

**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: .... y.....

DATES: 7-11 July 2023 ..... 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? ..... | .....

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? ..... N/A

How was the Presentation Evening? ..... N/A

How did you rate our pre-visit administration?

UK.....!.....(Mandy)

Château.....!.....(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

*It was lovely to have all the staff welcome us over though we were so late.*

## Section 2; Arrival

General welcome .....1.....

Fire drill .....N/A.....

Room allocation .....1.....

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

## Section 3; Centre Facilities

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

The grounds .....1.....

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

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

Washing & toilet facilities ...2.....

Cleanliness/Hygiene .....1.....

Were there any accommodation problems?

*Blind in Rm30 doesn't shut.  
The fan in Rm3 is very loud in the night time.*

## Section 4; Meals

Were the meals of an adequate standard?

*2*

Was there enough to eat?

*1*

What was the most / least enjoyed meal?

Most: *STEAK* .....Least: *CHICKEN WINGS* .....

Were all dietary requirements catered for?

*A VEGAN STUDENT SAID SHE HAD GIVEN A BREAKFAST BAR THAT HAD EGG*

Please rate the packed lunch meals:.....1.....

Any other comments?

*ON THE LABEL (She had thrown the label away before telling me)*

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...2....

Professionalism...2....

Friendliness...1....

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

Leon is very smiley + welcoming!  
.....  
.....  
.....

How do you rate the evening activities?

2  
.....  
.....

What were your pupil's favourite evening activities?

Campfire :  
.....  
.....

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

A discussion between your staff + teaching staff  
about behaviour management. We could advise  
about strategies to cajole students along.

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: .....*1*.....

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

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

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

Comments: .....*Great opportunity for language skills*.....

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

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

Enjoyment students: .....*2*.....

Enjoyment teachers: .....*2*.....

Suitability to your group: .....*2*.....

Comments: .....*Getting tickets on arrival was slow and they wanted more money. It did not take a full 4 hours. - More like 2/3.*.....

Excursion 3:.....*St. Valery*..... (name excursion)

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

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

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

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

Comments: .....*A fantastic ~~market~~ market - great size + stalls.*.....

.....*Our driver struggled parking, could you have given him a map to help?*.....

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

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Excursion 4:.....*Fromagerie*..... (name excursion)

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

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

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

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

Comments: *The farm owner was so engaging and friendly. Everyone enjoyed it.*

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 grounds and the  
.....setting is so magnificent.....

Which aspect of your stay was least satisfactory? .....We are struggling! It's  
.....been great.....

How do you rate the course overall on a value for money basis? .....1.....

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

Where did you hear of *Manor Adventure*? .....Colleague recommendation.....

What were the reasons for choosing *Manor Adventure*? .....Beautiful setting - close  
.....to port - excellent cultural opportunities.....

Which centre(s) did you visit last year? .....✓.....

What other visits does your school organise? .....We are looking into a  
.....trip to Wazy.....

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

.....Some more water fountains for the children to  
.....fill up water bottles with cold water.....

## 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 ..... 7-11 July 2023

Drivers name ..... Steve ..... Number of seats ..... 50 .....

## Please circle as appropriate:

Safety talk received: Yes/No

Safety DVD shown: Yes/No

Entertainment: Video/DVD/None

T.V.

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 ...../...

to children ...../...

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

State of the coach ...../.....

## Time keeping:

Arrival at school ...../...

Excursions ...../.....

Drivers knowledge of visits ...../.....

## Any additional comments:

Steve was fantastic! So calm and friendly. He reassured us when Dover was a nightmare. He was really nice with the kids. I'd love to have him as a driver again.