

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: 22nd - 26th 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?..... N/A

How could we improve our website: 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..... 2(Mandy)

Château..... 2(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~~ 2
Fire drill 2
Intro talk 2

Section 3; Centre Facilities

Pupil's accommodation 4
Teacher's accommodation 3
Washing & toilet facilities 3
The grounds 1
Teachers lounge 2
Cleanliness/Hygiene 2
apart from 4.5

Were there any accommodation problems?

we didn't like having 3 members of staff separate to everyone as it meant during the night it was always the same 2 of us on duty. It would improve room 4.5 if it wasn't a wet room shower as the children got the room floor very wet after brushing teeth etc

Section 4; Meals

Were the meals of an adequate standard?

Yes - we thought much improved from last year

Was there enough to eat?

Yes

What was the most / least enjoyed meal?

Most: *Pizza and Spag Bol* Least: *Turkey*

Were all dietary requirements catered for?

Yes (except no sesame hadn't been registered)

Please rate the packed lunch meals: *Good - ~~nothing~~*

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.....1.....

Professionalism.....1.....

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

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

Alison - always friendly and without being asked she sorted a taxi for us from the hospital.

How do you rate the evening activities?

Very good but bingo was less popular

What were your pupil's favourite evening activities?

Chateau Olympics and Volleyball

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

They're very good as they are.

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: Chocolaterie (name excursion)

How well did the excursion fulfil your expectations: excellent

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 2

Comments: Lots of nuts so we had to be very careful with our 2 allergy sufferers but overall excellent.

Excursion 2: Market (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 1

Enjoyment teachers: 2

Suitability to your group: 2

Comments:

Excursion 3: 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: Great afternoon, very much enjoyed by all.

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

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Excursion 4: Go Ape..... (name excursion)

How well did the excursion fulfil your expectations: 2.....

Enjoyment students: 1.....

Enjoyment teachers: 3.....

Suitability to your group: 2.....

Comments: It took a very long time to get everyone kitted up and through the test climb that some had a very short time to climb.

Excursion 5: The Caves..... (name excursion)

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

Enjoyment students: 3.....

Enjoyment teachers: 3.....

Suitability to your group: 3.....

Comments:

Excursion 6: Goat farm..... (name excursion)

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

Enjoyment students: 2.....

Enjoyment teachers: 2.....

Suitability to your group: 2.....

Comments: lovely experience for all and very friendly hosts.

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? *The outdoor Activities (here and at the lake)*

Which aspect of your stay was least satisfactory? *The accommodation (as before)*

Staff should all be with children and in an ideal world, children not through doors out of earshot (rooms 53 & 54)

How do you rate the course overall on a value for money basis? *Good but quite expensive*

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

Where did you hear of *Manor Adventure*? *From my last school*

What were the reasons for choosing *Manor Adventure*?

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

What other visits does your school organise? *Bushcraft in Y5, York in Y4, Frontier Centre in Y3*

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

The staff are fabulous, facilities great, food is good. The rooms feel a bit overcrowded and felt like too many ~~people~~ ^{schools} were being squished in this year, hence 3 staff being put separately to the school group.

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 23rd to 26th May

Drivers name Malek 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 2

to children 3

Attitude/Cooperation during stay 2

State of the coach 2

Time keeping:

Arrival at school 1

Excursions 1

Drivers knowledge of visits 1

Any additional comments:

He wouldn't let us eat on the coach which was disappointing but not the end of the world.