

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: 7-11th Oct 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?.....

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

.....
.....

I didn't book the visit - it was booked by an old member of staff who has left. I took over after this point!

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

Château.....1.....(Marie)

Preview visit to the centre?.....

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 accommodation12.....

The grounds1.....

Teacher's accommodation1.....

Teachers lounge1.....

Washing & toilet facilities2.....

Cleanliness/Hygiene1.....

Were there any accommodation problems?

Electricity wasn't working in one adults' room but this was sorted out quickly - all staff have been extremely helpful.
Would be good to have more washing facilities for children eg. a shower block?

Section 4; Meals

Were the meals of an adequate standard?

Yes but some strange combinations and ran out of some options on two nights. Would be good to have some more typically french meals.

Was there enough to eat?

Yes

What was the most / least enjoyed meal?

Most: Beef stew
Porte.

Least: Ribs/fish fingers with potatoes.

Were all dietary requirements catered for?

Yes

Please rate the packed lunch meals: 1

Any other comments?

packed lunches were excellent. Last year there were different 'puddings' which would have been nice for more variety (not just waffles each day as some children didn't like these).

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 been absolutely fantastic from start to finish! So helpful and has kept checking in with us throughout our visit.

How do you rate the outdoor pursuits?

N/A. -

How do you rate the outdoor pursuit equipment?

-

What were your pupil's favourite outdoor pursuits?

-

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: 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: A great morning out filled with lots of interesting, historical information.

Excursion 2: Goat Farm (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Much better than last year! The farmer and his wife were super at showing the children around and making it an enjoyable experience!

Excursion 3: Sweet factory Boulogne (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Absolutely fantastic! Very funny and informative!

4) Bakery

Very entertaining and hands on for the children.
Loved it!

5) Crêperie l'Eau à la Bouche

2

1

1

2

Lovely food. It would have been nice for the children to have had the chance to order in ~~French~~ French!

6) Thiépral museum

2

2

1

2

The information was tricky for some of our children to access with the way it was presented.^m

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? *Being allowed to have some*

downtime in the evening with the evening activities you provided. An absolutely beautiful setting.

Which aspect of your stay was least satisfactory? *The evening food in comparison*

to other residential places.

How do you rate the course overall on a value for money basis? *1*

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

Where did you hear of *Manor Adventure*? *We came last year! Heard about it then from another school.*

What were the reasons for choosing *Manor Adventure*? *A great experience last*

year!

Which centre(s) did you visit last year? *JCA venues*

What other visits does your school organise? *Residential for Years Reception → 6*

Adventurous activities residential for Year 3/4 Day visits linked to topics for each year group.

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

A great experience again - thank you!! 😊

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 Date of stay 7-11th Oct 2019.....

Drivers name Wayne..... Number of seats

Please circle as appropriate:

Safety talk received: Yes / No

Safety DVD shown: Yes / No

Sat Nav: Yes / No

Coach: Executive / Standard - unsure.

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 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 - excellent, especially on the Somme experience day!

Any additional comments:

Great service, very knowledgeable and extremely helpful - thank you! 😊