

**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: 26/06 - 30/06 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](http://www.manoradventure.com)?

More pictures of activities, types of rooms, chateau (because it is so beautiful in real life)

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..... 1.....(Mandy)

Château..... 1.....(Marie)

Preview visit to the centre?.....

se 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 ..... ①

Intro talk ..... ①

## Section 3; Centre Facilities

Pupil's accommodation ..... ②

The grounds ..... ②

Teacher's accommodation ..... ③

Teachers lounge ..... ①

Washing & toilet facilities ..... ①

Cleanliness/Hygiene ..... ①

Were there any accommodation problems?

The pupils accommodation got very warm.

## Section 4; Meals

Were the meals of an adequate standard?

Yes. Vegetarian options not though.

Was there enough to eat?

But meatballs were not cooked fully when we arrived.

Portion size was a little small for secondary pupils.

What was the most / least enjoyed meal?

Most: Kids: <sup>Breakfast</sup> ~~Meat~~ <sup>Meatballs</sup> ~~Meatballs~~ Adult: ~~Meatballs~~ <sup>Beef bourguignon</sup> Least: Kids: Lasagna Adult: Meatballs

Were all dietary requirements catered for?

Yes.

Please rate the packed lunch meals: 4

Any other comments?

Chicken curry was most favourite. Cheese + Ham sandwiches needed more filling.

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?

Giuseppe was outstanding with pupils and popular with staff. Sam was friendly and engaged. Zahra was also very good but was alone for her shift which made it challenging for her.

How do you rate the evening activities?

(2)

What were your pupil's favourite evening activities?

Volleyball, baseball

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

Always have 2 animators on shift.



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: *Initiative Exercise* (name excursion)

How well did the excursion fulfil your expectations: (1)

Enjoyment students: (1)

Enjoyment teachers: (1)

Suitability to your group: (1)

Comments: .....

Excursion 2: *Aeroball* (name excursion)

How well did the excursion fulfil your expectations: (1)

Enjoyment students: (1)

Enjoyment teachers: (1)

Suitability to your group: (1)

Comments: .....

Excursion 3: *Snail Farm* (name excursion)

How well did the excursion fulfil your expectations: (1)

Enjoyment students: (1)

Enjoyment teachers: (1)

Suitability to your group: (1)

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: *Bakery* ..... (name excursion)

How well did the excursion fulfil your expectations: ..... *4*

Enjoyment students: ..... *3*

Enjoyment teachers: ..... *4*

Suitability to your group: ..... *4*

Comments: ..... *Could have been ~~more~~ either shorter or  
more active for pupils.*

Excursion 5: *Albert museum +  
Battle fields.* ..... (name excursion)

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

Enjoyment students: ..... *1*

Enjoyment teachers: ..... *1*

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

Comments: ..... *Very enjoyable / informative experience.*

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? *Grounds are beautiful,*

*staff absolutely fantastic, booking and support*

Which aspect of your stay was least satisfactory? *For pupils, the food. But*

*For teachers, they are fussy. it was very*

How do you rate the course overall on a value for money basis? *① Very!*

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

Where did you hear of Manor Adventure? *Google*

What were the reasons for choosing Manor Adventure? *Mandy was so helpful*

*on the phone and created a brilliant schedule.*

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

What other visits does your school organise? *Cornwall watersports and*

*coastal activities*

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

*Thankyou to Hans, Marie and Leon for the warm welcome and help.*

## 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 26/06 - 30/06  
Drivers name Manik Number of seats 36

Please circle as appropriate:

Safety talk received: Yes / No      Safety DVD shown: Yes / No  
Entertainment: Video / DVD / None *didn't need it.*  
Toilet: Yes / No      If yes, was it clean? Yes / No  
*but only in emergency.*  
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 ..... 5 *But was given wrong address. NOT drivers fault.*      Excursions ..... 1  
Drivers knowledge of visits ..... 1

Any additional comments:

*Manik was a wonderful driver, very knowledgeable and helpful. Very good at keeping us on time and helped morning timings. Funny and friendly. Would want to travel with him again next year!*