

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: 18-21st Oct EMAIL: [REDACTED]

ACCOMMODATION: Château Ecurie Normandy (circle as appropriate)

Girls Boys

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?

Plan of rooms

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

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

How was the Presentation Evening? N/A

How did you rate our pre-visit administration?

UK.....(Mandy)

Château.....(Marie)

Preview visit to the centre?.....

Another member of staff delt with this sorry.

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.....
Room allocation1.....

Fire drill1.....
Intro talk1.....

Section 3; Centre Facilities

Pupil's accommodation2.....
Teacher's accommodation1.....
Washing & toilet facilities1.....

The grounds1.....
Teachers lounge1.....
Cleanliness/Hygiene1.....

Were there any accommodation problems?

Ecurie rooms - could do with shelter
over outside as at bedtimes staff
standing out in the rain to supervise
bedtimes.

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:.....Sausages.....Least:.....Lasagne.....

Were all dietary requirements catered for?

.....yes.....

Please rate the packed lunch meals:.....

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.....1.....

Friendliness.....1.....

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

Sarah - fantastic all the way
through very professional & positive
Jack for helping snip brace on student - Amazing
Matty very friendly great with kids.

How do you rate the outdoor pursuits?

Keivan / Mi / Sam - Great fun.

Excellent

How do you rate the outdoor pursuit equipment?

1

What were your pupil's favourite outdoor pursuits?

Paddle boards

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

Zip line.

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

~~At~~ Places to store ~~the~~ towels
instead of in trees!

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 + Market (name excursion)

How well did the excursion fulfil your expectations: yes 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: fab knowledge & stories

Excursion 2: Sweet Shop (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: fab - maybe a few sweets from the batch we made to take home

Excursion 3: Andrews (name excursion)

How well did the excursion fulfil your expectations: 3

Enjoyment students: 3

Enjoyment teachers: 3

Suitability to your group: 3

Comments: Market not open in town Cathedral fantastic but town tour would have been good with staff from centre.

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? Rue Market

+ outdoor Pursuits

Which aspect of your stay was least satisfactory? Ameins - not bad

Just needed more info - Pami M did

How do you rate the course overall on a value for money basis? 1 help out loads.

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

Where did you hear of Manor Adventure? Colleague

What were the reasons for choosing Manor Adventure? location

Which centre(s) did you visit last year? —

What other visits does your school organise? skiing

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

Staff very positive and lots of fun
I have taken a variety of trips
over the last 20 years and
the Staff have been outstanding

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: [redacted]

Name:

Address: [redacted]

Address:

[redacted]

.....

[redacted]

.....

Section 9; Coach Report Form

School name [REDACTED] Date of stay 18/21st Oct
Drivers name Wanclaw Number of seats 49

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 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:

fantastic

Note from Hans: I think this is meant sarcastic as the school had a lot of problems with Wanclaw not knowing times etc.
Hans