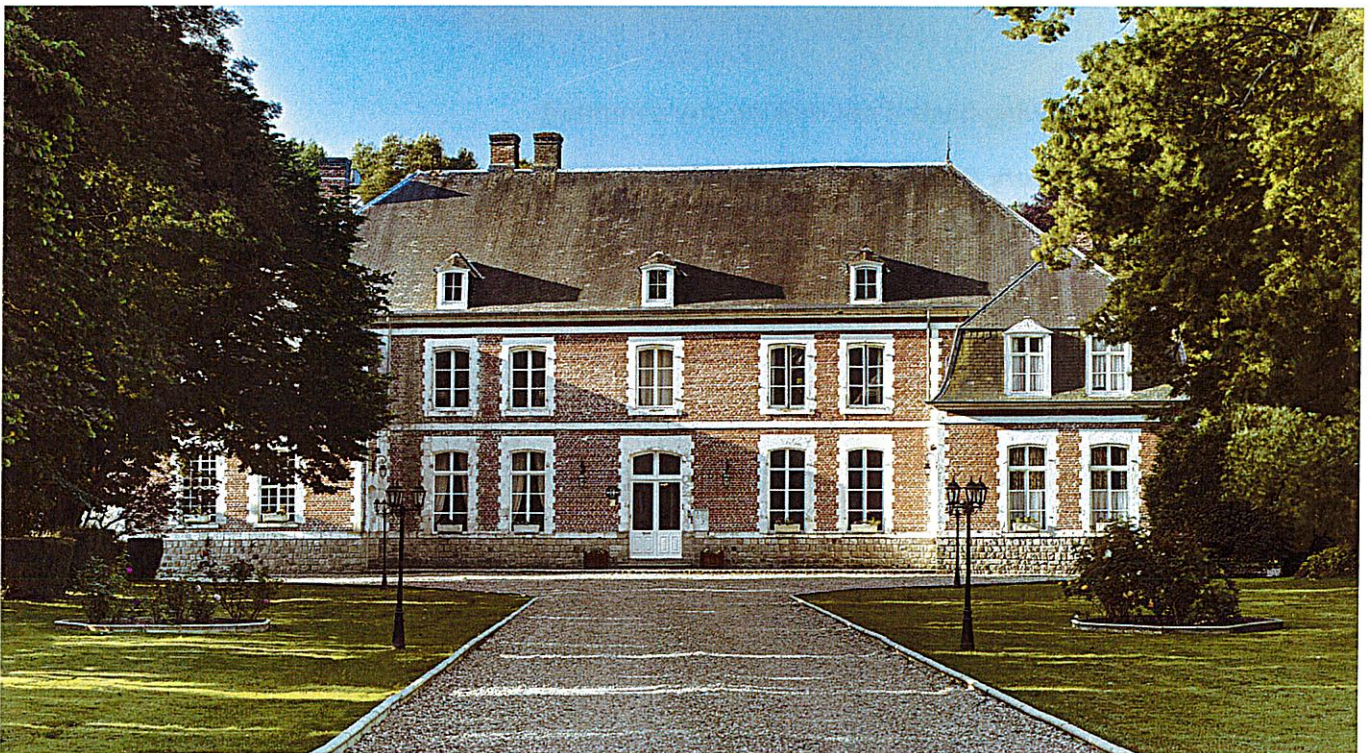


manor adventure
no one does school residential's better!

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: 29th April - 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?.....

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 welcome 1

Fire drill 1

Room allocation 1

Intro talk 1

Section 3; Centre Facilities

Pupil's accommodation 3

The grounds 1

Teacher's accommodation 2

Teachers lounge 1

Washing & toilet facilities 2

Cleanliness/Hygiene 1

Were there any accommodation problems?

Doors are quite heavy.
No problems but it is tricky having rooms which open outside instead of having an interior corridor.
Loved having grass right outside to play on though.

Section 4; Meals

Were the meals of an adequate standard?

..... 4

Was there enough to eat?

..... 2

What was the most / least enjoyed meal?

Most: pizza Least: lasagne

Were all dietary requirements catered for?

..... yes but limited options for child with milk allergy

Please rate the packed lunch meals: 1

Any other comments?

.....

.....

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?

They have all been fantastic, very welcoming,
friendly + great with the children + helpful to staff.
Our boys particularly loved playing football with Sand
and Giuseppe

How do you rate the evening activities?

scavenger hunt - 1, evening walk - 1

petanque - 1, campfire - 1

What were your pupil's favourite evening activities?

the scavenger hunt was popular + nice to finish
with a campfire. Also liked the stories on the
evening walk.

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

Perhaps more french speaking could be incorporated

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: Caves (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 2

Enjoyment teachers: 1

Suitability to your group: 2

Comments: Very interesting.

Excursion 2: Goat Farm (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Everyone loved this visit.

Excursion 3: Somme battlefields (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 2

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Miscommunication on where to meet guide so missed an hour of tour but guide was very informative + children had lots of questions which he answered.

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

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Excursion 4: Albert Museum (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 2

Comments: A bit rushed because our children had so many questions but still very interesting visit.

Excursion 5: Sweet Shop (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 2

Suitability to your group: 2

Comments: Used a french speaker to understand (luckily we had one!) but great visit + friendly staff.

Excursion 6: The Lake (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 2

Suitability to your group: 1

Comments: weather conditions were not great but children still loved it + teachers found it very entertaining to watch. Staff were ~~very~~ v. good with children.

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? *evenings + children have enjoyed freedom of playing in grounds + activities with animators.*

Which aspect of your stay was least satisfactory? *n/a*

How do you rate the course overall on a value for money basis? *1*

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

Where did you hear of *Manor Adventure*? *stayed before*

What were the reasons for choosing *Manor Adventure*? *stayed before*

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

What other visits does your school organise? *ski trip, PGL, Bushcraft, sports tour*

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 29th April - 3rd May

Drivers name Keiran Number of seats

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

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 teachers1.....

to children1.....

Attitude/Cooperation during stay1.....

State of the coach1.....

Time keeping:

Arrival at school1.....

Excursions1.....

Drivers knowledge of visits1.....

Any additional comments:

Keiran was a super star, very kind, professional + genuine. He had a very thorough knowledge of our locations and was really good with children. Coach was not his usual but kept very tidy + driven safely.