

# 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: 24-28 March 2024

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? Didn't have a brochure

How could we improve our website: [www.manoradventure.com](http://www.manoradventure.com)?

Include more detailed info about what each possible activity entails.

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

N/A

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

How was the Presentation Evening? .....

How did you rate our pre-visit administration?

UK.....Great.....(Mandy)

Château.....Great.....(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

we didn't know what ~~the~~ was being said to the children

### Section 2; Arrival

General welcome 3..... Fire drill 2.....  
Room allocation 3..... Intro talk 3.....

Bit uneven teacher: student room ratios (4 ~~staff~~ staff in Château & 1 (2bed) in Écurie)

### Section 3; Centre Facilities

Pupil's accommodation 3..... The grounds 2.....  
Teacher's accommodation 2..... Teachers lounge 2!  
Washing & toilet facilities 3..... Cleanliness/Hygiene 2.....

Were there any accommodation problems?

Lights in some rooms in Écurie didn't work.

### Section 4; Meals

Were the meals of an adequate standard?

Yes

Was there enough to eat?

Not always (one fishfinger & broccoli)

What was the most / least enjoyed meal?

Most: Beef stew Least: Overcooked veg

Were all dietary requirements catered for?

Yes

Please rate the packed lunch meals: Good

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? - All outstanding.

Helpfulness...1.....

Professionalism.....1.....

Friendliness.....1.....

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

..... Bastien & Cassandre - really supportive & enthusiastic.....  
..... and build great relationships with kids quickly.....

..... Sanil - very helpful when on call.....

..... Antoin - enthusiasm at the campfire.....

..... (Brazilian & sorry we can't remember his name) - really helpful.....

How do you rate the evening activities?

..... All really good - good to get students using up.....

..... energy before bed.....

What were your pupil's favourite evening activities?

..... Campfire.....

.....

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

..... All were good.....

.....

.....

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: Lake ..... (name excursion)

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

Enjoyment students: 2 .....

Enjoyment teachers: 2 .....

Suitability to your group: 2 .....

Comments: All great .....

Excursion 2: Rue tour ..... (name excursion)

How well did the excursion fulfil your expectations: Great - good balance of information quantity .....

Enjoyment students: 3 .....

Enjoyment teachers: 3 .....

Suitability to your group: 3 .....

Comments: Good .....

Excursion 3: Market ..... (name excursion)

How well did the excursion fulfil your expectations: Good - students had an attempt at speaking French - the booklet was helpful for the more able linguists (our students haven't started learning French yet). .....

Enjoyment students: 2 .....

Enjoyment teachers: 2 .....

Suitability to your group: 2 .....

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: 3.....

Enjoyment students: 3.....

Enjoyment teachers: 3.....

Suitability to your group: 3.....

Comments: - ~~could~~ could be good to ~~have a go~~ have a go  
at actually making dough etc (I know time is limited)

Excursion 5: Aeroball..... (name excursion)

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

Enjoyment students: 2.....

Enjoyment teachers: 2.....

Suitability to your group: 2.....

Comments: Students would have liked to do it for longer!

Excursion 6: Battlefields..... (name excursion) - self lead by our

How well did the excursion fulfil your expectations: 2..... sta teachers, no ceathe staff

Enjoyment students: 2.....

Enjoyment teachers: 2.....

Suitability to your group: 2.....

Comments: .....

## Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? *The centre setting*

Which aspect of your stay was least satisfactory? *room cold at night*

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

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

Where did you hear of *Manor Adventure*? *Not sure - through another teacher at school*

What were the reasons for choosing *Manor Adventure*? *Mix of French / cultural / history / outdoors*

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

What other visits does your school organise? *Nothing else for French*

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:.....

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# Section 9; Coach Report Form

School name ..... Date of stay ~~28/03~~ 24-28/03

Drivers name Dave ..... Number of seats 50 .....

**Please circle as appropriate:**

Safety talk received: Yes / No      Safety DVD shown: Yes / No

Entertainment: Video / DVD / None Didn't use

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 ..... 1

**Time keeping:**

Arrival at school ..... 1      Excursions ..... 1

Drivers knowledge of visits ..... 1 .....

**Any additional comments:**

Helpful driver adapting to our needs  
.....  
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.....  
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