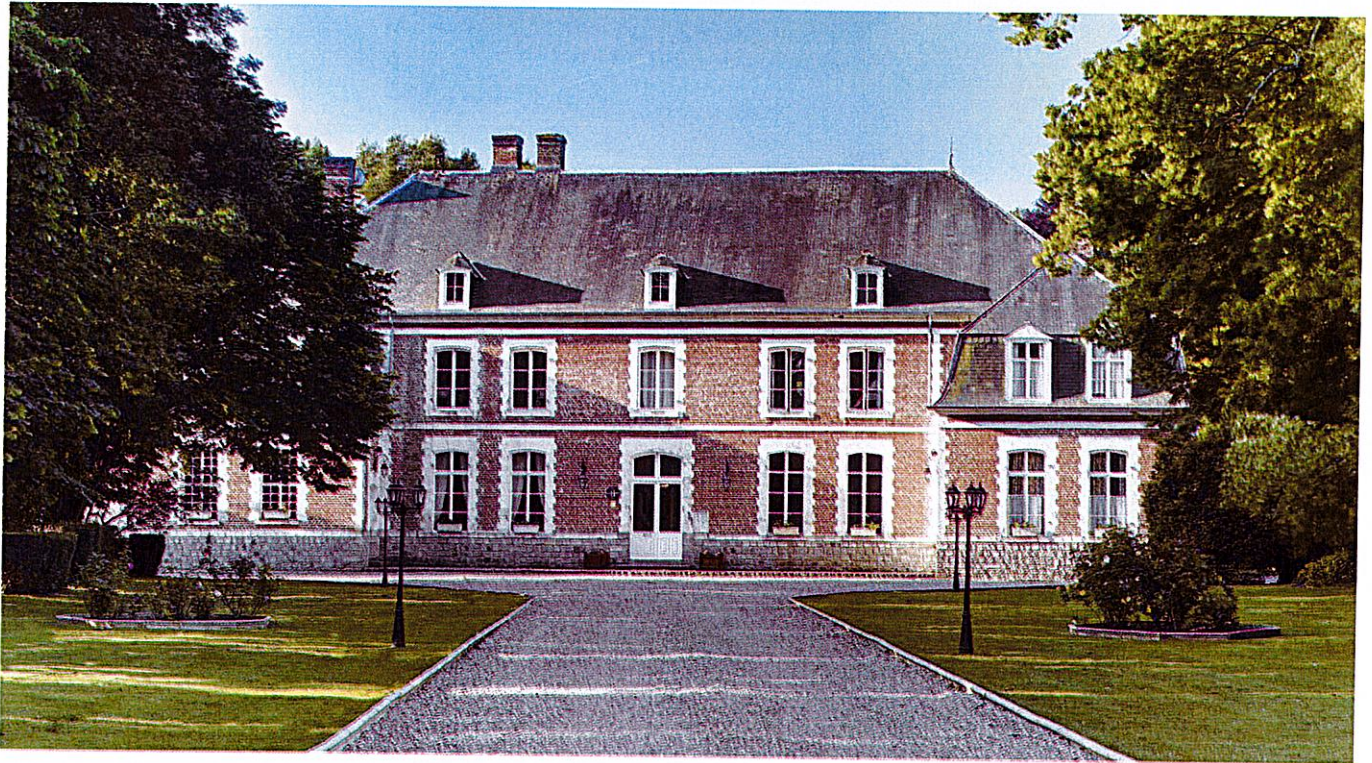


**manor adventure**  
no one does school residentials' better!

# 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: ..k. .....

DATES: 11/03/24 - 15/03/24 ..... 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](http://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? Completed by Tessa Moray

UK.....(Mandy)

Château.....(Marie)

Preview visit to the centre?.....

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 .....1.....

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

Teacher's accommodation .....1.....

Teachers lounge .....1.....

Washing & toilet facilities .....1.....

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

Were there any accommodation problems?

.....We did not have a teacher room on both floors which made supervision of half the children more difficult. Having at least one teacher room on each floor would be better for us. Also, the automatically turning off lights are VERY annoying!

## 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:.....Breakfasts.....Least:.....Fish / dumplings or potatoes as lots didn't like either option

Were all dietary requirements catered for?

.....Yes.....

Please rate the packed lunch meals:.....2.....

Any other comments?

.....More variety would be great.....

.....All meals were good and all children ate something.....

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.....

How do you rate the evening activities?

Well organised and a good length of time.....

What were your pupil's favourite evening activities?

Disco.....

Charcau Olympic.....

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

Indoor option if it is raining.....

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: Town walk and Rue School (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 1

Comments: Really good guide for the walk (Yolanta). Chn enjoyed the school experience but were a bit taken aback by being just 'given' French chn to talk to. An ice-breaker would have been helpful.

Excursion 2: Chocolate Factory (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 3

Enjoyment teachers: 2

Suitability to your group: 2

Comments: Chocolate too expensive, stood too long so some felt sick. Microphone poor so struggled to hear. LOVED the tasting and the presenter/guide was fantastic - beheading the bear was very popular!

Excursion 3: Albert Museum (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 2

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Longer immersive experience as the chn loved it.

Lunch space organization was a struggle but we found a way. Chn fascinated by the museum, especially the 3D photographs, and enjoyed being able to move freely through museum.

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

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Excursion 4: Some Battlefields..... (name excursion)

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

Enjoyment students: 2.....

Enjoyment teachers: 1.....

Suitability to your group: 1.....

Comments: A lot all in one day - could it be split? Canadian memorial was fantastic and the chn really enjoyed it but were wiped by then. More to read at the crater as the chn loved it, but wanted to know even more. We did do all the facts!

Excursion 5: Le Touquet..... (name excursion)

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

Enjoyment students: 1.....

Enjoyment teachers: 1.....

Suitability to your group: 1.....

Chn LOVED the beach. Yolanta led us down and they'd have stayed forever. More time here would be great.

Comments: More spending money for market needed next time.....

Wow! shops? Are there any souvenir shops we could be directed to as that's what the chn really wanted.

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

How well did the excursion fulfil your expectations: 2.....

Enjoyment students: 3.....

Enjoyment teachers: 2.....

Suitability to your group: 2.....

Comments: Explain first, then go into animals. Our bird so hard to listen but just wanted to shake some. Butter making / tasting was great. Isabel was lovely and so enthusiastic.

## Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? ..Enthusiasm of all supporting adults (chateau stay,

driver) and number of experiences as ch kept busy and engaged throughout. They loved learning more about history and are now big fans of France.

Which aspect of your stay was least satisfactory? ..

..N/A.....

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? ..Tessa Morey.....

What were the reasons for choosing Manor Adventure? ..Opportunity for ch to go abroad and

..broaden cultural capital. Location in WW1 area.....

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

What other visits does your school organise? ..Local visits in area (Kent).....

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

Focus on WW1 brilliant and gave purpose to whole trip. Extras fun around that especially market and beach trip. What a fab experience - we'd definitely come again.

## 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? Amy Reach 2 school.

Name:..... Name:.....

Address:..... Address:.....

.....

.....

# Section 9; Coach Report Form

School name ..... Date of stay ..11/03/24 - 15/03/24

Drivers name ..Andy..... Number of seats ..52.....

### 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 .....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:

Andy was fantastic. He organized us brilliantly and was so patient and enthusiastic about every tip. We couldn't have asked for anyone better.