

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: 3/13/23 - 3/4/23 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? 1

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

..... 1

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

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

How was the Presentation Evening? NA

How did you rate our pre-visit administration?

UK..... 1(Mandy)

Château..... 1(Marie)

Preview visit to the centre? NA

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 drill3..... - not v loud - students didn't hear it at first

Room allocation1.....

Intro talk1.....

Section 3; Centre Facilities

Pupil's accommodation3 ~~2~~..... The grounds1.....

Teacher's accommodation1..... Teachers lounge1.....

Washing & toilet facilities2..... Cleanliness/Hygiene3 (all good except rooms)

* some of students report rooms having sweet wrappers + old sweets on floor under bed + bloodstains on mattress covers.

Were there any accommodation problems?

• rmb temporary loss of hot water in shower

• would be good to have explanation of heating when 1st arrive - spent 1st couple hours quite cold!

* hooks / dryers for coats / somewhere to hang clothes / towels ...

Section 4; Meals

Were the meals of an adequate standard?

.....1 - delicious!.....

Was there enough to eat?

.....1.....

What was the most / least enjoyed meal?

Most: students - pizza lunch staff - steak Least: chicken (red wine sauce - kids not used to... - staff enjoyed)

Were all dietary requirements catered for?

.....1.....

Please rate the packed lunch meals:.....1.....

Any other comments?

.....Real shame they mixed up the order although

.....mistakes do happen - easily rectified 😊.....

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?

Nahia - dynamic, popular with students + wicked sense of humour (i)

Sofia - great tour + always smiling

Bastien - a brave 1st introduction presentation

Giuseppe - v. accommodating - booked up dining room for us later!

How do you rate the evening activities?

Great - but night bit of confusion as we weren't aware we had to send the students out - we were waiting for them to let us know... we were v. tired so didn't quite understand... otherwise v. enjoyable + great to give us a break.

What were your pupil's favourite evening activities?

They enjoyed all of them! Vegetarians

a little disappointed re. marshmallows (i) difficult to get.

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

Pre-trip highlight the emphasis on wet weather ^{evening} activities

- we asked them to bring outdoor shoes/trainers but

due to inclement weather their clothes/shoes got absolutely soaked/filthy. ~~change~~

• An indoor games room would make the chateau even more perfect! (Appreciate the logistical difficulties in accommodating all parties = rota?)

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: Mayo making (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 2

Comments: A nice "French" activities - good level of French from chef + fun to 'tip' the bowl.

Excursion 2: Choco Rue Tour (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 2

Comments: just a real shame was v. wet, but good informative tour.

A part of French experience, would be lovely to exploit the local towns more + point out typical French shops etc.


Excursion 3: Chocolaterie (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: genial 

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

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Excursion 4:..... Amiens city + zoo (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 2

Comments: great cathedral + beautiful city - enjoyed walk around.

Hadn't realised shops would be shut as Sunday so a little disappointed BUT a lovely place. Zoo a little unfriendly ... questioned

Excursion 5:..... (name excursion)

How well did the excursion fulfil your expectations: one of students re. shoplifting + complained our students were boisterous.

Enjoyment students: They didn't point out the need for us to accompany U16 students

Enjoyment teachers: when we entered, + gave me only 3 zoo guides between 43 ...

Suitability to your group: just not v. welcoming.

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? Sharing the responsibilities with
Chateau staff + having comfortable staff area. Food 😊 Excellent systems

Which aspect of your stay was least satisfactory?
NA

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

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

Where did you hear of Manor Adventure? friend teaching colleagues

What were the reasons for choosing Manor Adventure? wanted a good trip for yrs 7-9

with support of a company - my daughter did trip to Warsaw at Primary
+ really enjoyed it.

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

What other visits does your school organise?

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

We really appreciated having the use of the dining area for post 8.30 quizzes
etc. Better for us to keep students occupied until shortly before bedtime.

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 31/3 - 3/4

Drivers name Rebecca Number of seats

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:

Rebecca was fantastic! We really felt
looked after and were impressed with her excellent
driving skills + calm demeanour. She was
a pleasure to be with - will request her next
time! 