

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: 10-14 JUNE 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

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.....

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... Excellent (1) (Mandy)

Château... Excellent (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 welcome ...3.....

Fire drill ...2.....

Room allocation ...1.....

Intro talk ...3.....

Section 3; Centre Facilities

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

The grounds ...1.....

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

Teachers lounge ...2.....

Washing & toilet facilities ...2.....

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

Were there any accommodation problems?

KETTLE NOT WORKING IN NORMANDY (41).
COULD DO WITH MILK IN FRIDGE.

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 + GRATIN DAUPHINOISE Least: VEGE1 BURGER

Were all dietary requirements catered for?

YES, THOUGH VEGE1 OPTIONS NOT POPULAR.

Please rate the packed lunch meals: 2

Any other comments?

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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.....2.....

Friendliness.....1.....

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

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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?

..... CRATE STACKING

Are there any new outdoor pursuits you would like *Manor Adventure* to offer?

..... AEROBALL

Do you have any suggestions on how we could improve our product or outdoor pursuits?

..... INCLUDE MORE FRENCH

.....

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: MARKET (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: We provided our own worksheet and a good time was had by all.

Excursion 2: SNAIL FARM (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 2

Comments: A valuable cultural experience with opportunities to handle + taste the snails.

Excursion 3: COLLÈGE DU MARQUENILLE (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 3

Comments: Greater organisation needed. Tour altogether at start. Then 'Meet + Greet' exercise and maybe some team games rather than a lesson.
* Scavenger Hunt should be in French + English.

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? CRAVE STACKING, OBSTACLE

COURSE + MEETING PENPAUL

Which aspect of your stay was least satisfactory? ORGANISATION OF THE FRENCH

SCHOOL EXCHANGE.

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

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

Where did you hear of *Manor Adventure*? CULMINGTON VIA YEAR 4

What were the reasons for choosing *Manor Adventure*? HIGH STANDARDS, GOOD

FOOD + ACCOMMODATION AND EXCELLENT HEALTH + SAFETY.

Which centre(s) did you visit last year? CULMINGTON AS A SCHOOL - YEAR 4.
CHATEAU DU BRUNTEL - PERSONALLY WITH YEAR 6.

What other visits does your school organise?

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

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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 10-14 JUNE 2019

Drivers name NATHAN Number of seats 50

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
LIGHT NOT WORKING

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 teachers1....

to children1....

Attitude/Cooperation during stay1....

State of the coach1....

Time keeping:

Arrival at school1....

Excursions1....

Drivers knowledge of visits1....

Any additional comments:

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