

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: 10/06/19

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? _____

How was the Presentation Evening? _____

How did you rate our pre-visit administration?

UK.....1.....(Mandy)

Château.....1.....(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 welcome1.....

Fire drill1.....

Room allocation1.....

Intro talk1.....

Section 3; Centre Facilities

Pupil's accommodation1.....

The grounds1.....

Teacher's accommodation3.....

Teachers lounge1.....

Washing & toilet facilities3.....

Cleanliness/Hygiene1.....

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:Pasta..... Least:beef stew.....

Were all dietary requirements catered for?

.....Yes.....

Please rate the packed lunch meals:3.....

Any other comments?

.....
.....

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?

Curtis - excellent instructor, very good with the children. Luke was extremely helpful & understanding working hard to resolve any problems - including donating his own tea bags!

How do you rate the outdoor pursuits?

Ally the children also loved really connected with the children.

.....1.....

How do you rate the outdoor pursuit equipment?

.....1.....

What were your pupil's favourite outdoor pursuits?

Water sports

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:.....3..... (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students:3.....

Enjoyment teachers:3.....

Suitability to your group:3.....

Comments: The children enjoyed the visit, it was a
long day for them, we may vary our hrs
next year

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? Activities

Which aspect of your stay was least satisfactory?

..... The children really didn't like most of the meals

How do you rate the course overall on a value for money basis? 2

Will you be considering a further visit with *Manor Adventure*? 1

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

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

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

What other visits does your school organise? Rock UK

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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