

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: 29TH APRIL - 2ND MAY

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?.....

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?

How was the Presentation Evening?

How did you rate our pre-visit administration?

UK.....(Mandy)

Château.....(Marie)

Preview visit to the centre?.....

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 welcome3.....

Fire drill2.....

Room allocation2.....

Intro talk2.....

Section 3; Centre Facilities

Pupil's accommodation3.....

The grounds1.....

Teacher's accommodation4.....

Teachers lounge2.....

Washing & toilet facilities3.....

Cleanliness/Hygiene2.....

Were there any accommodation problems?

KNOWINGLY 5 BED ROOMS HAD ONE BED ON
THE MEZZANINE WOULD HAVE BEEN HELPFUL
BEFORE WHEN ALLOCATING ROOMS.

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: LAZAGNE.....

Were all dietary requirements catered for?

..YES.....

Please rate the packed lunch meals:.....3.....

Any other comments?

..MORE FOOD (MILK) A.T. DINNER.....

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.....3.....

Professionalism.....3.....

Friendliness.....3.....

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

.....

.....

.....

.....

How do you rate the evening activities?

The children enjoyed them, especially the
Chateau Olympics

What were your pupil's favourite evening activities?

.....

.....

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

Further support for leaders in ensuring
children are always listening

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: ALBERT MUSEUM (name excursion)

How well did the excursion fulfil your expectations: 3

Enjoyment students: 3

Enjoyment teachers: 3

Suitability to your group: 3

Comments: See below

Excursion 2: Beaumont Hamel Newfoundland Memorial (name excursion)

How well did the excursion fulfil your expectations: 4

Enjoyment students: 4

Enjoyment teachers: 4

Suitability to your group: 5

Comments: See below

Excursion 3: Thiepval Memorial (name excursion)

How well did the excursion fulfil your expectations: 4

Enjoyment students: 4

Enjoyment teachers: 4

Suitability to your group: 5

Comments: Our guide for all of these was very knowledgeable

& passionate. However, for 10 and 11 year olds this a lot to listen to and moments for reflection / going off in groups would have been better.

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

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Excursion 4: Snail Farm (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Thank you - the children loved it.

Excursion 5: 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: Having been before, I know the children love this.

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 Chateau was safe,
enjoyable & a lovely place to stay.

Which aspect of your stay was least satisfactory? Some more food choice,
including some savoury breakfast choices would
be better.

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

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

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

What were the reasons for choosing *Manor Adventure*? Safe, reliable, been
before, good location

Which centre(s) did you visit last year? Chateau du Brotel

What other visits does your school organise? PGL

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

..... Thank you for the stay.
.....
.....

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:.....

.....

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.....

Section 9; Coach Report Form

School name . Date of stay 29TH APRIL - 2ND MAY

Drivers name NICK Number of seats 57

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

VERY PROFESSIONAL LOOKING.

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:

WOULD HAVE PREFERRED A LOACH WITH A TOILET.
VERY FRIENDLY AND ACCOMMODATING DRIVER -
THANK YOU.

