

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: 17-06-2019 → 21-06-2019 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? Excellent + accurate

How could we improve our website: www.manoradventure.com?

.....
.....

If you had a visit from one of our School Journey Advisors; NO

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 (Mandy)

Château: Excellent (Marie)

Preview visit to the centre? N/A but have been for many years

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 2.....

Room allocation 1★.....

Intro talk 1.....

Section 3; Centre Facilities

Pupil's accommodation 3.....

The grounds 1 Excellent

Teacher's accommodation 1.....

Teachers lounge 1.....

Washing & toilet facilities 2.....

Cleanliness/Hygiene 1.....

↳ Room 17 shower extremely slow to warm up

Were there any accommodation problems?



Blinds + windows + remote "non-controllers" were a complete faff !! + still didn't work
Gaffer tape + ladders on first night!

Section 4; Meals

Were the meals of an adequate standard?

Very good standard but possibly more variety for our veggie

Was there enough to eat?

YES, plenty as always!

What was the most / least enjoyed meal?

Most: Beet + potatoes ratatouille
spas + meatballs
pot d'auignon

Were all dietary requirements catered for?

YES

Least: "Frog legs + snails"

Sausage - least enjoyed by pupils

Please rate the packed lunch meals: Excellent

Any other comments?

Bugs in lettuce!

Great balance of choices + v. good set up

Super service from French pao staff ;)

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.....

However... Communication between staff seems lacking!
Which instructor(s) deserve(s) a special mention and for what reason?

↳ Sports bag
↳ Disney early breakfast

.....
Dannie → First Aider ✓

.....
Max for driving us back from the hospital!

.....
Rue Tour male + female for group 11.

How do you rate the outdoor pursuits?

.....
N/A

How do you rate the outdoor pursuit equipment?

.....
N/A

What were your pupil's favourite outdoor pursuits?

.....
N/A

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

.....
N/A

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

.....
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 6; Excursions

Excursion 1: Disney..... (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: Berck Market + Walking Tour of Rue..... (name excursion)

How well did the excursion fulfil your expectations: 1 excellent participation.....

Enjoyment students: 1.....

Enjoyment teachers: 1.....

Suitability to your group: 1.....

Comments: Lovely Rue Tour - cafe de Commerce. U.....

Excursion 3: Albert + monuments of Somme..... (name excursion)

How well did the excursion fulfil your expectations: 1.....

Enjoyment students: 1.....

Enjoyment teachers: 1.....

Suitability to your group: 1.....

Comments: passionate guides Valentin + Juliet
Super friendly staff at Albert Museum.....

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? ^{Chateau facilities} Walking Tour inc. café + patisserie
+ tongue in cheek story/stories

Which aspect of your stay was least satisfactory? builds + midcars in Ecurie

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

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

Where did you hear of Manor Adventure? School has always used M.A 'J

What were the reasons for choosing Manor Adventure? [↑]

Everyone → Sharpes coaches, activity staff, restaurant
staffs' manners + patience with children

Which centre(s) did you visit last year? N/A

What other visits does your school organise? BRECON BEACONS, Iceland,
Swing-

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

If it is raining with rain - where can we go? for our
inbetween times??

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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~~.....~~

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Section 9; Coach Report Form

School name [redacted] Date of stay [redacted]

Drivers name Graham Number of seats 58 of us

Please circle as appropriate:

Safety talk received: Yes / No

Safety DVD shown: Yes / No → didn't work

Sat Nav: Yes / No ?

Coach: Executive / Standard

Entertainment: Video / DVD / None We didn't have any

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 ... 1

to children ... 1

Attitude/Cooperation during stay ... 1

State of the coach ... 1

Time keeping:

Arrival at school ... 1

Excursions ... 1

Drivers knowledge of visits ... 1

Any additional comments:

We would prefer a coach with all seats on same level!!