

# 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: 28/1/20 - 1/2/20 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?.....

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

Didnt use website as have visited before.....

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) Both have been amazing, thanks  
Château.....(1).....(Marie) So much!

Preview visit to the centre?.....

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

Were there any accommodation problems?

NO - all was v. good. Lack of hot water at busy times but that is understandable!

## Section 4; Meals

Were the meals of an adequate standard?

They were a bit random in the evening.

Was there enough to eat?

Yes

What was the most / least enjoyed meal?

Most: Breakfast!! Least: Ribs!

Were all dietary requirements catered for?

Yes

Please rate the packed lunch meals: 2.

Any other comments?

The meal combinations were not as good as previously - Pasta with beef?? And not sure why pork ribs were an option.

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?

All have, as usual, been excellent

How do you rate the outdoor pursuits?

How do you rate the outdoor pursuit equipment?

What were your pupil's favourite outdoor pursuits?

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: Vimy (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 1

Comments: The visitor centre at Vimy was shut, but otherwise v. good.

Excursion 2: Somme (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: Ypres (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: The food at Captain Cooks was AMAZING and all the staff were v. friendly. v. impressed.

## Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? .....

Excellent accommodation.

Which aspect of your stay was least satisfactory? .....

Dinner.

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

1

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

Yes

Where did you hear of *Manor Adventure*? .....

Been visiting for years.

What were the reasons for choosing *Manor Adventure*? .....

See above!

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

What other visits does your school organise? .....

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

Very impressed with rooms - much higher standard than in Normandy previously.

## 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 28/1/20 - 1/2/20

Drivers name Graham 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

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 ... 2

to children ... 2

Attitude/Cooperation during stay ... 2

State of the coach ... 1

Time keeping:

Arrival at school ... 1

Excursions ... 1

Drivers knowledge of visits ... 1

Any additional comments:

We didn't get to know Graham very much as he kept himself to himself. He was very polite and professional.