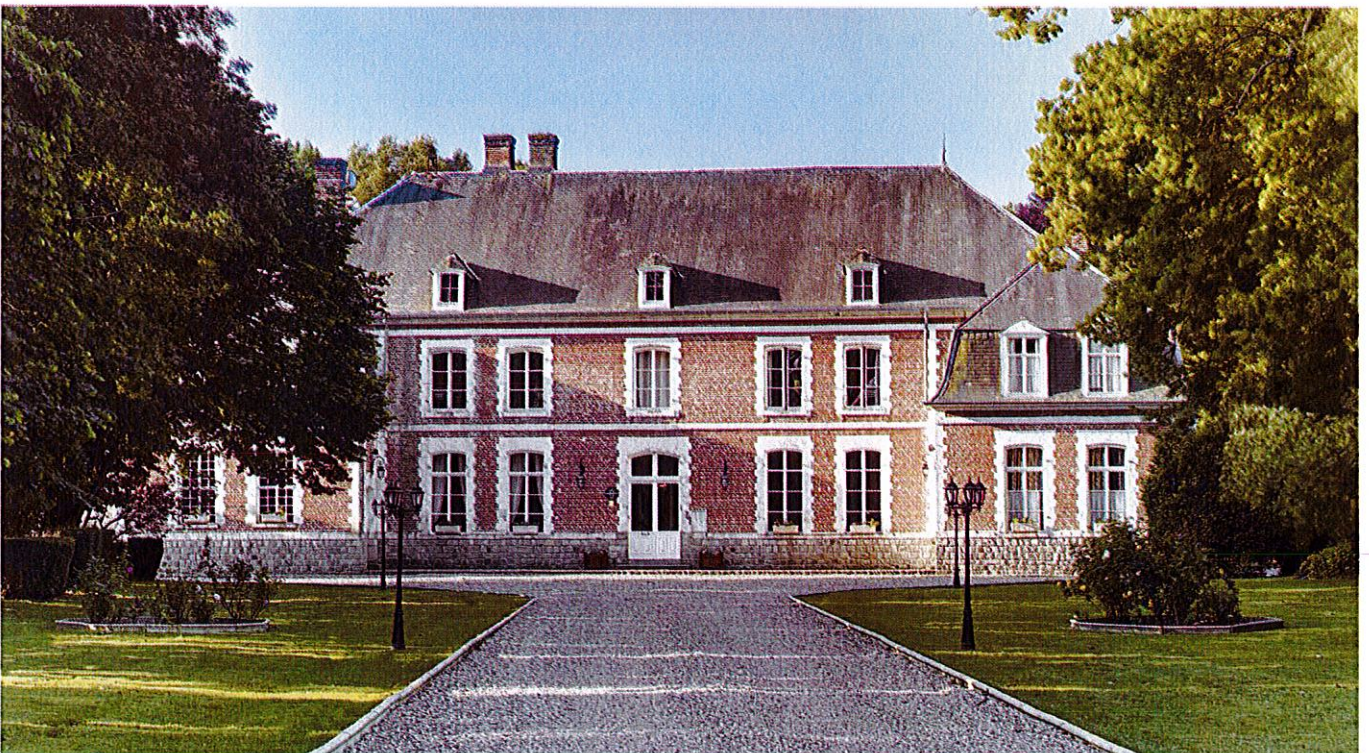


**manor adventure**  
no one does school residentials' better!

# 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+22/04/2023 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)

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... excellent (Mandy) - so organised / prompt in replying to emails / solution focused  
Château... (Marie)  
Preview visit to the centre? No Amazing

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 ..... 1

The grounds ..... 1

Teacher's accommodation ..... 1

Teachers lounge ..... 1

Washing & toilet facilities ..... 1

Cleanliness/Hygiene ..... 1

Were there any accommodation problems?

No

## Section 4; Meals

Were the meals of an adequate standard?

Yes

Was there enough to eat?

yes plenty

What was the most / least enjoyed meal?

Most: lunch sat ..... Least: ✓

Were all dietary requirements catered for?

yes

Please rate the packed lunch meals: have not had them yet

Any other comments?

but well a  
explanations given

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?

all really lovely & good  
Anthony was really good / Haie  
difficult to say All lovely  
& good

How do you rate the evening activities?

Fab / thank you for the birthday  
cake 😊 + extra time in dining room  
😊

What were your pupil's favourite evening activities?

campfire

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:..... Chocolate factory..... (name excursion)

How well did the excursion fulfil your expectations: ..... 1.....

Enjoyment students: ..... 2.....

Enjoyment teachers: ..... 1.....

Suitability to your group: ..... 1.....

Comments: ..... leader was funny & adapted well to the level of our students / extra chocolate given to Marie, which she appreciated.....

Excursion 2:..... snail farm..... (name excursion)

How well did the excursion fulfil your expectations: ..... 1.....

Enjoyment students: ..... 2.....

Enjoyment teachers: ..... 1.....

Suitability to your group: ..... 1.....

Comments: ..... involving the girls - allowed them to have baby snails this year ☺.....

Excursion 3:..... Museum..... (name excursion)

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

Enjoyment students: ..... 4.....

Enjoyment teachers: ..... 3.....

Suitability to your group: ..... 4.....

Comments: ..... need to have a worksheet of explanations in English as a really interesting historical part.....

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

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

**Excursion 4:**..... (name excursion)

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

Enjoyment students: .....

Enjoyment teachers: .....

Suitability to your group: .....

Comments: .....

.....

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

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? .....

.....

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

.....

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*? .....

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

brochure in the ut

What were the reasons for choosing *Manor Adventure*? .....

switching from day trip to residential

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

to make the trip organise / paperwork work

2019 Broute

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

exchanges

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 ..... Date of stay ..... <sup>21 22</sup> ~~20 21~~ April  
Drivers name ..... Greg ..... Number of seats ..... 60 .....

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  
asked not to use the toilet  
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 ..... |      to children ..... ~~1~~  
Attitude/Cooperation during stay ..... |      State of the coach ..... |

Time keeping:

Arrival at school ..... 6.20 .....      Excursions ..... ✓  
Drivers knowledge of visits ..... ✓

Any additional comments:

..... really flexible - gave us free time  
..... in supermarket  
..... easy to talk to to arrange timing  
.....  
.....