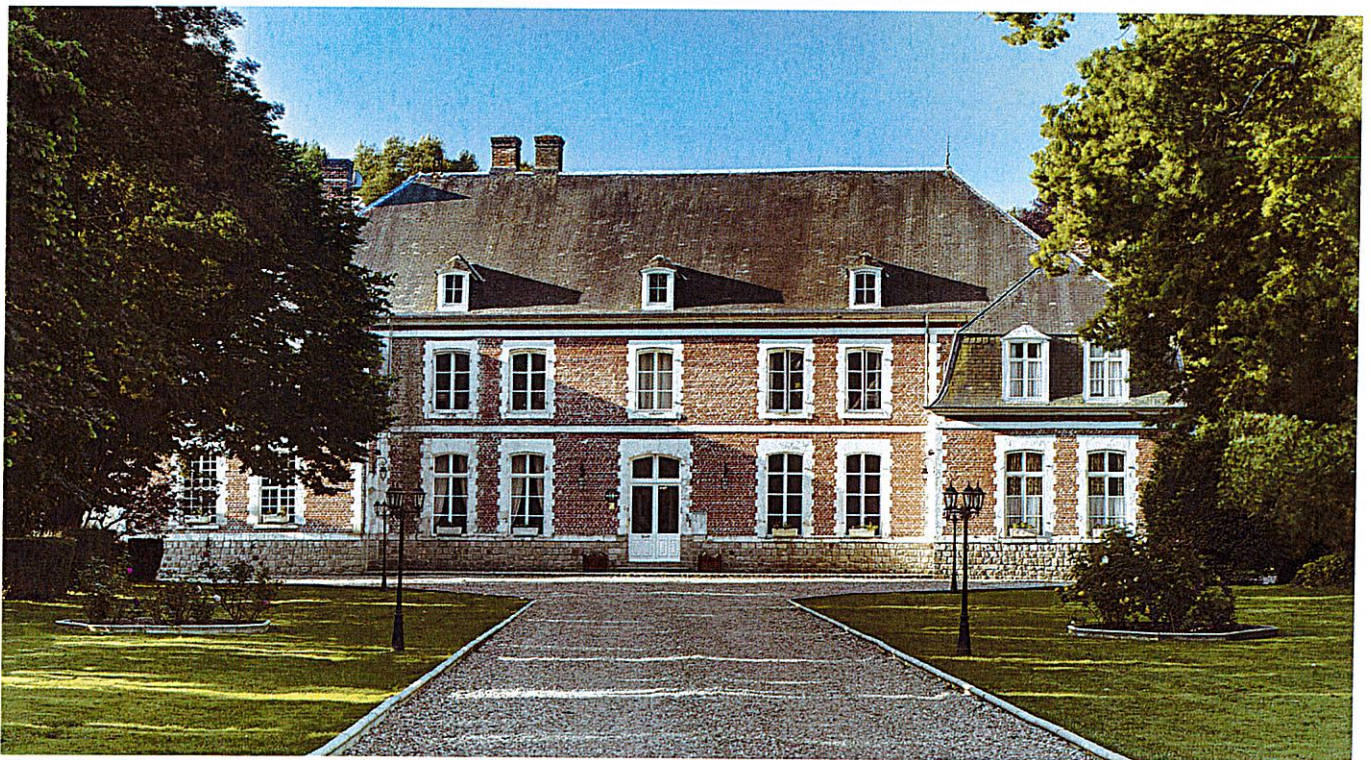


manor adventure
no one does school residentials' better!

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: St. Andrew's PARTY LEADER: [Signature]
DATES: 15 to 19 April 2024 EMAIL: [Signature]
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 1

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? 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 welcome1.....

Fire drill1.....

Room allocation1.....

Intro talk1.....

Section 3; Centre Facilities

Pupil's accommodation2.....

The grounds1.....

Teacher's accommodation1.....

Teachers lounge1.....

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

Cleanliness/Hygiene1.....

↳ teacher 1
↳ pupils 3

(could do with more toilets / showers)

Were there any accommodation problems?

1 toilet blocked but sorted promptly by the Clàrean

Section 4; Meals

Were the meals of an adequate standard?

.....2.....

Was there enough to eat?

.....yes but we would have liked bread too at

What was the most / least enjoyed meal?

Most: cottage pie + vegetable pasta Least: lasagna

breakfast + the bananas were very old.

Were all dietary requirements catered for?

.....yes.....

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

Any other comments?

.....very good apart from some of the fruit
which seemed to be quite old.....

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?

Jolanta - very professional + knowledgeable + friendly +
excellent with the children.
Enzo - same as above.

How do you rate the evening activities?

Excellent

• What were your pupil's favourite evening activities?

Mini Olympics

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

No, they really enjoyed all the activities -

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: Amiens (guided tour) (name excursion)

How well did the excursion fulfil your expectations: excellent

Enjoyment students: excellent

Enjoyment teachers: excellent

Suitability to your group: excellent

Comments:

Excursion 2: Paris Naours Underground city (name excursion)

How well did the excursion fulfil your expectations: excellent

Enjoyment students: excellent

Enjoyment teachers: excellent

Suitability to your group: excellent

Comments:

Excursion 3: Paris Eiffel tower (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: The Eiffel Tower was extremely difficult to book to

the point that once I had all the necessary information (passwords, etc) from the Eiffel Tower there was no more online tickets left so we had to queue - luckily we managed to get tickets but not to the top which was full then -

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

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Excursion 4: Parisian boat (name excursion)

How well did the excursion fulfil your expectations: 4

Enjoyment students: 4

Enjoyment teachers: 4

Suitability to your group: 3

Comments: Poor technologies on the boat; couldn't hear the commentary inside and the audio guide phones ~~is~~ were not clear at all or working -

Excursion 5: Rue + Ankan brand (name excursion)

How well did the excursion fulfil your expectations: excellent

Enjoyment students: excellent

Enjoyment teachers: excellent

Suitability to your group: excellent

Comments:

Excursion 6: Chocolate factory (name excursion)

How well did the excursion fulfil your expectations: 3

Enjoyment students: 2

Enjoyment teachers: 2/3

Suitability to your group: 1

Comments: The group before us was very late finishing - So we started late, so the group after us (the gendarmerie) arrived nearly at the same time as us and a group of elderly people also arrived, so we paid for exclusivity for our school and had to our tour together with another 2 groups, so 3 groups all together! Too much.

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? *the accomodation + the animators + ~~from~~ the majority of the excursions -*

Which aspect of your stay was least satisfactory? *the boat trip in Paris + that the centre did not book the Eiffel Tower for us (we had to deal with it)*

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

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

Where did you hear of *Manor Adventure*? *I came here with my previous school*

What were the reasons for choosing *Manor Adventure*? *proximity to Calais*

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

What other visits does your school organise? *Skiing trips, South Africa, Condover (Shropshire) -*

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

Thank you

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 15-19 April 2024

Drivers name Kieran Number of seats 49

Please circle as appropriate:

Safety talk received: Yes / No Safety DVD shown: Yes / No (no DVD player on the coach)

Entertainment: Video / DVD / None

Toilet: Yes / No for journeys abroad I expected us to have a coach. 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:

Kieran was the best driver we've ever had on school trips. Very professional, very friendly with both staff and children. Very punctual. Excellent knowledge of all the places we went to. Excellent driving. Would hope to have him again in the future.