

manor **adventure**
no one does school residential's 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!

SCHC

PARTY LEADER:

DATES: 22/09/23 - 25/09/23

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?

N/A

.....

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..... 1(Mandy)

Château..... 1(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 welcome2.....

Fire drill1.....

Room allocation2.....

Intro talk2.....

Section 3; Centre Facilities

Pupil's accommodation2.....

The grounds2.....

Teacher's accommodation2.....

Teachers lounge2.....

Washing & toilet facilities2.....

Cleanliness/Hygiene2.....

Were there any accommodation problems?

.....
.....

Section 4; Meals

Were the meals of an adequate standard?

1.....

Was there enough to eat?

1.....

What was the most / least enjoyed meal?

Most: *Shepherd pie* Least: *Fish*

Were all dietary requirements catered for?

1.....

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

Any other comments?

The oranges were quite hard to eat as part of the packed lunch.

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 / Instructors?

Helpfulness...1.....

Professionalism...1.....

Friendliness...1.....

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

Guiseppa - Information and support around the Rue
Market was great.
Bastien - " " " "

How do you rate the outdoor pursuits?

1.....

How do you rate the outdoor pursuit equipment?

N/A.....

What were your pupil's favourite outdoor pursuits?

Campfire.....

Are there any new outdoor pursuits you would like *Manor Adventure* to offer?

N/A.....

Do you have any suggestions on how we could improve our product or outdoor pursuits?

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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: Rue Market..... (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: Albert Museum..... (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: The Somme..... (name excursion)

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

Enjoyment students: 3.....

Enjoyment teachers: 1.....

Suitability to your group: 2.....

Comments: Children struggled with the third part of the excursion......

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? *Rue Market, Chocolate Factory and Snail Farm*

Which aspect of your stay was least satisfactory? *None really. The children struggled to understand the trenches.*

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*? *We come annually*

What were the reasons for choosing *Manor Adventure*? *We have had positive experiences before*

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

What other visits does your school organise? *Beeston, Burwardsley, Condover Hall, London*

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 22.09.23 - 25.09.23
Drivers name Ben Dougherty Number of seats 49

Please circle as appropriate:

Safety talk received: Yes / No

Safety DVD shown: Yes / No

Sat Nav: Yes / No

Coach: Executive / Standard

Entertainment: Video / DVD / None

Toilet: Yes / No

If yes, was it clean? 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 1

Excursions 1

Drivers knowledge of visits 2

Any additional comments:

Ben explained it was his first visit to Broutel but had done his research. He joined us on the excursions and the children think of him as part of the group. Ben takes great pride in his coach.