

# 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:.....30/06-03-07..... 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.....(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 .....1.....

Fire drill .....1.....

Room allocation .....(3).....

Intro talk .....1.....

→ Would be more convenient to have all the students in one building.

## Section 3; Centre Facilities

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

The grounds .....3.....

Teacher's accommodation .....2.....

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

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

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

Were there any accommodation problems?

Teacher's room - 1 room didn't have shelves/TV not working and no hair dryer

Towels not changed during the stay

Electricity tripping out 2 mornings in a row - very inconvenient

## Section 4; Meals

Were the meals of an adequate standard?

.....NO..... Same as 10 years ago / <sup>sub-standard</sup> no concern with food compost

Was there enough to eat?

.....Not really.....

What was the most / least enjoyed meal?

Most: .....-.....

Least: .....plastic cups / poor or no choice.....

Were all dietary requirements catered for?

.....yes.....

Please rate the packed lunch meals: .....4.....

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

How do you rate the evening activities?

Ok but no focus on French (same as 10 years ago) -  
(They could jump on "numéro douze, quinze ..." donnez le nom  
d'un fruit / transport etc...) A quiz evening?

What were your pupil's favourite evening activities?

Mini olympic. A shame the grounds aren't offering an  
opportunity for environmental/eco awareness - Veg / Honey /  
build an insect habitat / observe nature, trees around the ground.

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

- \* Think of a way to include more French
- \* Review all the quality of food
- \* Log fire activity in grounds. Walks around the lake - more environmental thinking. Zip wire / climbing wall 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: Snail farm (name excursion)

How well did the excursion fulfil your expectations: very good

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 2

Comments: clear & friendly presentation

Students loved the tasting

Excursion 2: Berch Beach (name excursion)

How well did the excursion fulfil your expectations: 3

Enjoyment students: 2 we bought the students ice cream

Enjoyment teachers: 2

Suitability to your group: 2

Comments: we didn't have enough time (noted)

Excursion 3: Park Astoria (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 2

Suitability to your group: 2

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? .....

..... *Outings - Staff accommodation* .....

Which aspect of your stay was least satisfactory? .....

..... *Food + French, some staff accommodation* .....

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

Will you be considering a further visit with Manor Adventure? ..... *probably if I can see some improvements - (None in the last 10 years!)* .....

Where did you hear of Manor Adventure? .....

*Can't say*

What were the reasons for choosing Manor Adventure? ..... *proximity/price* .....

Which centre(s) did you visit last year? ..... *None* .....

What other visits does your school organise? ..... *Day trips / Boulogne* .....

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 ..... 30-03-07

Drivers name ..... Stephen ..... Number of seats ..... 41 + 5 adults

### 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 ...4...

to children ...4...

Attitude/Cooperation during stay ...4...

State of the coach ...1...

### Time keeping:

Arrival at school ...1...

Excursions ...1...

Drivers knowledge of visits ..... Didn't comment on anything -

### Any additional comments:

..... Didn't appear very flexible. No "rapport" with kids or  
..... teachers attempted -  
.....  
.....  
.....