

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: 24-27 March 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?..... yes.....

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

The video is great.

*the links don't work when you click on
'local ^{visits} attractions' and 'historical attractions'*

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..... ②.....(Marie)

Preview visit to the centre?.....

Risk assessments needed for caves + trausicaa but none provided. I made my own but I didn't have 'insider' knowledge of them so difficult to do.

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^①.....

Intro talk^①.....

Section 3; Centre Facilities

Pupil's accommodation^②.....

The grounds^①.....

Teacher's accommodation

Teachers lounge^②.....

Please have lots of milk in fridge at all times!

Washing & toilet facilities^②.....

Cleanliness/Hygiene^①.....

*Teacher's lounge - could it be empty at 11pm so those staying in centre aren't disturbed?
Were there any accommodation problems?*

34 - stains on the mattress.

*Rooms 31 + 38 great. lovely soft, large towels.
Rm 38 amazing!*

Section 4; Meals

Were the meals of an adequate standard?

yes.

Was there enough to eat?

yes

What was the most / least enjoyed meal?

Most: *Breakfast* Least: *?*

Were all dietary requirements catered for?

yes

Please rate the packed lunch meals:^③.....

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...^②...

Friendliness...^①...

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

we mainly had Connor and Anthony who were great.

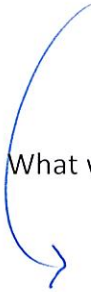
How do you rate the evening activities?

campfire ^①

Disco ^③ started 30 mins late + we were kept waiting.

château olympics ^①

What were your pupil's favourite evening activities?



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

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

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2- Very Good

3- Good

4- Acceptable

5- Poor

Section 6; Excursions

Excursion 1: Caves de Naours (name excursion)

How well did the excursion fulfil your expectations: Maybe a bit too far?

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 3

Comments: The park there was fun. Go Ape looked good but not sure of its safety?

Excursion 2: Nausicaa (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: A fab visit, enjoyed by all.

Excursion 3: Rue tour (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Pupils loved the market! It was interesting to learn about Rue's history

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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? Beautiful setting,
friendly staff, great accommodation

Which aspect of your stay was least satisfactory?

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

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

Where did you hear of Manor Adventure? previous visits - have been
coming many years

What were the reasons for choosing Manor Adventure?
Previous positive experiences

Which centre(s) did you visit last year? /

What other visits does your school organise? Battlefields

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 24-27/3/23

Drivers name Ben Number of seats 59?

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
very!

Correct uniform worn: white company shirt or polo, black trousers, formal shoes: Yes / No

Ben always so smartly dressed

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 1

Excursions 1

Drivers knowledge of visits 1

Any additional comments:

Ben very enthusiastic. Great relationship with kids who warmed to him.