

**manor adventure**  
no one does school residentials' better!

# COURSE REPORT FORM

*Château du Broutel*



Your views are very important to us. We would greatly appreciate five minutes of your time to complete and return this form to reception prior to your departure.

We hope you have enjoyed your stay with us!

# 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: ..... PARTY LEADER: .....  
DATES: 21 Oct - 24 Oct 2022 EMAIL: .....  
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? ..... Yes .....

How could we improve our website: [www.manoradventure.com](http://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..... 1 .....(Mandy) } Both excellent, helpful  
Château..... 1 .....(Marie) } and quick to respond to any  
Preview visit to the centre?..... } queries.

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 ..... 2 .....

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

## Section 3; Centre Facilities

Pupil's accommodation ..... 3 .....

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

Teacher's accommodation ..... 2 .....

Teachers lounge ..... 1 .....

Washing & toilet facilities ..... 3 .....

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

Were there any accommodation problems?

.....  
.....

## Section 4; Meals

Were the meals of an adequate standard? *There used to be more choice. Make meals more French. More baguette.*

Was there enough to eat?

*Yes.*

What was the most / least enjoyed meal?

Most: *Kebabs + chips* ..... Least: *Chilli con carne* .....

Were all dietary requirements catered for?

*Yes*

Please rate the packed lunch meals: *Good*

Any other comments?

*More options for baguette for breakfast rather than pastries each morning.*

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 / Animators?

Helpfulness.....1.....

Professionalism.....1.....

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

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

Angelo was great - tried to use French speaking as much as possible. Got the children engaged. Dealt with issues quickly and nicely. Very friendly.

How do you rate the evening activities?

Good - especially the pétanque and the French songs during the camp fire. Nice that the staff take over and give the teachers a break.

\* What were your pupil's favourite evening activities?

Do you have any suggestions on how we could improve our product or evening activities?

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: Chocolaterie de Beussert (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Very interesting. Pitched at the right level.  
Use of French where possible. Not too long.

Excursion 2: Rue Market (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Thanks for sending extra staff to support  
checking children not wandering.

Excursion 3: Amiens cathedral (name excursion)

How well did the excursion fulfil your expectations: 3

Enjoyment students: 2

Enjoyment teachers: 1

Suitability to your group: 2

Comments: Could we have paper, pencils & clipboard  
to make it a more "solid" activity for the  
distance travelled.

Please score on the following basis if not making any comment:

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Excursion 4: Nausicaa (name excursion)

How well did the excursion fulfil your expectations: .....

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Just need more time to get round everything.

Excursion 5: Sweet Shop (name excursion)

Not known yet as on the way home

How well did the excursion fulfil your expectations: .....

Enjoyment students: .....

Enjoyment teachers: .....

Suitability to your group: .....

Comments: .....

Excursion 6: ..... (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? *The grounds and feel of the chateau.*

Which aspect of your stay was least satisfactory? *Maybe a quick clean and bin empty of childrens' bathrooms?*

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

Will you be considering a further visit with *Manor Adventure*? *Absolutely yes.*

Where did you hear of *Manor Adventure*? *Brochure delivered to school years ago.*

What were the reasons for choosing *Manor Adventure*? *Close to Ewotunnel, lovely site, variety of excursions suitable for Yr 5 + 6.*

Which centre(s) did you visit last year? *Have visited C. de Braultel for at least 10 years now.*

What other visits does your school organise? *Yr 4, 5, 6 curriculum residential.*

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

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## 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 ..... Date of stay 21 Oct - 24 Oct 2022

Drivers name André ..... Number of seats 55 + 6 adults

Please circle as appropriate:

\* Safety talk received: Yes / No Safety DVD shown: Yes / No

Entertainment: Video / DVD / None

Toilet: Yes / No If yes, was it clean? Yes / No

Correct uniform worn: white company shirt or polo, black trousers, formal shoes: 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:

Very good driving. Accomodating of any  
delays. Knowledgeable of the routes and  
places visited. Helpful and friendly.