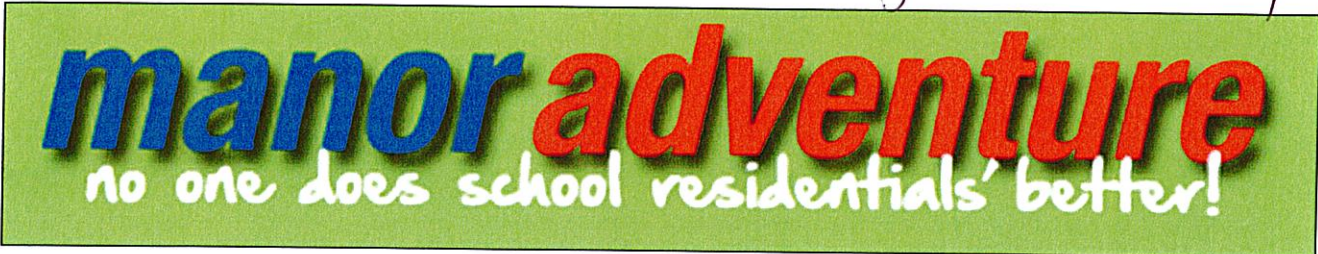
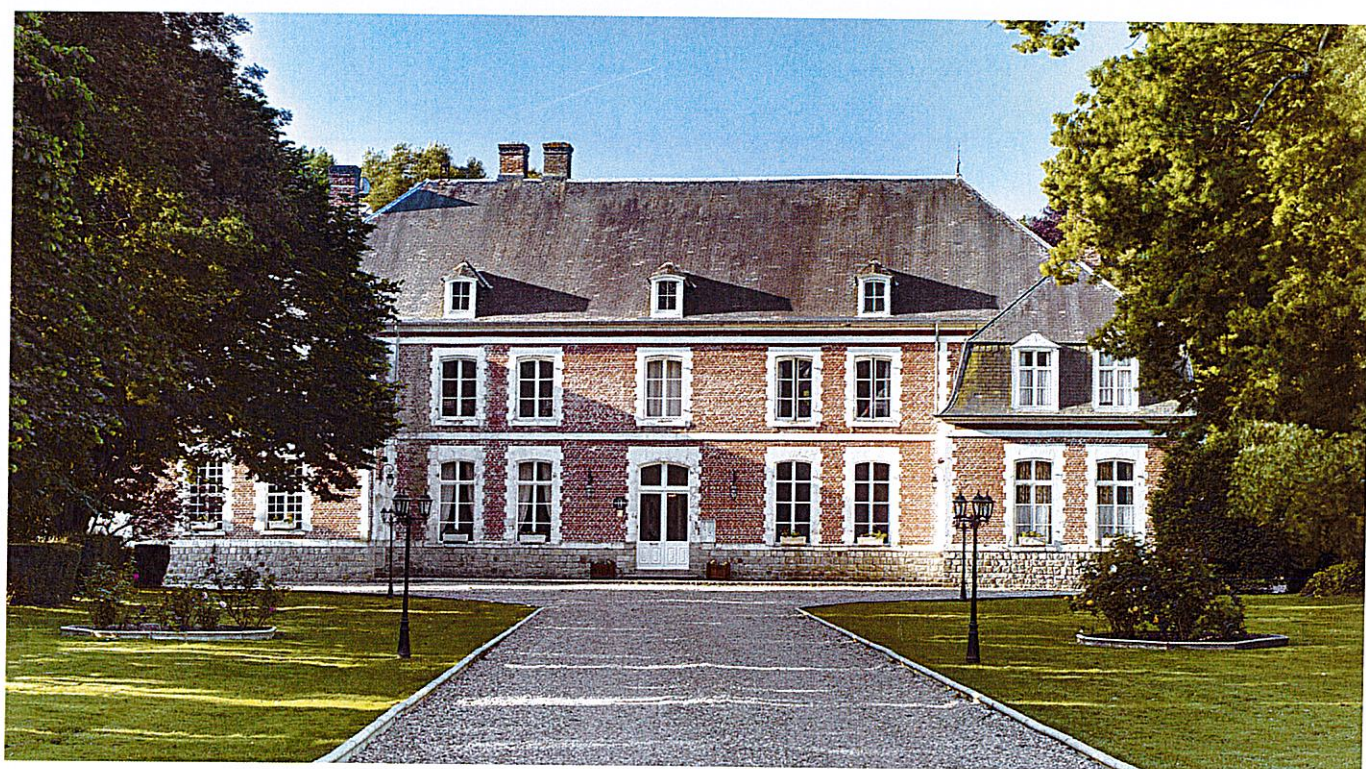


2024



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: 28/6 - 1/7 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;

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 2

Fire drill 1

Room allocation 1

Intro talk 1

Section 3; Centre Facilities

Pupil's accommodation 3

The grounds 2

Teacher's accommodation 2

Teachers lounge 2

Washing & toilet facilities 2

Cleanliness/Hygiene 1

Were there any accommodation problems? - Normandy.

The door of room 50 had a lock that was difficult to work.

Room 42 - the hook on the wall came down when students put a towel on it.

Section 4; Meals

Were the meals of an adequate standard?

Fairly

Was there enough to eat?

Yes

What was the most / least enjoyed meal?

Most: fries

Least: meatballs

Were all dietary requirements catered for?

Yes

Please rate the packed lunch meals: Good

Any other comments?

It would be good if the food serving had hot plates so that the food isn't covered to keep warm. Lots of children didn't see some of the options available.

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?

Lilou was very popular with the students and very helpful.

.....

.....

.....

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?

.....

.....

.....

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: Battlefields + Musée de la Somme (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 2

Enjoyment teachers: 1

Suitability to your group: 2

Comments:

.....

Excursion 2: St. Valéry sur Somme (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 2

Comments: Parking a coach seems to be very difficult now on

Sundays

Excursion 3: Rue Tour (name excursion)

How well did the excursion fulfil your expectations: 2

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:..... (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? *The market place experience*

Which aspect of your stay was least satisfactory? *The food was OK but compared to the other aspects it needs the most development.*

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

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

Where did you hear of *Manor Adventure*? *Previous customers*

What were the reasons for choosing *Manor Adventure*? *↑*

Which centre(s) did you visit last year? *None*

What other visits does your school organise?

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 ... 28/6 - 1/7

Drivers name ... Tom Number of seats ... 50 ish + toilet

Victoria 50 ish no toilet .

Please circle as appropriate:

Safety talk received: Yes / No

Safety DVD shown: 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 2

Any additional comments:

.....
.....
.....
.....
.....