

# 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: 1-5 April

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?..... 3

How could we improve our website: [www.manoradventure.com](http://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?..... 2

How was the Presentation Evening? .....

How did you rate our pre-visit administration?

UK..... 3.....(Mandy)

Château..... 2.....(Marie)

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 ..... 3

Fire drill ..... 3

Room allocation ..... 3

Intro talk ..... 3

## Section 3; Centre Facilities

Pupil's accommodation ..... 2

The grounds ..... 2

Teacher's accommodation ..... 2

Teachers lounge ..... 3

Washing & toilet facilities ..... 2

Cleanliness/Hygiene ..... 2

Were there any accommodation problems?

problems with the blinds  
shower in rm 17 blocked

## Section 4; Meals

Were the meals of an adequate standard?

food was fine for adults - however, not the best for school kids

Was there enough to eat?

Yes

What was the most / least enjoyed meal?

Most: Chips Least: Chicken (many ways)

Were all dietary requirements catered for?

no veggie option in pasta lunch on Thurs <sup>Sauces or meat</sup>

Please rate the packed lunch meals: 4 - bread was never fresh  
no choice of sandwich - no salad  
Any other comments? very basic packed lunch

not made fresh in the morning  
with fresh bread - we don't think

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.....

Professionalism.....

Friendliness.....

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

When we sought out help we were given  
it - however rarely offered...

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: Arples market (name excursion)

How well did the excursion fulfil your expectations: market was good - didn't know

Enjoyment students: 3 the area - didn't really know  
what to do

Enjoyment teachers: 3

Suitability to your group: 4

Comments: We would've expected a little advice before  
the trip - even an accompanying member of staff?

Excursion 2: Snail farm (name excursion)

How well did the excursion fulfil your expectations: 3

Enjoyment students: 3

Enjoyment teachers: 3

Suitability to your group: ~~4~~ 3

Comments: Owner - friendly and funny and offered  
a range of choices for samples

Excursion 3: Disneyland (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 2

Enjoyment teachers: 3

Suitability to your group: 2

Comments: Apart from distance was a good day

## Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? The Aquarium

Which aspect of your stay was least satisfactory? Customer service was lacking.

How do you rate the course overall on a value for money basis? 4

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

Where did you hear of *Manor Adventure*? Mail shop promo

What were the reasons for choosing *Manor Adventure*? Distance from Calais

Which centre(s) did you visit last year? Chateau Beaumont

What other visits does your school organise? Barcelona, Norway

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

the quality and interaction from the staff on the Rue tour was excellent - this is what we would have <sup>liked</sup> (and expected) the whole week.

## 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 [REDACTED] Date of stay 1<sup>st</sup> - 5<sup>th</sup> April  
Drivers name Sid 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

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:

If it wasn't for Sid we wouldn't have had a  
clue about excursions and where to go/what to do  
Sid was very friendly and helpful.