

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: [REDACTED]

PARTY LEADER: [REDACTED]

DATES: 29/4 - 3/5/19

EMAIL: [REDACTED]

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? (1)

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? 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 (1)..... Cleanliness/Hygiene (1).....

Were there any accommodation problems?

No, all fine. I was initially worried about the rooms opening straight onto the grounds, but supervision proved easy and rooms seemed less cramped than in Normandie.

Section 4; Meals

Were the meals of an adequate standard?

Yes, excellent meals, better than last year

Was there enough to eat?

YES

What was the most / least enjoyed meal?

Most: Beef bourguignon, blanquette de volaille, tarte aux porc, poulet et fromage
Least: + Salads.
All meals were enjoyed by all.

Were all dietary requirements catered for?

Yes, very well

Please rate the packed lunch meals: Good

Any other comments?

Could you put some chess board & plates in Staff lounge after dinner? We'd have enjoyed this at our leisure in the Staff free period between 7.15-8.30. No time to put it in dining room as Staff eat last when supervision and dinner is finished for staff as kids want to get outside.

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?

Without exception, all staff we came into contact with exceeded our expectations. Thank you.

How do you rate the outdoor pursuits?

Excellent

How do you rate the outdoor pursuit equipment?

Excellent

What were your pupil's favourite outdoor pursuits?

All

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?

No, its great

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: Market + museum (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Thanks to Linda who was as great as ever

Excursion 2: Crow Farm (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: The visit was excellent - informative, interesting and fun and the lady who led the activities was fantastic with the children

Excursion 3: BARNET (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Perfect No queues!

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? ALL

Which aspect of your stay was least satisfactory? N/A

How do you rate the course overall on a value for money basis? Good, its fairly expensive but worth it.

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

Where did you hear of *Manor Adventure*?

What were the reasons for choosing *Manor Adventure*?

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

What other visits does your school organise? Y3 1 night, Y4 - 2 nights,

Y5 - 3 nights, Y6 - 4 nights
in car

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:.....

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Section 9; Coach Report Form

School name **[REDACTED]** Date of stay 29/4 - 3/5/19
Drivers name Andrez 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 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:

..... Thank you

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