

# 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: 15-18 NOVEMBRE 2023 EMAIL: ... uk  
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? ... Did not see a brochure - another colleague had made the preliminary enquiries  
How could we improve our website: [www.manoradventure.com](http://www.manoradventure.com)? enquiries

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.....

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?

.....Some creaky beds.....

## Section 4; Meals

Were the meals of an adequate standard?

.....Better than adequate!.....

Was there enough to eat?

.....Yes, there was loads.....

What was the most / least enjoyed meal?

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

Were all dietary requirements catered for?

.....Yes.....

Please rate the packed lunch meals:.....2.....

Any other comments?

.....Great washed potato.....

.....Would be nice to have more than 1 croissant at breakfast.....

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?

Bastian got very involved, which the students  
appreciated, however all instructors were good  
.....  
.....

How do you rate the outdoor pursuits?

very good  
.....

How do you rate the outdoor pursuit equipment?

didn't use  
.....

What were your pupil's favourite outdoor pursuits?

campfire  
.....

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?

could play 'capture the flag'  
.....  
.....

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: CHEESE (name excursion)

How well did the excursion fulfil your expectations: 3

Enjoyment students: 3

Enjoyment teachers: 2

Suitability to your group: 3

Comments: Enjoyed the cheese tasting ; maybe this excursion is aimed at younger pupils? ; some students thought that possibly too much detail given but others really enjoyed it - mixed feedback!

Excursion 2: ETAPLES MARKET (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 2

Comments: Enjoyed it but would have liked a bit more free time ; good opportunity to speak French

Excursion 3: COOKIE FACTORY (LE TOUCHET) (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 2

Comments: would have liked a more interactive experience but enjoyed it overall

WAR GRAVES  
Valid thing to do  
but more of an  
introduction beforehand  
would be a good idea

## Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? ..... *All students had their own opinions as to their favourite and least favourite part,*

Which aspect of your stay was least satisfactory? ..... *overall, however, the visit has been very enjoyable and successful*

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*

Where did you hear of Manor Adventure? ..... *Colleague / word of mouth*

What were the reasons for choosing Manor Adventure? ..... *A colleague had used the company at her previous school*

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

What other visits does your school organise? ..... *Madrid visit*

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

*Would be nice to do the mayonnaise making as a blind taste test and perhaps include the end product in their meal*

*Some of our students would have liked to have coffee with breakfast (15-16yrs old)*

## 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 ..... 15-18 NOVEMBER .....

Drivers name .. BEN SWEENEY ..... Number of seats ..... 57 .....

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 MUSIC WENT DOWN WELL

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 .... 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 .... 2 .....

Any additional comments:

It was very helpful that Ben knew the area and had been on some of the excursions before. He contacted Hans when necessary and was able to offer suggestions when our route to the planned chocolate factory was blocked / impossible due to rain.