

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 - 28 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? Yes

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

..... N/A

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.....10/10.....(Mandy)

Château...10/10.....(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 welcome1.....

Fire drill1.....

Room allocation1.....

Intro talk1.....

Section 3; Centre Facilities

Pupil's accommodation1.....

The grounds1.....

Teacher's accommodation ~~.....1.....~~

Teachers lounge Not used

Washing & toilet facilities1.....

Cleanliness/Hygiene1.....

Were there any accommodation problems?

No heating in room 12 / Fan not working in
drying room. Equip 1-10 (fixed quickly)

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: Hamburger / Frites Least: Fish

Were all dietary requirements catered for?

.....yes.....

Please rate the packed lunch meals: 3/4 (lack of variety)

Any other comments?

No proper salad dressing / lack of fruits

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...3/4

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

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

Giuseppe for his helpfulness and smile!
Antony & Bashien both friendly

How do you rate the evening activities?

3

What were your pupil's favourite evening activities?

Tracking & camo

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

More age related activities - lack of
experience made it less engaging.
More structure to be added.

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

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

Enjoyment students:1.....

Enjoyment teachers:1.....

Suitability to your group:1.....

Comments:Super welcome from Antoine as usual.....

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:Superb venue with a fantastic,.....

.....Friendly team (Jeremie / Fred / Lucien / Thomas etc.).....

Excursion 3: Beaumont-Hammel..... (name excursion)

Thiepval / Albert museum

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

Enjoyment students:1.....

Enjoyment teachers:1.....

Suitability to your group:1.....

Comments:Lovely, knowledgeable guide at.....

.....Beaumont Hammel.....

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

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Excursion 4: Berek | Le Touquet..... (name excursion)

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

Enjoyment students:1.....

Enjoyment teachers:1.....

Suitability to your group:1.....

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? Organisation of all activities -
..... grounds / venue / accommodation.....

Which aspect of your stay was least satisfactory? Peak times too rushed -
..... pupils hurried to clear.....

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

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

Where did you hear of *Manor Adventure*? Customer for many years.....

What were the reasons for choosing *Manor Adventure*? Venue / activities / organisation.....

Which centre(s) did you visit last year?

What other visits does your school organise? Naturesbase (Wales) / Cranedale
..... local UK day trips.....

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 24-28 April 2023

Drivers name .. Andrzej Number of seats 59

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|.....

to children|.....

Attitude/Cooperation during stay|.....

State of the coach|.....

Time keeping:

Arrival at school|.....

Excursions|.....

Drivers knowledge of visits|.....

Any additional comments:

..... Andrzej is an excellent driver, very professional
..... and flexible. We would love to have him
..... again next year!
.....
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