

# 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: 21 - 25th 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](http://www.manoradventure.com)?

.....  
.....

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.....(Mandy)

Château.....(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 welcome .....1.....

Fire drill .....1.....

Room allocation .....1.....

Intro talk .....1.....

## Section 3; Centre Facilities

Pupil's accommodation .....2.....

The grounds .....1.....

Teacher's accommodation .....3.....

Teachers lounge .....2.....

Washing & toilet facilities .....2.....

Cleanliness/Hygiene .....2.....

Were there any accommodation problems?

Teacher Room 3 Normandy House  
mause in Room. Dealt with by  
Chateau staff - all fine. Teacher  
Stayed ~~to~~ in other teachers room for  
rest of trip.

## 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: chicken goujons. Least: Sausage

Were all dietary requirements catered for?

Yes

Please rate the packed lunch meals: 3

Any other comments?

TO ask for number of ham and  
cheese baguettes as ham was  
quite popular with our children but  
there wasn't enough. All was fine  
children swapped etc.

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?

Kieran S - fantastic leader and always checked in with us to make sure we are OK

Sarah - After a small incident with another school Sarah came and spoke to us and informed us about how situation was dealt with.

How do you rate the outdoor pursuits?

Excellent

Thank you

How do you rate the outdoor pursuit equipment?

Excellent

What were your pupil's favourite outdoor pursuits?

Rip wire & paddle boarding

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

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5- Poor

## Section 6; Excursions

Excursion 1: Ballerfields (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 2

Comments: ~~.....~~

Excursion 2: Albert museum (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 3

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? ..... children absolutely enjoyed all ~~most~~ activities.

Which aspect of your stay was least satisfactory? .....

How do you rate the course overall on a value for money basis? ..... 2

Will you be considering a further visit with *Manor Adventure*? ..... Already booked!

Where did you hear of *Manor Adventure*? .....

What were the reasons for choosing *Manor Adventure*? ..... We have been

coming here for years - always excellent.

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

What other visits does your school organise? .....

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

The food options for children were better this year. ~~more options~~. They thoroughly enjoyed chicken gajans and pasta option.

## 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 ... 21-25th Oct 2019  
Drivers name ... Geoff ..... Number of seats .....

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~~ 1

to children ~~2~~ 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:

Geoff was absolutely fantastic!  
Thank you so much for our stop to  
McDonalds and supermarket on the  
way here! It was very much  
appreciated!