

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: 9th-12th June 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? N/A.

How could we improve our website: www.manoradventure.com?

Students and parents were directed to the website but otherwise I didn't visit it too much and relied on info from colleagues who had already visited.

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

Did he provide a fair description of our centre & product? 3

How was the Presentation Evening? N/A

How did you rate our pre-visit administration?

UK 1 (Mandy)

Château 2(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 welcome 2 Fire drill 2

Room allocation 2 Intro talk 2

Section 3; Centre Facilities

Pupil's accommodation 3 The grounds 1

Teacher's accommodation 2 Teachers lounge 2

Washing & toilet facilities 2 Cleanliness/Hygiene 2

Were there any accommodation problems?

The only issue was that some of the children's rooms were unbearably hot and they really struggled to sleep.

Section 4; Meals

Were the meals of an adequate standard?

2

Was there enough to eat?

Some students wanted more croissant/pain au chocolate breakfast

What was the most / least enjoyed meal?

Most: steak frites Least: chicken curry

Were all dietary requirements catered for?

Yes

Please rate the packed lunch meals: 2

Any other comments?

Lack of filling in some sandwiches

.....

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 3

Professionalism 3

Friendliness 3

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

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.....
.....

How do you rate the evening activities?

3

What were your pupil's favourite evening activities?

The students actually enjoyed the activities where they could just relax and the instructors set up games of football/cricket etc on the grounds. Our days were really full on and we walked so much during the days so students really appreciated the time to chill out and relax with their friends.

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

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.....

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:Mareis (name excursion)

How well did the excursion fulfil your expectations: 3

Enjoyment students: 3

Enjoyment teachers: 3

Suitability to your group: 3

Comments: Students absolutely loved the all the fish and particularly the tank at the end.

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Excursion 2:Somme battlefiled (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 2

Comments: Students really enjoyed visiting the battefields. We could have spent a full day doing this as it felt quite rushed.

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Excursion 3:Markets (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 2

Comments: Students loved visiting the markets

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

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Excursion 4:Bagatelle (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: This was the highlight of the visit for the students. It was just the right size of theme park for our age group and had the perfect mix of rides too.

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Excursion 5:Beach (name excursion)

How well did the excursion fulfil your expectations: 4

Enjoyment students: 4

Enjoyment teachers: 4

Suitability to your group: 4

Comments: It was too rushed and we would have been better missing this excursion and going straight to Calais

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

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

Comments:

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Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? The excursions

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Which aspect of your stay was least satisfactory? The fact that some of the rooms were so hot and there was too much crammed into the itinerary it felt like we were rushing

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How do you rate the course overall on a value for money basis? 2

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

Where did you hear of *Manor Adventure*? ...Previous visit

What were the reasons for choosing *Manor Adventure*? Recommended by colleagues

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Which centre(s) did you visit last year?

What other visits does your school organise?

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

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.....

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:.....

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.....

Section 9; Coach Report Form

School name Date of stay 9th-12th June

Drivers name John/Alan/Ian. 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 2

Attitude/Cooperation during stay 2

State of the coach 2

Time keeping:

Arrival at school .2

Excursions 2

Drivers knowledge of visits 2

Any additional comments:

The drivers knowledge of the local area was invaluable particularly when it came to certain excursions where we were pushed for time