

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: 22 - 26 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? 1

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? N/A

How was the Presentation Evening? N/A

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
Room allocation ~~1~~ 3
Fire drill 1
Intro talk 1

Section 3; Centre Facilities

Pupil's accommodation 3
Teacher's accommodation 2
Washing & toilet facilities 1
The grounds 1
Teachers lounge 1
Cleanliness/Hygiene 1

Were there any accommodation problems?

- Our group was split which was a shame
- Some curtain/blend issues

Section 4; Meals

Were the meals of an adequate standard?

1

Was there enough to eat?

1

What was the most / least enjoyed meal?

Most: Burgers/ Carbonara Least: Sausage/ Hake

Were all dietary requirements catered for?

Yes

Please rate the packed lunch meals: 1

Any other comments?

We would have preferred nut free cakes
as we had a nut allergy with us.

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?

Alexa - super helpful + always around for questions
All staff - very polite + smiling + welcoming
+ helpful

How do you rate the evening activities?

(1)

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/ Beach (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: There was a lot packed in to this day! We'd spread it out in future

Excursion 2: Somme (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: We could have spent longer in the museum - the guided tour was very fast!

Excursion 3: Lake (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 3

Suitability to your group: 1

Comments: There were v. few British speaking instructors when we went - the girls could have done with more safety guidance!

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 Somme visit + Market*

Staff v. friendly + professional

Which aspect of your stay was least satisfactory? *Groups are booked too close*

together sometimes.

How do you rate the course overall on a value for money basis? *9/10.*

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

Where did you hear of *Manor Adventure*? *Used for years*

What were the reasons for choosing *Manor Adventure*?

Which centre(s) did you visit last year? *Norfolk Lakes*

What other visits does your school organise? *PGL*

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 22-26th May

Drivers name Alan 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:

Alan has been an absolute star this week. He has been organised, flexible and helpful. It has been a pleasure to have him with us and we would request him next year if we could.