

manor adventure
no one does school residential's 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: Sun 28/05 - Wed 31/05 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?

I didn't have to check the website.

If you had a visit from one of our School Journey Advisors; N/A

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) N/A
Château.....1.....(Marie)
Preview visit to the centre?.....N/A.....

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 talk2.....

Section 3; Centre Facilities

Pupil's accommodation3.....

The grounds1.....

Teacher's accommodation1.....

Teachers lounge1.....

Washing & toilet facilities1.....

Cleanliness/Hygiene2.....

Were there any accommodation problems?

Some room doors don't close very well / securely and/or have big gaps eg Rm 7 / 9 - Cracked window room 9
Some curtains don't hang very well (issue overnight)
Stairs - some splintering
Some spiders / spiders webs eg Room 4 - Room 1 doesn't close easily

Section 4; Meals

Were the meals of an adequate standard?

.....yes.....

Was there enough to eat?

.....Variable - breakfast not nourishing enough (bread needed as an option would be useful)
The croissants are a bit "sad"

What was the most / least enjoyed meal?

Most: Chicken (first night) / pork Least: lasagne

Were all dietary requirements catered for?

.....yes.....

Please rate the packed lunch meals: good sandwiches but same sandwich every day - would be nice to vary

Any other comments?

.....fruit juices would probably go down better than fruit.....

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?

..... - Giuseppe

..... - Talk french man who started in January

..... Antony and was very knowledgeable about the

..... chateau history

How do you rate the evening activities?

..... Very good - Students enjoyed them

.....

What were your pupil's favourite evening activities?

..... A mixture ; different tastes catered for

.....

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

..... Speaking more basic french with students

..... It's a shame that every opportunity is not

..... taken to reinforce some basic language

..... eg greetings, numbers, instructions, room numbers,

..... etc -

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: Bakery..... (name excursion)

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

Enjoyment students:1.....

Enjoyment teachers:1.....

Suitability to your group:1.....

Comments:We love Bruno and the staff there
Warm welcome......

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

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

Enjoyment students:1.....

Enjoyment teachers:1.....

Suitability to your group:1.....

Comments:excellent.....

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

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

Enjoyment students:1.....

Enjoyment teachers:1.....

Suitability to your group:1.....

Comments:Enjoyable.....

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

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Excursion 4: Chocolaterie Beussert (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1-2

Enjoyment teachers: 1

Suitability to your group: 1-2

Comments: A little more french should be spoken -
Some students struggled to see (esp. behind)
at both ends)

Excursion 5: 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:

Excursion 6: N/A (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? Activities on/off site

Which aspect of your stay was least satisfactory? Relatively narrow range of

The croissants are not very nice food: although it was very good, more variety to cater for different tastes - Bread at breakfast

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

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

Where did you hear of *Manor Adventure*? been there before

What were the reasons for choosing *Manor Adventure*? as above

Which centre(s) did you visit last year? 2019 - Broutel

What other visits does your school organise? N/A

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

..... Thank you for the lovely 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? N/A

Name:..... Name:.....

Address:..... Address:.....

.....

.....

Section 9; Coach Report Form

School name Date of stay ^{at} Sun 28/5/23 to Wed 31/5/23

Drivers name Chris Number of seats

Please circle as appropriate:

Safety talk received: Yes / No Safety DVD shown: Yes / No

Entertainment: Video / DVD / None None required

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:

Chris was an OUTSTANDING driver, a credit to Sharpes
(and Manar Adventures)
Extremely helpful, reliable, knowledgeable,
adaptable, friendly, approachable.
We hope to have him again in the future!

Thank you, Chris!