

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: 10-13/11/23

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?

..... 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?

N/A

How did you rate our pre-visit administration?

UK.....1.....(Mandy)

Château.....1.....(Marie)

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

> AMAZING! Mandy
a superstar as always
+ the reason we rebook

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 5

Room allocation 2

Intro talk 5

Section 3; Centre Facilities

Pupil's accommodation 2

The grounds 1

Teacher's accommodation 1

Teachers lounge 1

Washing & toilet facilities 2

Cleanliness/Hygiene 2

Were there any accommodation problems?

Few areas need a general tidy + ceilings
very cracked + crumbling in places (ecurie).
but generally V good!

Section 4; Meals

Were the meals of an adequate standard?

Dinners were good generally

Was there enough to eat?

Not for breakfast - 1 croissant not enough

What was the most / least enjoyed meal? + put off drinks by dirty glasses!

Most: Soc-sa-vin Least: Meatballs - dry + bland.

Were all dietary requirements catered for?

NO - Plain gluten free bread was all that was provided for GF students!

Please rate the packed lunch meals

Any other comments? Packed lunches good!

Not enough water asked for extra +

Tld no additional water 1.50 each + seems excessive for school trip students!

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? *mixed reviews*

Helpfulness.....*2*.....

Professionalism.....*4*.....

Friendliness.....*3*.....

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

*Allison, Connor, Leon, Nakia + Giuseppe
were amazing*

Anthony + Bastien need more training

How do you rate the outdoor pursuits? *struggled to engage students + were rude/frustrated at times. Potential is clear, but*

seemed stressed + tired + could not manage the group. Bastien using poor language to students.

How do you rate the outdoor pursuit equipment? *in his way when trying to open a door*

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:..... (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

Comments:

.....

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?

.....

Which aspect of your stay was least satisfactory?

.....

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

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

Where did you hear of *Manor Adventure*?

What were the reasons for choosing *Manor Adventure*?

.....

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?

.....

.....

.....

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

Drivers name Number of seats

Please circle as appropriate:

Safety talk received: Yes / No

Safety DVD shown: Yes / No

Sat Nav: Yes / No

Coach: Executive / Standard

Entertainment: Video / DVD / None

Toilet: Yes / No

If yes, was it clean? 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:

..... superb driver. Polite friendly
..... + accomodating
..... 10/10.
.....
.....