

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: 29/3 - 1/4 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?

it's fine

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 (Mandy)

Château..... Excellent (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 welcome1.....

Fire drill1.....

Room allocation1.....

Intro talk1.....

Section 3; Centre Facilities

Pupil's accommodation2.....

The grounds1.....

Teacher's accommodation1.....

Teachers lounge1.....

Washing & toilet facilities2.....

Cleanliness/Hygiene2.....

Were there any accommodation problems?

one girl had a blood stain on mattress.
Girls concerned that boys might see them
as they were in a room together.

Section 4; Meals

Were the meals of an adequate standard?

yes

Was there enough to eat? lunch

yes but sat only lamb burgers left

What was the most / least enjoyed meal?

Most: ? Least: lasagne & hot dog

Were all dietary requirements catered for?

yes

Please rate the packed lunch meals: Reasonable

Any other comments?

A paper tablecloth was used in the room. Some of the
tablecloth was torn. In some of the
rooms there

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.....4/1

Friendliness.....1

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

Alex very personable and helpful
Clare too.
Maria too. All nice.

How do you rate the outdoor pursuits?

1 (evening activities 7-8:30)

How do you rate the outdoor pursuit equipment?

1

What were your pupil's favourite outdoor pursuits?

Campsite

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: Caves (name excursion)

How well did the excursion fulfil your expectations: 3

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 2

Comments:

Excursion 2: Nellisville (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: Sweet Shop (name excursion)

How well did the excursion fulfil your expectations: 3

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 1

Comments: Quite expensive. Not sure we could have done this with a bigger group.

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? Beautiful grounds

Teachers' bedrooms gorgeous. Dorms good.

Which aspect of your stay was least satisfactory? Food wasn't as good as I

expected but was "adequate"

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

Will you be considering a further visit with Manor Adventure? Yes

Where did you hear of Manor Adventure? From a friend

What were the reasons for choosing Manor Adventure? Great food provision,

activities

Which centre(s) did you visit last year? St. Albans and St. Albans (1 day)

What other visits does your school organise? Worcester, 1 day

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

Had to keep asking for water to be better (100)

we can get water from bathroom but

fresh air would have been nice to breathe

with all the lovely teachers who were so

kind and helpful

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:.....

.....

.....

Section 9; Coach Report Form

School name [REDACTED] Date of stay 29/3 - 1/4/19

Drivers name Urclaw Number of seats 6

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 2 boxes of cards

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 2

Drivers knowledge of visits 1

Any additional comments:

1stly, 2ndly! Went with the flow - really easy to work with.