

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: 11.11 - 15.11.19

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? 2

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

N/A

If you had a visit from one of our School Journey Advisors; N/A

Did he provide a fair description of our centre & product?

How was the Presentation Evening?

How did you rate our pre-visit administration?

UK.....(Mandy)

Château.....(Marie)

Preview visit to the centre?.....

} 1. very helpful, with all air charges

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 ...1.....

Room allocation ...1.....

Intro talk ...1.....

Section 3; Centre Facilities

Pupil's accommodation ...2..... The grounds ...2.....

Teacher's accommodation ...2..... Teachers lounge ...2.....

Washing & toilet facilities ...2..... Cleanliness/Hygiene ...2.....

Were there any accommodation problems?

Any faults were dealt with promptly.
New mattresses in teachers rooms were
excellent, as were the showers.

Section 4; Meals

Were the meals of an adequate standard?

.....2.....

Was there enough to eat?

.....1.....

What was the most / least enjoyed meal?

Most: pork curry & fish. Least: lots of repetition in
the vegetarian meals.

Were all dietary requirements catered for?

Halal?

Please rate the packed lunch meals: N/A

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?

Jack & Matty were lovely with the kids and set appropriate boundaries. Sarah has been very helpful as our main point of contact.

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?

~~No~~.....

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

No.....

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

No.....

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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 6; Excursions

Excursion 1: Rue Tower (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 2

Enjoyment teachers: (been many times before!)

Suitability to your group: 2

Comments: It was good that we were asked what we wanted to include

Excursion 2: (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

Comments:

Excursion 3: (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

Comments:

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? overall experience

Which aspect of your stay was least satisfactory? N/A

How do you rate the course overall on a value for money basis? very good value for money . 1.

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

Where did you hear of *Manor Adventure*? We have been coming for 10 years

What were the reasons for choosing *Manor Adventure*? We know what an

excellent experience and value for money it is

Which centre(s) did you visit last year? This one

What other visits does your school organise? Kingswood

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

Curtis used inappropriate language in two separate sessions. Though the children really enjoyed his sessions he didn't set appropriate boundaries that reflected the age of the children. **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 11-15.11.19

Drivers name Andrzej Number of seats 58+

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 1

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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