

**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: 24<sup>th</sup> - 28<sup>th</sup> April 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?..... didn't see it .....

How could we improve our website: [www.manoradventure.com](http://www.manoradventure.com)?

~~More~~ ~~The topic~~ Include risk assessments for all places .....

we could visit .....

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.....1.....(Mandy)

Château.....1.....(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

.....3.....

*we didn't know where to go.*

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

Intro talk

.....~~4~~3.....

## Section 3; Centre Facilities

Pupil's accommodation

.....1.....

The grounds

.....1.....

Teacher's accommodation

.....1.....

Teachers lounge

.....1.....

Washing & toilet facilities

.....2.....

Cleanliness/Hygiene

.....1.....

Were there any accommodation problems?

*One shower head fell off the wall and one toilet door was a bit stiff so a couple of people got stuck in it but these problems were quickly resolved when we mentioned them.*

## Section 4; Meals

Were the meals of an adequate standard?

*Yes they were very good*

Was there enough to eat?

*Yes*

What was the most / least enjoyed meal?

Most: *burgers* Least: *there wasn't one*

Were all dietary requirements catered for?

*Yes*

Please rate the packed lunch meals:.....2.....

Any other comments?

*All 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 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?

Everyone was very friendly and good with the children  
Naia was really enthusiastic and the children responded  
well to her.

How do you rate the evening activities?

1 - the tour of Rue was very interesting and  
the children enjoyed all the games on the other evenings.

What were your pupil's favourite evening activities?

Campfire

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

Nothing - it was all well run and ~~great~~ enjoyable  
The teachers loved being able to leave the children  
during the 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: Sweet Shop (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Everyone thoroughly enjoyed this. The staff here spoke French slowly & clearly for children.

Excursion 2: The Lake (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Also amazing afternoon. Staff were very patient + understand with the children

Excursion 3: Albert Museum + Battlefields Tour (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Our guide, Jeremy, taught us a lot and was happy to adapt + make things suitable for the children. His English was outstanding.

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

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Excursion 4: Abbeville Market..... (name excursion)

How well did the excursion fulfil your expectations: ..... 4

Enjoyment students: ..... 2

Enjoyment teachers: ..... 4

Suitability to your group: ..... 3

Comments: Wouldn't do this again - we struggled to find the market and it was smaller than expected. It might be nicer to visit a smaller town with a nicer market.

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

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

Enjoyment students: ..... 1

Enjoyment teachers: ..... 1

Suitability to your group: ..... 1

Comments: This was our favourite place - very happy, welcoming, kind people who were lovely. Would definitely go back there - can we live there?!

Excursion 6: Snail farm..... (name excursion)

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

Enjoyment students: .....

Enjoyment teachers: .....

going on the way home.

Suitability to your group: .....

Comments: .....

.....

## Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? ..... *The whole experience was enriching and enjoyed by all.* .....

Which aspect of your stay was least satisfactory? ..... *communication - see below.* .....

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

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

Where did you hear of *Manor Adventure*? ..... *School has been before* .....

What were the reasons for choosing *Manor Adventure*? ..... *To give Year 6s a fun french experience in a beautiful building.* .....

Which centre(s) did you visit last year? ..... *N/A* .....

What other visits does your school organise? ..... *PGL, Bushcraft* .....

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

..... *We would have liked a bit more communication eg. tuck shop information, highlighting the drying room etc.* .....

..... *Perhaps a short catch up every morning to answer questions for the day.* .....

## 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 24<sup>th</sup> - 28<sup>th</sup> April 2023

Drivers name John ..... Number of seats 39 .....

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:

John was incredibly helpful, kind, accommodating and  
supportive throughout. He became one of the team and  
we could not have done it without him.