

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: 12-15th July 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?

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..... excellent (Mandy) 1

Château..... excellent (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 welcome3.....

Fire drill2.....

Room allocation2.....

Intro talk2.....

Section 3; Centre Facilities

Pupil's accommodation3.....

The grounds2.....

Teacher's accommodation3.....

Teachers lounge2.....

Washing & toilet facilities3.....

Cleanliness/Hygiene3.....

Were there any accommodation problems?

Lack of ventilation, mats for
bathrooms,

Section 4; Meals

Were the meals of an adequate standard?

.....yes.....

Was there enough to eat?

.....yes.....

What was the most / least enjoyed meal?

Most: Range of food Least: lack of hot drinks.

Were all dietary requirements catered for?

.....yes - though more chance for vegetarians.
Please rate the packed lunch meals: Of limited choice

Any other comments?

.....Never enough ham.....

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.....2.....

Professionalism.....2.....

Friendliness...1.....

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

Georgia, Jack A
Alex Dan

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?

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

Rae McKel

Excursion 1: 1 (name excursion)

How well did the excursion fulfil your expectations: fulfilled very well.

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: well prepared excellent

Excursion 2: 1 (name excursion)

Mayonaise

How well did the excursion fulfil your expectations: yes

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Helpful + fun

wheat 3 (name excursion)

How well did the excursion fulfil your expectations: 3

Enjoyment students: 3

Enjoyment teachers: 3

Suitability to your group: 3

Comments: Free time - improve activity, Health + safety in garden - Use?

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? Rue Market

Snail Parc Astérix

Which aspect of your stay was least satisfactory?

wheat farm / camp fire

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*? pre visit - 8 years ago

What were the reasons for choosing *Manor Adventure*? education

Which centre(s) did you visit last year? Château de Brantel

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:.....

.....

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Section 9; Coach Report Form

School name [REDACTED] Date of stay 12-15th July
Drivers name Trevor !! Number of seats 83

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: 1
Arrival at school 4.15 am

Excursions 1

Drivers knowledge of visits 1

Any additional comments:

Fabulous! So friendly + helpful
we would like Trevor every year.