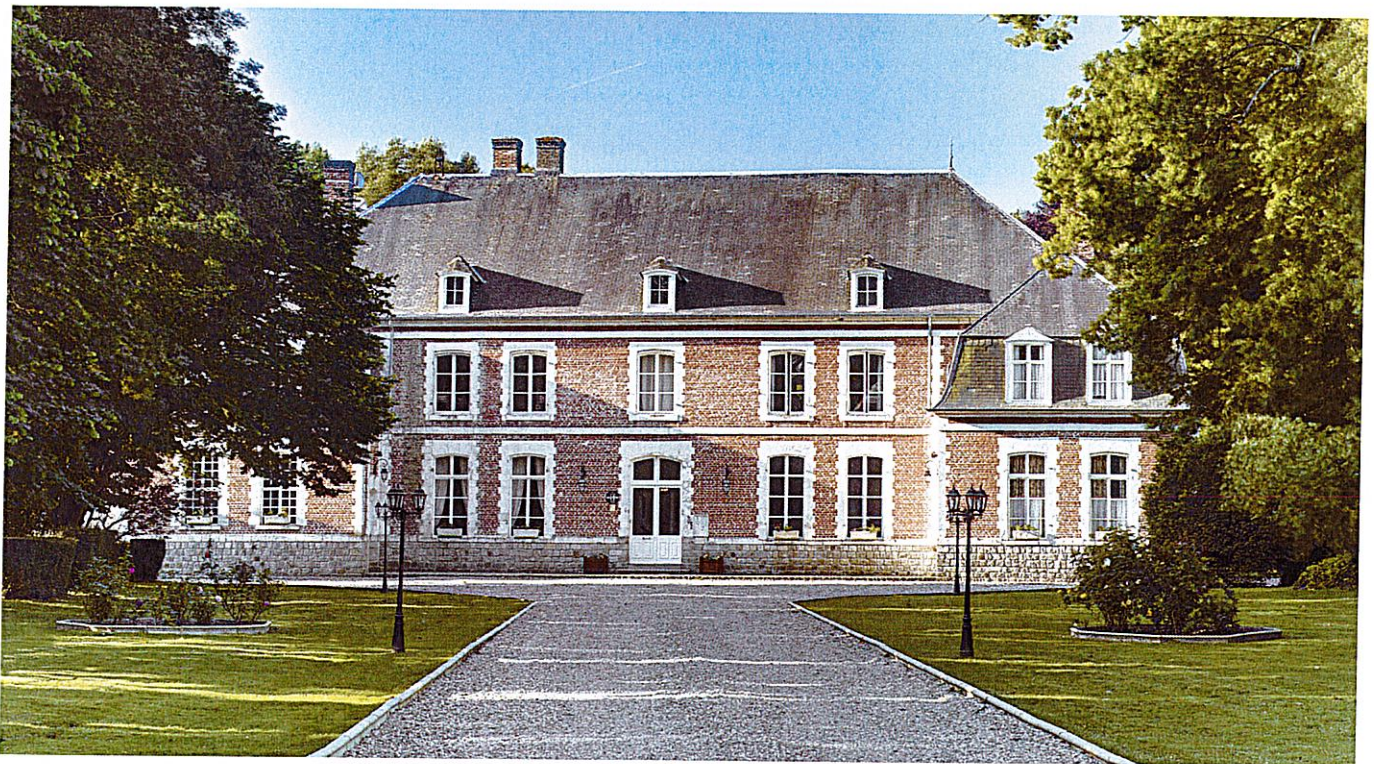


**manor adventure**  
no one does school residentials' better!

# 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: 29 APR - 3RD MAY 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?..... 2.....

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;

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.....(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 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?

Better if sheets provided on beds.  
Rooms were warm and flies/mosquitos came in when windows open.

## Section 4; Meals

Were the meals of an adequate standard?

Yes, but could be more child-friendly.

Was there enough to eat?

Yes.

What was the most / least enjoyed meal?

Most: Chicken wings /chilli/ buttered fish. Least: Turkey + Veggie options: Chicken Carbon Bleu.

Were all dietary requirements catered for?

Yes.

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

Any other comments?

More varied salad. Maybe pizza, chips, boeuf burgignon, spaghetti bolognese.

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.....2.....

Friendliness.....1.....

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

Giuseppe has been great with the girls.  
Alison helped with info about beach and  
fall-outs with girls.

How do you rate the evening activities?

1.

What were your pupil's favourite evening activities?

Tracking + Canoe + Campfire.

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

Instructors should wear helmets for  
activities like obstacle course to set an example.  
Instructors could add a french song on way  
to activities to engage children further.  
Instructors to include french words eg.  
'poulet' + 'renard' on blind trail.  
Instructors could have had a first Aid kit  
with them during 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: Market. (Étampes). (name excursion)

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

Enjoyment students: ..... 1 .....

Enjoyment teachers: ..... 1 .....

Suitability to your group: ..... 1 .....

Comments: ..... Ensure there is enough time in the market. Maybe an earlier breakfast + mayonnaise making and later lunch. .....

Excursion 2: 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: ..... Very enjoyable. Could spend just afternoon going to snail farm. .....

Excursion 3: Beach (Foot Makaan) (name excursion)

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

Enjoyment students: ..... 2 .....

Enjoyment teachers: ..... 2 .....

Suitability to your group: ..... 1 .....

Comments: ..... Could we have an afternoon at the beach and less activities next time so less rushed please. .....

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? *Wine on arrival for teachers.*

*Excursions to beach + market (using french).*

Which aspect of your stay was least satisfactory? *Greater co-ordination and*

*awareness of timings for excursions + activities*  
*So less rushed.*

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*? *We are Veterans.*

What were the reasons for choosing *Manor Adventure*? *Enjoyed before.*

Which centre(s) did you visit last year? *Château du Broutel.*

What other visits does your school organise? *P&L + Cranedale.*

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 ..... 29<sup>th</sup> APR - 3<sup>rd</sup> MAY ,

Drivers name ..... MARK ..... Number of seats ..... 45 .....

### 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

Only uniform when collected from school.  
Jeans + fleece during week.

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 ...2...

to children ...2...

Attitude/Cooperation during stay ...2...

State of the coach ...1.....

### Time keeping:

Arrival at school .....1.....

Excursions .....1.....

Drivers knowledge of visits .....2.....

### Any additional comments:

Driver did his best to find his way after only a few visits. The coach was very comfortable but there could have been screens at back for the children facing backwards.