

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: 7-10 JUNE

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?.....

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? Yes

How was the Presentation Evening? Good

How did you rate our pre-visit administration?

UK.....(Mandy)

Château.....(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 ...2.....

Fire drill ...3.....

Room allocation ...2.....

Intro talk ...3.....

Section 3; Centre Facilities

Pupil's accommodation ...2.....

The grounds ...2.....

Teacher's accommodation ...2.....

Teachers lounge ...2.....

Washing & toilet facilities ...3.....

Cleanliness/Hygiene ...2.....

Were there any accommodation problems?

Problem with the blinds in some of the upstairs
rooms in Excurie

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: Spag bol Least:

Were all dietary requirements catered for?

Yes - needed to wait for separate meals till the end for these children
which meant they ate on their own.

Please rate the packed lunch meals: 2

Any other comments?

Breakfasts are fantastic

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.....2

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

.....
.....
.....
.....

How do you rate the outdoor pursuits?

.....2

How do you rate the outdoor pursuit equipment?

.....2

What were your pupil's favourite outdoor pursuits?

.....
Everything - apart from climbing too much hanging
around

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?

.....
Organisation needs to be clearer so the kids knew
what to do and what to expect.
Would like to know what activities the kids were
doing in advance

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: Sail Farm (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 2

Comments:

.....

Excursion 2: Fishing Museum (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students: 4

Enjoyment teachers: 3

Suitability to your group:

Comments: Too much talking at them

.....

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? *Bagatelle and breakfast*

Which aspect of your stay was least satisfactory? *No toilet on our third coach*

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

Not being able to eat on the double decker coach on first day which led to a ~~50€~~ cost to hire a room to eat their food as it was raining and they arrived early.

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

Where did you hear of *Manor Adventure*? *Been before*

What were the reasons for choosing *Manor Adventure*? *Been before*

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?

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 7-10 JUNE

Drivers name STEVE LYN ASHLEY Number of seats 7 x S9 1 x SS

Please circle as appropriate:

Safety talk received: Yes / No

Safety DVD shown: Yes / No

Sat Nav: Yes / No but blew up in one coach

Coach: Executive / Standard

Entertainment: Video / DVD / None

Toilet: Yes / No

If yes, was it clean? Yes / No

In 2 but not the 3rd.
Very disappointed for such a long journey

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 2

to children 3

Attitude/Cooperation during stay 2

State of the coach 2

Time keeping:

Arrival at school 2

Excursions 2

Drivers knowledge of visits 2

Any additional comments:

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