

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: 17-20th 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? N/A been so many times

don't look at a brochure!

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? N/A

) Both helpful - very good.

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..... The grounds1.....
Teacher's accommodation2..... Teachers lounge1.....
Washing & toilet facilities1..... Cleanliness/Hygiene1.....

Were there any accommodation problems?

- Some blinds/windows ~~so~~ wouldn't open
- Some teachers bins are a little cosy but comfortable.

Section 4; Meals

Were the meals of an adequate standard?

Mostly - Croissants rather well done!

Was there enough to eat?

~~Plenty~~ Plenty - like the new salad bar

What was the most / least enjoyed meal?

Most: Beef + chips / Chicken 1st - 2nd nights Least: ~~Beef~~ meal on last night

Were all dietary requirements catered for?

Yes

Please rate the packed lunch meals: Decent

Any other comments?

Cheese is in massive chunks! More ham/meat bagnettes required

The chefs are really helpful + thank, so much for the cakes!

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?

Georgia - really helpful & well organised
The girl who got the ring out of the sink! - can't work out who
from photo! - Darnie!
All the staff are great - friendly, helpful & a real credit
to the company.

How do you rate the outdoor pursuits?

Very good

How do you rate the outdoor pursuit equipment?

1

What were your pupil's favourite outdoor pursuits?

Zip wire, rifles

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 *- self managed Battelfields*

Excursion 1:..... (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

Comments:

.....

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? ... *Activities, socialising, day out* ...

Which aspect of your stay was least satisfactory? ... *kid's not totally happy with food - sometimes they're fussy but still needs a little work* ...

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*?

What were the reasons for choosing *Manor Adventure*? ... *The site is superb* ...

Which centre(s) did you visit last year? ... *Chateau du Brantel* ...

What other visits does your school organise? ... *Too many to list* ...

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

.....
.....
.....

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 17-20th Oct 2019
Drivers name Steve & Sean Number of seats 49 + 81?

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:

Both drivers were really really excellent - could not fault them. Really on the ball & friendly -
Thank you!