

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: 3-7 JUNE 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?..... N/A.....

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

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.....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 welcome 1

Fire drill 2

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?

..... NO

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:.....

Least:.....

(Wed) ^{Battered} Escalope with cheese inside
eve.

Were all dietary requirements catered for?

YES

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

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?

Celie - Very helpful with 'emergency' situation Mon. night (on duty)

Safia - Very professional and informative

Alison - Very friendly and informative

Guiseppe (+ Lilou) - Great help with 3AM collection from hospital -
Very friendly and helpful 'Above and beyond'!!

How do you rate the evening activities?

2

What were your pupil's favourite evening activities?

campfire

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

I ~~just~~ just need to know all the current options.
(evening and daytime)

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: (ETAPLES) MARKET (TUE.) (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 2

Comments: Would prefer Friday market

Excursion 2: WATER SPORTS AT LAKE (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 3 (a bit too windy!)

Suitability to your group: 1

Comments:

Excursion 3: VIMY RIDGE / ARRAS - WELLINGTON TUNNELS (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 1

Comments: Good value 'history day'.
..... WSW!

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

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Excursion 4: ACCROBRANCHE (NAOURS) (name excursion)

How well did the excursion fulfil your expectations: 4

Enjoyment students: 2

Enjoyment teachers: 4/5

Suitability to your group: 3

Comments: PROBABLY WILL NOT DO AGAIN, DESPITE RELATIVE ENJOYMENT OF CHILDREN

- POOR STAFFING AND INSTRUCTION AND COMMUNICATION (OF ANIMATEURS)
- SOME DANGEROUS AREAS NOT CORDONED OFF SUFFICIENTLY.

Excursion 5: CREPERIE LA MANGEOIRE (ALIENS) (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: GREAT. (IF YOU ARE IN THAT AREA).

Excursion 6: SNAIL FARM: ESCARGOTS DU BROUAGE (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 2

Suitability to your group: 1

Comments: FRIENDLY WELCOME - FUN EDUCATIONAL VISIT SHORT

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? MARKET VISIT

.....

Which aspect of your stay was least satisfactory? ACCROBRANCHE (NAOURS)

.....

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*?

What were the reasons for choosing *Manor Adventure*? Previous visits

.....

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

What other visits does your school organise? N/A

.....

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 3-7 JUNE 2024

Drivers name ELTON Number of seats 64 ?

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:

EXCELLENT - THANK YOU.