

# 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 2019

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? Yes

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

Didn't use website much, tended to rely on Mandy + past experiences.

If you had a visit from one of our School Journey Advisors; N/A

Did he provide a fair description of our centre & product?

How was the Presentation Evening?

How did you rate our pre-visit administration?

UK.....1.....(Mandy) - incredibly patient

Château.....1.....(Marie) very helpful.

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	2 <sup>a bit rushed</sup>	Fire drill	1
Room allocation	1	Intro talk	A bit rushed, but we were late!

### Section 3; Centre Facilities

Pupil's accommodation	2	The grounds	2
Teacher's accommodation	2 <sup>Bed excellent</sup>	Teachers lounge	2
Washing & toilet facilities	2	Cleanliness/Hygiene	2

A general feeling of cost-cutting which regular visitors will notice - a range of little things,

Were there any accommodation problems?

None.  
Beds were lovely (for staff)!

Ran out of butter on last breakfast + croissants / pain au choc looked over-don.

### Section 4; Meals

Were the meals of an adequate standard?

Adequate! A bit disappointing after previous years. Not heard, choice seemed a bit limited + repetitive. Previous years have been excellent.

Was there enough to eat?

Yes - some cheese afterwards would have been nice!

What was the most / least enjoyed meal?

Most: Steak + chips (students) / Lunch Tues: (chilli)  
Least: Pasta/Mash + brochette - weird combination!

Were all dietary requirements catered for?

Yes

Please rate the packed lunch meals: OK. More variety perhaps good - Tuna?

Any other comments?

Tea/Coffee for staff nice in mornings at breakfast  
Very limited choice of jams - French jams can be a good learning opportunity for students  
would like hot choc etc for pupils on offer.

Very carb heavy meals.

Been like pernickety comments, I know, but we have sold the trip & pupil food is excellent, with French menus, to parents + staff!

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? - Varied.

Helpfulness...3.....

Professionalism...2.....

Friendliness...2.....

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

Ally (Rue Tour) Gaël (campfire) Céron (Rue Tour)

Staff didn't always seem comfortable with group leading (socially). We didn't do outdoor activities. Rue Tour was 'laboured at times'. (which stories were true)

How do you rate the outdoor pursuits?

N/A

How do you rate the outdoor pursuit equipment?

N/A

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?

.....  
.....

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: Etapes Market (name excursion)

How well did the excursion fulfil your expectations: OK. We were doing an excursion but had thought it was a

Enjoyment students: fine language activity, so expected more from staff - our mistake!

Enjoyment teachers: OK.

Suitability to your group: OK

Comments: Incident of theft - was surprised that staff

with us were ~~to~~ not as pro-active as they could be. Didn't ask us about it afterwards. Duty of care for a group?

Excursion 2: Rue Tour (name excursion)

How well did the excursion fulfil your expectations: See prev. comments

Enjoyment students: OK

Enjoyment teachers: OK

Suitability to your group: A little long.

Comments: Need to know what is truth - have heard

3 different stories about memorial!

Excursion 3: Moulin La Tourelle (name excursion)

How well did the excursion fulfil your expectations: Excellent.

Enjoyment students: good

Enjoyment teachers: very good

Suitability to your group: Needs competent linguist to be a success as all needed translating

Comments: Very interesting tour!

PTO

Wellington Tunnel - excellent.

Goat Farm - very good. Didn't know about alternative price of 7€ for tasting + would have gone for this - probably didn't study guide properly.

Succi Berckow - excellent.

Sunset Coffee (crêperie) - excellent. Very accommodating + helpful + allowed students to order individually.  
Good range of drinks.

Phoques - couldn't see them + not sure if found right place.

Mayonnaise - students enjoyed making it, but we would have appreciated the judging done by centre staff.

## Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? Visits

Which aspect of your stay was least satisfactory? We found that we missed having a leader allocated per day who talked us through the plans - maybe because it was french experience? felt as though we relied too heavily on driver.

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

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

Where did you hear of *Manor Adventure*? recent visits

What were the reasons for choosing *Manor Adventure*? past experience

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

What other visits does your school organise? Battlefields (Galloway)

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

Staff don't seem as proactive in engaging with students or staff as they have been previously. Bar staff - fine, chef friendly, staff in dining hall seemed 'distant' / no engagement unless spoken to first.

## 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 1-5 April

Drivers name Wayne Number of seats 59

Please circle as appropriate:

Safety talk received:  Yes / No

Safety DVD shown: Yes /  No *but discussed - didn't work*

Sat Nav:  Yes / No

Coach: Executive / Standard - not sure

Entertainment: Video /  DVD / None

Toilet:  Yes / No

If yes, was it clean?  Yes / No

*Students encouraged not to use it*

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 1/2

to children 2

Attitude/Cooperation during stay 1/2

State of the coach 2

Time keeping:

Arrival at school 1

Excursions 2

Drivers knowledge of visits 2

Any additional comments:

*Wayne was friendly throughout the trip, giving additional info where he could + very accommodating, changing things to fit our circumstances + giving useful tips. He offered entertainment on longer journeys which was very much appreciated.*