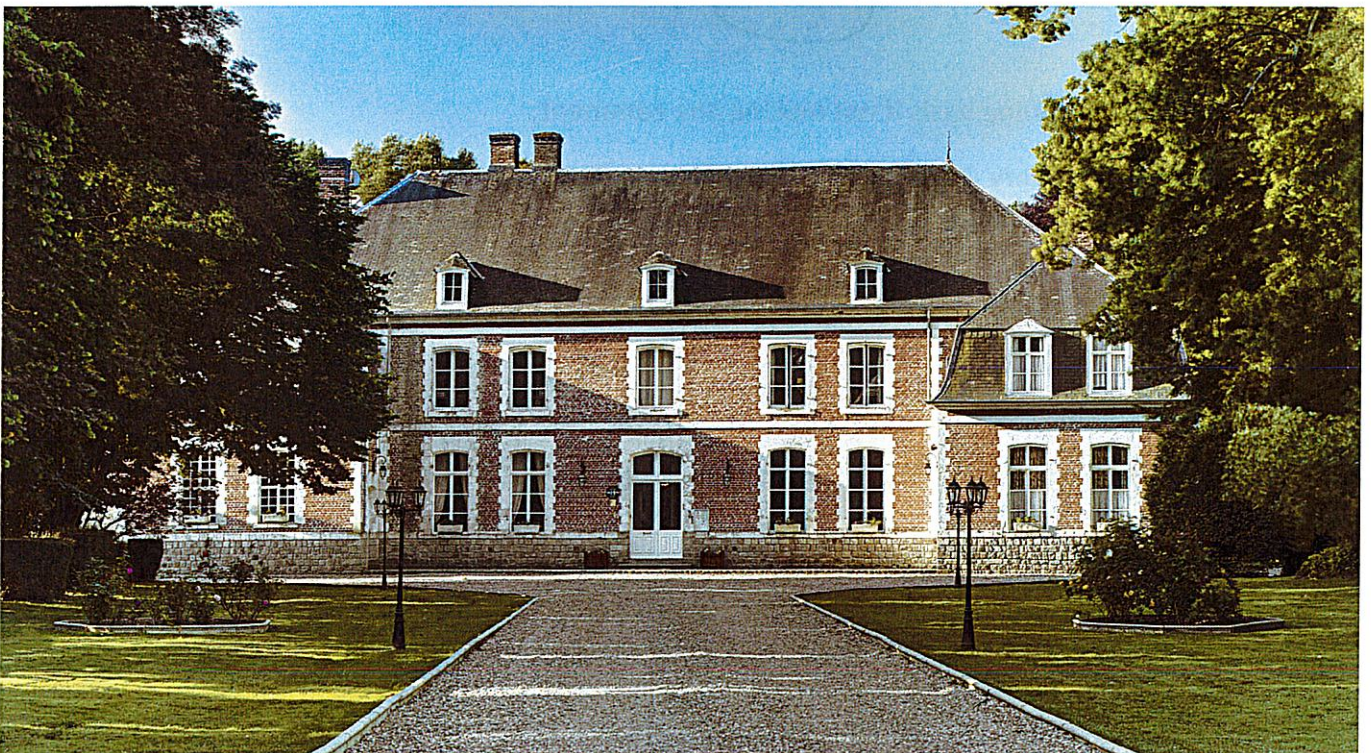


**manor adventure**  
no one does school residential's better!

# 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!

*Thank you for an amazing stay!*

# 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:..... 25.5 - 28.5 ..... 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](http://www.manoradventure.com)?

Very useful.

If you had a visit from one of our School Journey Advisors;

Did he provide a fair description of our centre & product? ..... NA .....

How was the Presentation Evening? ..... NA .....

How did you rate our pre-visit administration?

UK..... 1 .....(Mandy)

Château..... 1 .....(Marie)

Preview visit to the centre?..... NA .....

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 ..... 3 1  
Room allocation ..... 1  
Fire drill ..... 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 ..... 3 Cleanliness/Hygiene ..... 3 (some dirty bed sheets in teachers room).

Were there any accommodation problems?

Some of the silver rails on edge of bunk bed have started to corrode. Shower blocked in 45 but was easily fixed.

## Section 4; Meals

Were the meals of an adequate standard?

3

Was there enough to eat?

1

What was the most / least enjoyed meal?

Most: chicken thighs Least: fish / plain chicken.

Were all dietary requirements catered for?

1

Please rate the packed lunch meals: 2 (some incorrect orders) gr

Any other comments?

- Better labelling of meals so kids can easily see what it is.

- More food-friendly options. ~~Some~~ Food tasted good but the presentation could be improved.

- Salad / cheese / bread was great!

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?

Giuseppe e Sarah were very friendly e  
the students loved spending time with them.

How do you rate the evening activities?

2/

What were your pupil's favourite evening activities?

We think they enjoyed all 3.

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

Very happy.

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: 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: Loved the guide!.....  
.....

Excursion 2: Market (Berck)..... (name excursion)

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

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

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

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

Comments: .....  
.....

Excursion 3: Parc Bagatelle..... (name excursion)

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

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

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

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

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: Mayonnaise (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 2

Enjoyment teachers: 1

Suitability to your group: 1

Comments: More elaborate presentation: repetition of ingredients/key vocab. Some students couldn't see the demo

Excursion 5: Bakery (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Amazing as always!

Excursion 6: 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 interesting!

## Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? *Friendliness of the animators*

Which aspect of your stay was least satisfactory? *Food.*

How do you rate the course overall on a value for money basis? *Very good.*

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

Where did you hear of *Manor Adventure*? *School history.*

What were the reasons for choosing *Manor Adventure*? *Return visits are very enjoyable & accessible.*

Which centre(s) did you visit last year? *Bristol*

What other visits does your school organise? *Spain*

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

*It would be useful for student rooms to have one bath mat between everyone as the floors get very wet. Putting a sheet on each bed for the sleeping bags to go on would be nice for students. Rooms very hot for students, especially if required to sleep in a sleeping bag.*

## 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? *Not at present.*

Name:..... Name:.....

Address:..... Address:.....

# Section 9; Coach Report Form

School name ..... Date of stay .....

Drivers name Jordan ..... Number of seats 50+ .....

Please circle as appropriate:

Safety talk received: Yes / No

Safety DVD shown: Yes / No

Entertainment: Video / DVD / None Music.

Toilet: Yes / No

If yes, was it clean? Yes / No

Correct uniform worn: white company shirt or polo, black trousers, formal shoes: Yes / No

Yes

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:

Jordan has only done this trip 5 times and he has already gained a lot of knowledge. If he doesn't know, or hasn't been there before, he goes out of his way to find out. He was brilliant with staff & with teachers alike. A real asset to your team!