

2024  
*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!

# 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: 17-21 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?..... not seen .....

How could we improve our website: [www.manoradventure.com](http://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?.....1.....

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 ..... 1

Room allocation ..... 1

Intro talk ..... 1

## Section 3; Centre Facilities

Pupil's accommodation ..... 2

The grounds ..... 1

Teacher's accommodation ..... 1

Teachers lounge ..... 1

Washing & toilet facilities ..... 1

Cleanliness/Hygiene ..... 1

Were there any accommodation problems?

Curtain rail broke - fixed ASAP  
Teachers' room 16 shower slow to drain

## Section 4; Meals

Were the meals of an adequate standard?

2

Was there enough to eat?

Portion sizes small for some older students

What was the most / least enjoyed meal?

Most: every child had a different one

Least: ~~various~~ chicken wings

Were all dietary requirements catered for?

Yes

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

Any other comments?

Bread at breakfast would be good.

More salad also.

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?

Bastien & Antony were great & really engaged with the children  
Arison was really helpful & accomodating

How do you rate the evening activities?

2

What were your pupil's favourite evening activities?

Team games & camp fire

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: *Étaples market* (name excursion)

How well did the excursion fulfil your expectations: *1*

Enjoyment students: *1*

Enjoyment teachers: *1*

Suitability to your group: *1*

Comments: .....

Excursion 2: *Snail farm* (name excursion)

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

Enjoyment students: *2*

Enjoyment teachers: *1*

Suitability to your group: *2*

Comments: .....

Excursion 3: *Rue Tour* (name excursion)

How well did the excursion fulfil your expectations: *1*

Enjoyment students: *3*

Enjoyment teachers: *1*

Suitability to your group: *3*

Comments: *The animateurs did a great job but our students weren't very enthusiastic.*

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

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Excursion 4: *Chocolate factory* (name excursion)

How well did the excursion fulfil your expectations: *1*

Enjoyment students: *1*

Enjoyment teachers: *1*

Suitability to your group: *1*

Comments: .....

.....

Excursion 5: *Bakery* (name excursion)

How well did the excursion fulfil your expectations: *Not yet done*

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 château grounds & visits*

Which aspect of your stay was least satisfactory? *Breakfast*

How do you rate the course overall on a value for money basis? *3*

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

Where did you hear of Manor Adventure? *Received brochure about 15 years ago*

What were the reasons for choosing Manor Adventure? *Used previously*

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

What other visits does your school organise? *UK outdoor pursuits, Amsterdam, Iceland*

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 ..... 17 - 21 June 2024

Drivers name ..... Chris ..... Number of seats .....

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 .....

Drivers knowledge of visits ..... 3 .....

Any additional comments:

Chris is an asset to RepsAs. He was flexible, helpful & communication was excellent.