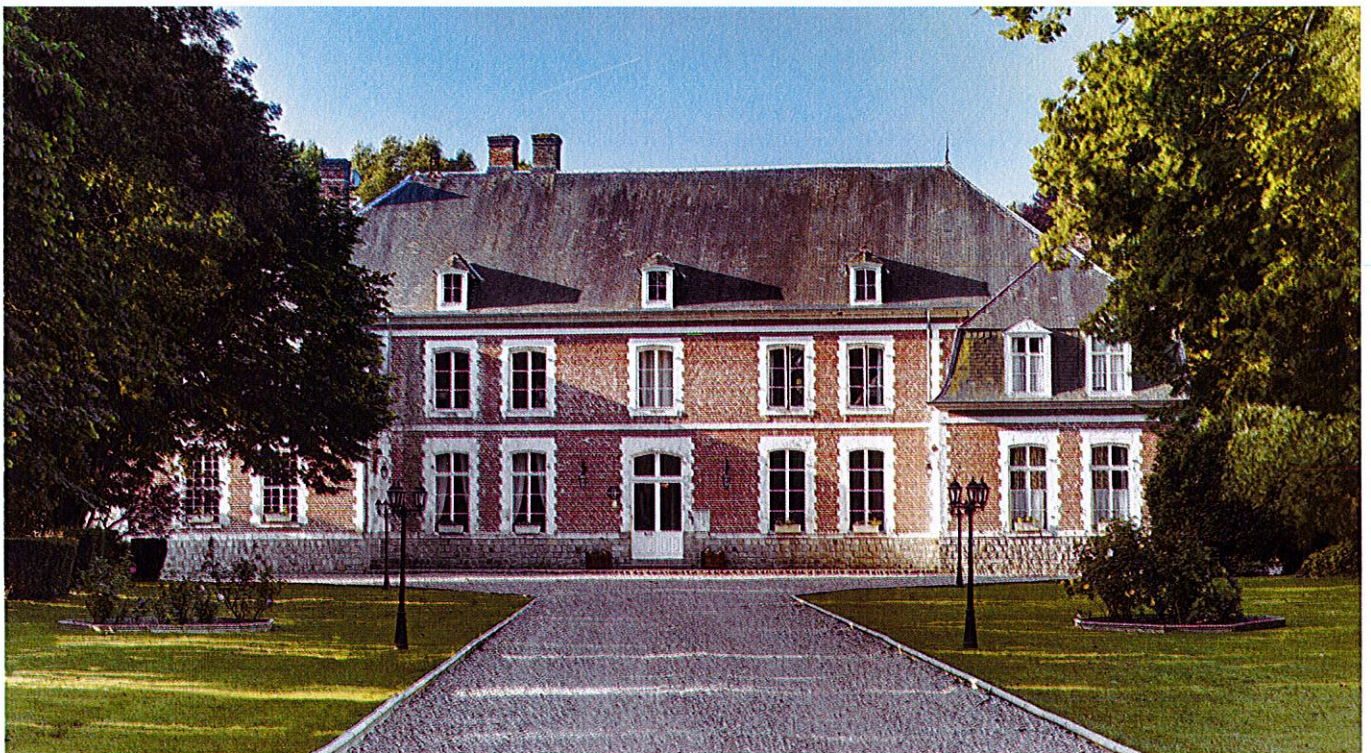


**manor adventure**  
no one does school residentials' better!

# 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: FIELDLOVE JUNIOR

PARTY LEADER:

DATES: 19 - 22<sup>nd</sup> 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? 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?     

How was the Presentation Evening?     

How did you rate our pre-visit administration?

UK..... Good.....(Mandy)

Château..... Good.....(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	Excellent	Fire drill	Excellent
Room allocation	Excellent	Intro talk	Excellent

### 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?

.....Only the heating which was rectified.....

### Section 4; Meals

Were the meals of an adequate standard?

.....Yes..... much better than last year..... <sup>loved the fresh salad.</sup> Great chipst potatoes.

Was there enough to eat?

.....Yes..... <sup>Fresh, warm pastries-delicious.</sup>

What was the most / least enjoyed meal?

Most:.....Either steak or chicken.....Least:.....

Were all dietary requirements catered for?

.....Yes, although -.....

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

Any other comments?

.....Better than last year but the orders weren't.....  
.....correct each time and a greater attention.....  
to detail is needed, particularly as a lot  
of information is gathered pre-trip.

\* P.T.O

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?

.....  
.....  
.....  
.....

How do you rate the evening activities?

1 - Excellent The instructors made the activities fun for the children

What were your pupil's favourite evening activities?

Bonfire

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: *French Market* ..... (name excursion)

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

Enjoyment students: ..... *1* .....

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

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

Comments: *Groups could have been kept a little closer but generally very well organised* .....

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

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

Enjoyment students: .....

Enjoyment teachers: .....

Suitability to your group: .....

*Beach  
Etaples  
Disney  
Nausicaa*

Comments: .....

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

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

Enjoyment students: .....

Enjoyment teachers: .....

Suitability to your group: .....

Comments: .....

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? *The staff were amazing*

*with the First Aid incident - exceptional service!*  
*The help + support given made a worrying situation so much easier*  
Which aspect of your stay was least satisfactory? *you helped us manage it and were so calm and reassuring - Thank you for everything!*

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? *Yes*

Where did you hear of Manor Adventure? *Teacher inspection visits many years ago*

What were the reasons for choosing Manor Adventure? *See previous*

Which centre(s) did you visit last year? *Chateau du Brantel*

What other visits does your school organise? *Too many to say!*

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

*Thank you so much to Hans and the team for another wonderful visit. It is clear that the new team is now well set up following lots of change with staff. We have had a great*

**Section 8; referral** *time!*

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 ..... 19<sup>th</sup> → 22<sup>nd</sup> May 23

Drivers name ..... Ken ..... Number of seats ..... 83 .....

**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 .....  
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:**

First class driver. Not much more to say than  
that really. Request to have him next year  
please!  
Thanks Ken!