

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: 28/6/19 - 1/07/19

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?

..... It is very good

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

Château..... 1..... (Marie)

Preview visit to the centre? NO
(been before)

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 accommodation2.....

The grounds1.....

Teacher's accommodation1.....

Teachers lounge1.....

Washing & toilet facilities1.....

Cleanliness/Hygiene1.....

Were there any accommodation problems?

No, but sometimes the showers
were slow to empty

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: all good Least:

Were all dietary requirements catered for?

yes

Please rate the packed lunch meals: very good

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?

Jack as he was our link, but
they were all very good

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?

—

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: Mayonnaise (name excursion)

How well did the excursion fulfil your expectations: very good

Enjoyment students: very good

Enjoyment teachers: good fun

Suitability to your group: good

Comments:

Excursion 2: Rue Market (name excursion)

How well did the excursion fulfil your expectations: very good

Enjoyment students: good

Enjoyment teachers: good

Suitability to your group: good

Comments: Maybe include a questionnaire

Excursion 3: Snail Farm (name excursion)

How well did the excursion fulfil your expectations: very good

Enjoyment students: very good

Enjoyment teachers: very good

Suitability to your group: very good

Comments: very interesting

Section 9; Coach Report Form

School name [REDACTED] Date of stay 28/06/19 - 1/7/19
Drivers name MARK Number of seats Double Decker

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

filled up in France so not pass to UK

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:

A very friendly & helpful driver who made the trip very successful with his knowledge & advice. An asset to the company.