

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] TY LEADER: [REDACTED]

DATES: 10/10/19 - 14/10/19 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? N/A

How was the Presentation Evening? N/A

How did you rate our pre-visit administration?

UK.....2.....(Mandy)

Château.....2.....(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 ...1.....

Fire drill ...2.....

Room allocation ...1.....

Intro talk ...2.....

Section 3; Centre Facilities

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

The grounds ...1.....

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

Teachers lounge ...1.....

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

Cleanliness/Hygiene ...1.....

* Chateau accommodation + facilities were all excellent.

Were there any accommodation problems?

The only problem was the split of teachers and children between Ecole and the Chateau

Section 4; Meals

Were the meals of an adequate standard?

Good

Was there enough to eat?

Good

What was the most / least enjoyed meal?

Most: Beef stew/Pasta + chicken Least: Chicken on the bone + rice

Were all dietary requirements catered for?

Yes

Please rate the packed lunch meals: 2

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?

Sarah - has gone the extra mile to help out.
Georgio - brilliant introduction / checking on us

How do you rate the outdoor pursuits?

1

How do you rate the outdoor pursuit equipment?

1

What were your pupil's favourite outdoor pursuits?

Kayaking + canoeing

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?

* A games room might be nice for bad weather *

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: Elaples market (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments:

Excursion 2: Rue tour (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments:

Excursion 3: Albert museum/Somme (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments:

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? *That we could get involved in the activities but also knowing that we could leave them + trust that they'll be safe. Smooth transitions*

Which aspect of your stay was least satisfactory? *Food could have been slightly better*

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 - already booked for 2020*

Where did you hear of *Manor Adventure*? *Been coming for 7 years*

What were the reasons for choosing *Manor Adventure*? *As above*

Which centre(s) did you visit last year? *Chateau de Brantes*

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 10/6/19 - 19/6/19

Drivers name Mark Number of seats 49

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 2

to children 2

Attitude/Cooperation during stay 2

State of the coach 1

Time keeping:

Arrival at school 1

Excursions 1

Drivers knowledge of visits 1

Any additional comments:

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