

# 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 - 17 FEBRUARY ..... 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? ..... YES 1 .....

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

NOTHING - LOTS OF INFO + STUDENTS ENJOYED VIDEO A LOT

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

Did he provide a fair description of our centre & product? ..... N/A .....

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).....  
Room allocation (1).....

Fire drill (1).....  
Intro talk (1).....

## Section 3; Centre Facilities

Pupil's accommodation (1).....  
Teacher's accommodation (2).....  
Washing & toilet facilities (4).....

The grounds (1).....  
Teachers lounge (1).....  
Cleanliness/Hygiene (1).....

Were there any accommodation problems?

YES - ROOM 22 SHOWER NOT VERY WARM - WE DID RUN WATER FOR LONGER AFTER SPEAKING TO GEORGIA BUT THE WATER STILL WASNT VERY WARM. EXTRACTOR FAN WAS ALSO VERY NOISY. EVERYTHING ELSE WAS GREAT!

## Section 4; Meals

Were the meals of an adequate standard?

(1) - SUPERB

Was there enough to eat?

(1) - MASSIVE PORTIONS - THANK YOU

What was the most / least enjoyed meal?

Most: Chicken & Chips Least: Frogs legs (shudent answer - we enjoyed everything! (teachers))

Were all dietary requirements catered for?

Yes

Please rate the packed lunch meals: (1).....

Any other comments?

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?

Georgia - super friendly and informative

Isabel D - excellent too ESPECIALLY the bit in the  
& Chateau (1)

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?

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: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Excellent and a good opportunity to practise some French. Loved the drop spider story too!

Excursion 2: Somme - led by teachers (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: .....

Excursion 3: DISNEY (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1\* 

Suitability to your group: 1

Comments: .....



## Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? *Excursions + meals have been*

*excellent*

Which aspect of your stay was least satisfactory? *Needed a bigger room for quiz*

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

Will you be considering a further visit with *Manor Adventure*? *YES*

Where did you hear of *Manor Adventure*? *Booked with another school a few years ago*

What were the reasons for choosing *Manor Adventure*? *Excellent reputation*

Which centre(s) did you visit last year? *N/A*

What other visits does your school organise? *Barcelona Trip*

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

*Thank you from us all - you've made the whole  
experience easy & enjoyable!*



## 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 - 17 FEB 2020

Drivers name ALAN ..... Number of seats 49

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

*Immaculate*

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



to children

Attitude/Cooperation during stay

State of the coach

Time keeping:

Arrival at school

Excursions

Drivers knowledge of visits

Any additional comments:

WOW WOW WOW!

Alan has been AMAZING - both the students and staff have loved having him as our driver - he has been kind, informative and just a really wonderful man! - Please can we request him for the next time that we book?