Not really engaged  
with them apart from through  
microphone.  
State of the coach ... 1 ...

Attitude/Cooperation during stay ... 5 ...

Time keeping:

Arrival at school ... 1 ...

Excursions ... 1 ...

Drivers knowledge of visits ... 1 ...

Any additional comments:

When there was a problem with the coach he did not tell anybody on site and did not appear to be too concerned. We had to inform the site team ourselves.