

# 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: 7/06 - 10/06 EMAIL: .....

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)?

all good

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

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

How was the Presentation Evening? .....

How did you rate our pre-visit administration? out of how much?

UK..... 10/10.....(Mandy)

Château..... 10/10.....(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	.....1.....	Fire drill	.....1.....
Room allocation	.....2.....	Intro talk	.....1.....

## Section 3; Centre Facilities

Pupil's accommodation	.....2.....	The grounds	.....1.....
Teacher's accommodation	.....1.....	Teachers lounge	.....1.....
Washing & toilet facilities	.....2.....	Cleanliness/Hygiene	.....1.....

Were there any accommodation problems?

.....  
.....

## 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:.....Least:.....All good

Were all dietary requirements catered for?

.....

Please rate the packed lunch meals: Not enough have sandwiches

Any other comments?

.....Could ask how many of each  
sandwiches we want the day before

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?

.....

.....

.....

.....

How do you rate the outdoor pursuits?

..... 1

How do you rate the outdoor pursuit equipment?

..... 2

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:**..... (name excursion)

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

Enjoyment students: .....

Enjoyment teachers: .....

Suitability to your group: .....

Comments: .....

.....

**Excursion 2:**..... (name excursion)

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

Enjoyment students: .....

Enjoyment teachers: .....

Suitability to your group: .....

Comments: .....

.....

**Excursion 3:**..... (name excursion)

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

Enjoyment students: .....

Enjoyment teachers: .....

Suitability to your group: .....

Comments: .....

.....

## Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? .....

Safe environment,  
Beautiful, great service

Which aspect of your stay was least satisfactory? .....

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

9/10

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

Yes

Where did you hear of *Manor Adventure*? .....

Previous school

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

Same ↓

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

What other visits does your school organise? .....

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

Wifi is not working so a bit annoying  
as signal is not great either

add a water fountain in Normandy block

## 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 .....

Drivers name ..... Number of seats .....

**Please circle as appropriate:**

Safety talk received: Yes / No

Safety DVD shown: Yes / No

Sat Nav: Yes / No

Coach: Executive / Standard

*Don't know*

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 ..... 10 / 10

to children ..... 10 / 10

Attitude/Cooperation during stay ..... 10 / 10

State of the coach ..... 10 / 10

**Time keeping:**

Arrival at school ..... 10 / 10

Excursions ..... 10 / 10

Drivers knowledge of visits .....

**Any additional comments:**

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.....  
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