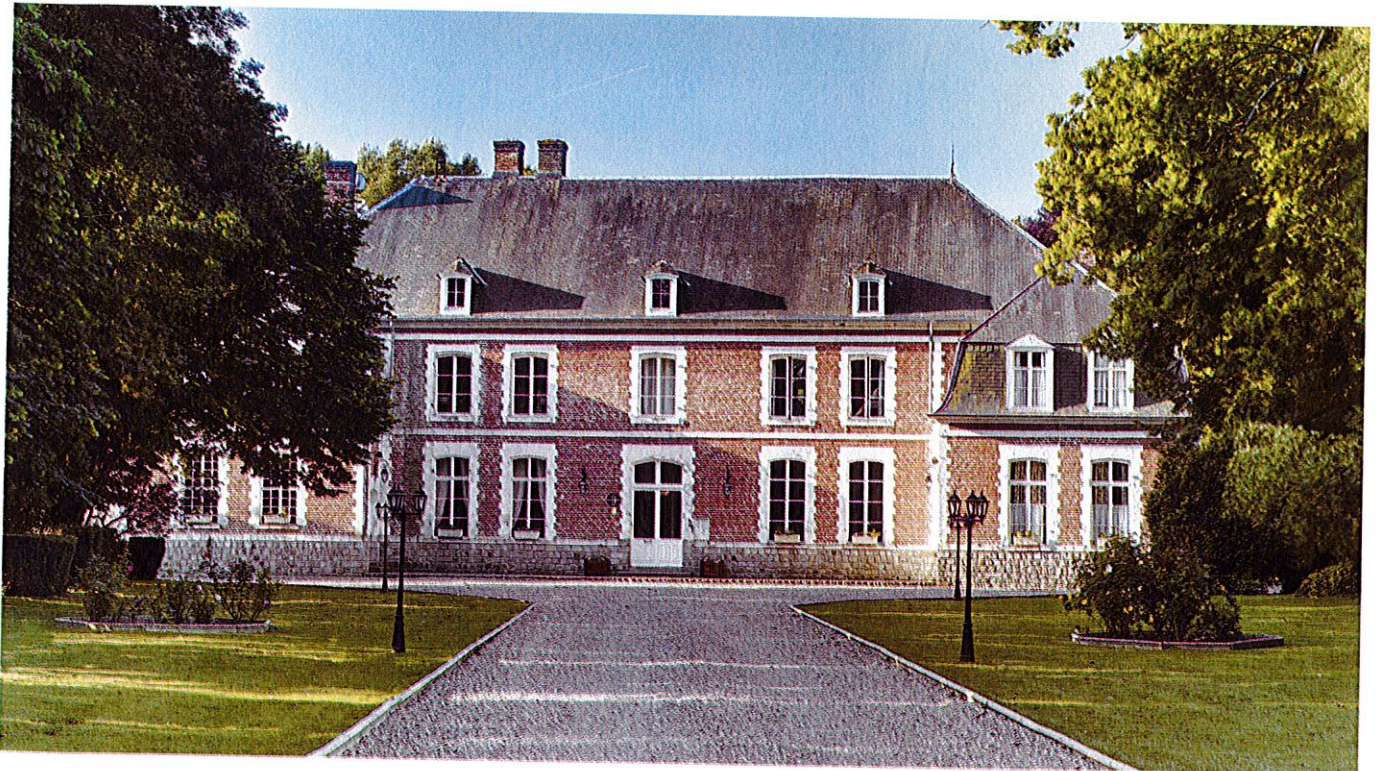


**manor adventure**  
no one does school residentials' better!

# 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: 2-5 May ..... 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?.....

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; NA

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

How was the Presentation Evening? .....

How did you rate our pre-visit administration?

UK.....(Mandy)

Château.....(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 .....2.....

Fire drill .....2.....

Room allocation .....2.....

Intro talk .....2.....

## Section 3; Centre Facilities

Pupil's accommodation .....2.....

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

Teacher's accommodation .....3.....

Teachers lounge .....2.....

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

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

Were there any accommodation problems?

.....  
.....

## Section 4; Meals

Were the meals of an adequate standard?

.....Mixed, depending on day / meal times.....

Was there enough to eat?

.....Yes, but more options would be better.....

What was the most / least enjoyed meal?

Most:.....carbonara lunch.....Least:.....breakfast - some pastries.....

Were all dietary requirements catered for?

.....Yes.....  
.....dry & more cereal choice would be better / toast option.....

Please rate the packed lunch meals:.....3.....

Any other comments?

.....  
.....

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...2.....

Professionalism.....2.....

Friendliness.....2.....

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

Both Hans & Alison were helpful & warm -  
helping with a doctor was no bother

Sopha was attentive & supported us well.

How do you rate the evening activities?

2 - children enjoyed and staff were  
enthusiastic and welcoming

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: .....3.....

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

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

Suitability to your group: .....2.....

Comments: .....We would suggest doing it on the return  
journey next time.....

Excursion 2: Albert Museum..... (name excursion)

How well did the excursion fulfil your expectations: .....3.....

Enjoyment students: .....3.....

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

Suitability to your group: .....3.....

Comments: .....

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

How well did the excursion fulfil your expectations: .....3.....

Enjoyment students: .....3.....

Enjoyment teachers: .....2.....

Suitability to your group: .....3.....

Comments: .....A guide would have improved this.....

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

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Excursion 4: Snail farm (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 2

Comments: Informative & pitched correctly at students

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? *The beautiful grounds*

*and the Snail farm was a hit with pupils*

Which aspect of your stay was least satisfactory? *More choice and quality*

*at meal times would be an improvement*

How do you rate the course overall on a value for money basis? *3 better*

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

Where did you hear of Manor Adventure? *Previous visit with previous schools*

What were the reasons for choosing Manor Adventure? *Safe, reputable, location*

*& beautiful setting for pupils*

Which centre(s) did you visit last year? *Osmington Bay PGL, Dorset*

What other visits does your school organise? *Osmington Bay for our 45 pupils*

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

*Maximising the outdoor activities (climbing, archery etc) would enhance the experience for all. Thank you for our stay. 😊*

## 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 ..... 2-5 May .....

Drivers name ..... Andrejz ..... 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:**

..... Excellent - thank you!  .....  
.....  
.....  
.....  
.....