

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:..... 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?

..... LARGEY GOOD

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... Susie B (Mandy) - AS ALWAYS ☺

Château... GARD (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 ...2.....

Fire drill ...3.....

Room allocation ...2.....

Intro talk ...3.....

Section 3; Centre Facilities

Pupil's accommodation ...2..... The grounds ...1.....

Teacher's accommodation ...3..... Teachers lounge ...1.....

Washing & toilet facilities ...3..... Cleanliness/Hygiene ...2.....

↳ cold showers

Were there any accommodation problems?

..... largely v. happy - few slight issues with
..... many extractor fans (broken) + cold showers:
..... few broken blinds

Section 4; Meals

Were the meals of an adequate standard?

..... lasagne very nice - all other food very good +

Was there enough to eat?

..... much better than previous
..... yes

What was the most / least enjoyed meal?

..... Most: steak + chips Least: lasagne

Were all dietary requirements catered for?

..... yes

Please rate the packed lunch meals: very good + efficient

Any other comments?

..... weren't given enough drinks each day 4/2 - not

SI + were given less next day due to left over
waffles + crisps day before (we purposely wanted
the extra for kids with little money)

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...2

Professionalism...2

Friendliness...2

Which instructor(s) deserve(s) a special mention and for what reason?

Dominic was brilliant - Jack came to say
hello even though off duty.
One or two instructors were a little reserved &
seems they were used to much younger students

How do you rate the outdoor pursuits?

2

How do you rate the outdoor pursuit equipment?

2

What were your pupil's favourite outdoor pursuits?

Crate stacking

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:..... (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

Comments:

ALL VERY GOOD
- STUDENTS + STAFF
VERY HAPPY
REALLY HAVE UPPED
GAME 😊

Excursion 2:..... (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

Comments:

Excursion 3:..... (name excursion)

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 VERY GOOD

Which aspect of your stay was least satisfactory? FOOD (UNSAFE WAS AS GOOD AS

INDEED FOR STAFF & STUDENTS)

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

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

Where did you hear of *Manor Adventure*? PREVIOUS STAY

What were the reasons for choosing *Manor Adventure*? WOULD NOT HAVE STAYED

AGAIN AFTER LAST VISIT IF WASN'T FOR HOW WELL MANOR

SORTED TEETHING ISSUES FOR US' &

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

What other visits does your school organise?

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

NO BAR ON ONE EVENING & SUNDAY WE WERE LOCKED

IN THE BAR FEW SMALL ISSUES BUT GENERALLY

AN EXCELLENT TRIP. VERY GRATEFUL

Chateau have
certainly
restored our

Section 8; referral

faith + look forward to our next trip

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 SID Number of seats

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 N/A

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 2

Attitude/Cooperation during stay 3

State of the coach 2

Time keeping:

Arrival at school 1

Excursions 1

Drivers knowledge of visits 1

Any additional comments:

SID LOVES HIS ABBA – G+ASTLY!
A LITTLE GRUMPY AT START BUT EXCELLENT
THERAPEUTIC.