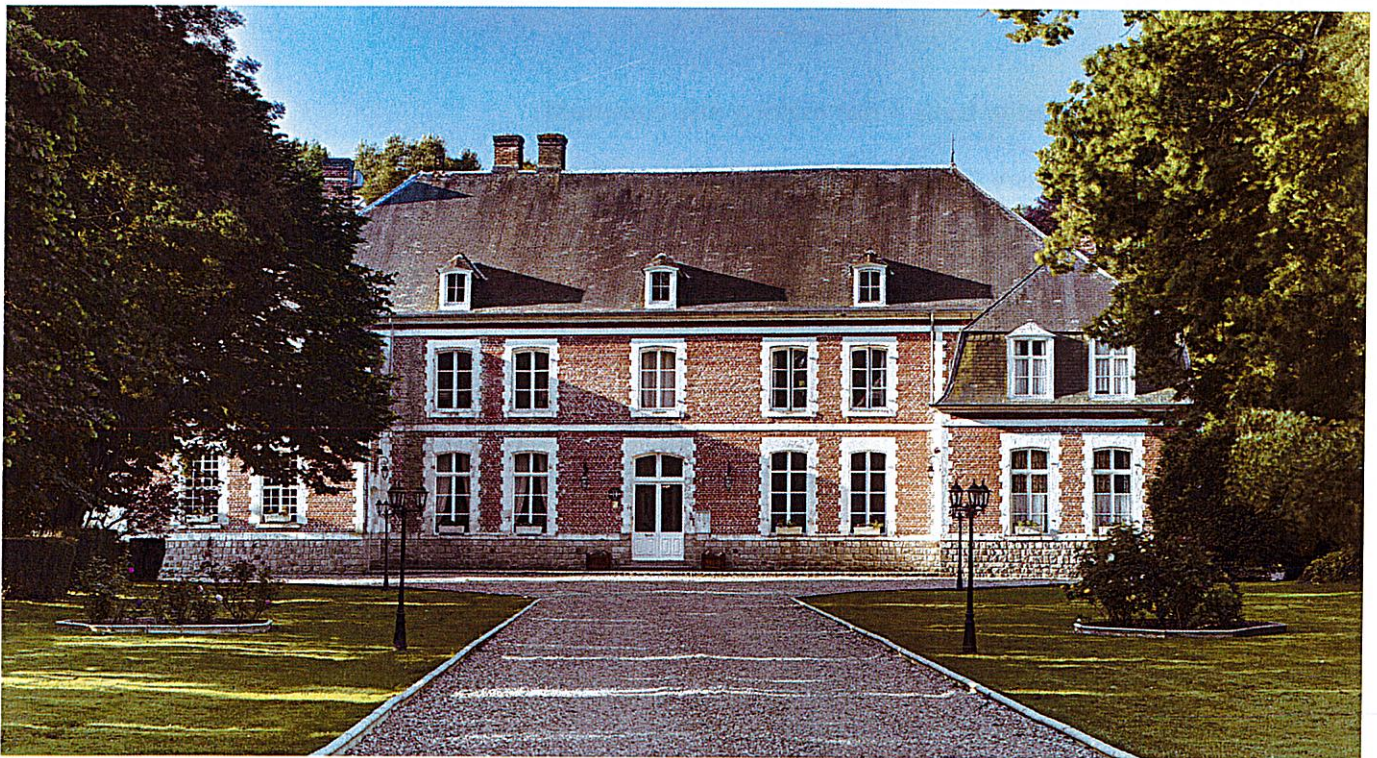


manor adventure
no one does school residential's better!

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!

Completed   *27/3/24.*

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: ^{LY}.....

DATES: 25-28 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?..... Yes.....

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

.....
.....

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

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

How was the Presentation Evening?

How did you rate our pre-visit administration?

UK..... B 1.....(Mandy)

Château..... 2.....(Marie)

Preview visit to the centre?..... NA.....

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.....
Room allocation 1.....

Fire drill 1.....
Intro talk 1.....

Section 3; Centre Facilities

Pupil's accommodation 3.....
Teacher's accommodation 1.....
Washing & toilet facilities 2.....

The grounds 1.....
Teachers lounge 1.....
Cleanliness/Hygiene 1.....

Were there any accommodation problems?

No but feel some rooms overcrowded
Heating, initially boiling then cold!

Section 4; Meals

Were the meals of an adequate standard?

Yes

Was there enough to eat?

On last night one sausage felt rather mean!

What was the most / least enjoyed meal?

Most: Tartiflette Least: Sausage/Mash

Were all dietary requirements catered for?

Vegetarian was limited to fish.

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.....1

Friendliness.....1

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

Guisseppe was so friendly + great
with the kids. A really nice
guy.

Really liked that they came to the lake/
bakery with us.

How do you rate the evening activities?

Excellent,

What were your pupil's favourite evening activities?

Scavenger hunt.

Olympics was held in v-wet weather.

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

Rather than 1 1/2 hrs of one - perhaps.

45 mins of 2 diff activities

i.e. olympics + campfire

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: Bakery (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Hugo was a superstar at the bakery. Students loved ordering food in French + making a croissant

Excursion 2: lake (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Great variety, excellent staff

Excursion 3: Disneyland (name excursion)

How well did the excursion fulfil your expectations: 3

Enjoyment students: 3

Enjoyment teachers: 4

Suitability to your group: 3

Comments: Too busy, rides not on, too far to travel. Would not include this next time

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

1-Excellent

2- Very Good

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? Overall a great visit,
centre stuff fabulous - we had a really good time -
- Which aspect of your stay was least satisfactory? Nothing.
..... Thanks.
- How do you rate the course overall on a value for money basis? (2)
- Will you be considering a further visit with *Manor Adventure*? Yes.
- Where did you hear of *Manor Adventure*? Previous times
- What were the reasons for choosing *Manor Adventure*? familiarity,
great package.
- Which centre(s) did you visit last year? NA.
- What other visits does your school organise? New York.
-
- Do you have any further comments which you feel would be useful to us?
..... Would consider Wassy & a Paris focus -
next time.
-

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? No.

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

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

.....

.....

Section 9; Coach Report Form

School name Date of stay *25-28 March.*

Drivers name *Nick* Number of seats *55.*

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 *2*

Drivers knowledge of visits *2*

Any additional comments:

V. accomodaty + pleasant.
☺