

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: 3-6 July 22

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?
.....
.....

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.....(Mandy) Excellent

Château.....(Marie) Excellent

Preview visit to the centre? N/A.....

I have been to the Chateau many times before

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 welcome1.....

Fire drill1.....

Room allocation1.....

Intro talk1.....

Section 3; Centre Facilities

Pupil's accommodation1.....

The grounds1.....

Teacher's accommodation2.....

Teachers lounge1.....

Washing & toilet facilities1.....

Cleanliness/Hygiene1.....

Were there any accommodation problems?

No, ideally a room each for teachers would be good but I know that's not always feasible

Section 4; Meals

Were the meals of an adequate standard?

Yes

Was there enough to eat?

Yes

What was the most / least enjoyed meal? All of them!

Most:.....Least:.....

Were all dietary requirements catered for?

Yes

Please rate the packed lunch meals: Excellent

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 / Animators?

Helpfulness.....1.....

Professionalism.....1.....

Friendliness.....1.....

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

I mainly dealt with Alison who was amazing & very helpful and Celia and Axelle did our Kite Tour which was brilliant, all of the animators were very positive and helpful.

How do you rate the evening activities?

Great

What were your pupil's favourite evening activities?

Scavenger hunt / Camp fire

Do you have any suggestions on how we could improve our product or evening activities?

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: 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: The mandating the talk was different from last time and included more french.

Excursion 2: Snail farm (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: As above, great presentation with French accessible to the students.

Excursion 3: Cookie factory (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 2

Enjoyment teachers: 1

Suitability to your group: 1

Comments: well explained but less interactive for the pupils.

Please score on the following basis if not making any comment:

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Excursion 4: Aquarium (name excursion) Naussica

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Again this has changed since the last time I went! Excellent.

Excursion 5: Le Touquet (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Nice afternoon on the beach and visiting some shops.

Excursion 6: 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: Initially there was some confusion as to the tour being accompanied by animators but Alison sorted us into 2 groups with 2 animators each which is essential, the teachers could not have done it alone

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? All of it! The pupils and teachers had a great time.

Which aspect of your stay was least satisfactory? Nothing

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

Will you be considering a further visit with *Manor Adventure*? yes but it's booked!

Where did you hear of *Manor Adventure*? I have been visiting

on and off since 2010. Previous stays,

What were the reasons for choosing *Manor Adventure*? I know it's well organised

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

What other visits does your school organise? trips to Paris / Madrid / Segovia / Barcelona.

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

Just a big thank you to all the staff for making it such a seamless, well organised experience, that includes the coach

Section 8; referral

drivers who were brilliant.

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: 3-6 July 22

Drivers name: J Number of seats: 72? (double decker)

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 1

Any additional comments:

Both Greg and Ken were fantastic
very friendly and knowledgeable
we felt very well looked after, as