

manor **adventure**

COURSE REPORT FORM

Château de Warsy



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 de Warsy

7 Rue du Château, 80500 WARSY (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: 31/03 - 03/04/23 EMA:

ACCOMMODATION: Château / Grange / POD Village (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? N/A visited previously

How could we improve our website: www.manoradventure.com

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.....

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)

France.....!.....(Marie) brilliant when it came to last minute changes. Thank you!

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 welcome1.....

Fire drill1.....

Room allocation1.....

Intro talk1.....

Section 3; Centre Facilities

Pupil's accommodation2.....

The grounds1.....

Teacher's accommodation1.....

Teachers lounge1..... - brilliant!

Washing & toilet facilities2.....

Cleanliness/Hygiene1.....

Were there any accommodation problems?

- pupil's accomm - children got splinters from wooden floor in room 1
- washing facilities - influx of ladybirds in room 11! The boys made a drama out of it!

Section 4; Meals

Were the meals of an adequate standard?

.....Yes.....

Was there enough to eat?

.....Yes - more than enough!.....

What was the most / least enjoyed meal?

Most: pizza - beef bourgignon Least: sausage

Were all dietary requirements catered for?

.....Yes - even provided dairy free for a visit to a tea room.....

Please rate the packed lunch meals:.....2.....

Any other comments?

.....

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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.....5...../

Professionalism.....1.....

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

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

*1/4
2/4
3/4
4/4
5/4
6/4
7/4
8/4
9/4
10/4
11/4
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46/4
47/4
48/4
49/4
50/4*
- head chef - patient & friendly, encouraging children to speak French with such a lovely manner

- Jonny - always bright & cheerful; nothing too much trouble

How do you rate the evening activities?

2

What were your pupil's favourite evening activities?

campfire

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: Amiens..... (name excursion)

How well did the excursion fulfil your expectations: 3.....

Enjoyment students: 3.....

Enjoyment teachers: 3.....

Suitability to your group: 3.....

Comments: market not as good as in the past - that sounds ridiculous but the children want to buy rubbish!
The weather can't be helped but it didn't help!

Excursion 2: Amiens Zoo..... (name excursion)

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

Enjoyment students: 1.....

Enjoyment teachers: 1.....

Suitability to your group: 1.....

Comments: brilliant! Lots of opportunity to read & speak French. Educational & just the right size

Excursion 3: Albert Museum..... (name excursion)

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

Enjoyment students: 1.....

Enjoyment teachers: 1.....

Suitability to your group: 1.....

Comments: we love this!

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

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Excursion 4: Battlefields..... (name excursion)

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

Enjoyment students:1.....

Enjoyment teachers:1.....

Suitability to your group:1.....

Comments: So important - worthwhile. Coach driver's knowledge helped immensely.

Excursion 5: Thiepval Tea Room..... (name excursion)

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

Enjoyment students:1.....

Enjoyment teachers:1.....

Suitability to your group:1.....

Comments: a last minute addition but will do it again. Very accommodating and friendly.

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 itself & the zoo

Which aspect of your stay was least satisfactory? the market - disappointing based on our previous experience of the same market

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

Will you be considering a further visit with *Manor Adventure*? already booked!

Where did you hear of *Manor Adventure*? previous experience

What were the reasons for choosing *Manor Adventure*? previous experience

Which centre(s) did you visit last year? none - been waiting to return since 2019!

What other visits does your school organise? Bishcraft

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

keep doing what you're doing!

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 31/03 - 3/04/23

Drivers name Steve Number of seats

Please circle as appropriate:

Safety talk received: Yes / No

Safety DVD shown: Yes No

Sat Nav: Yes / No

Coach: Executive / Standard unsure

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 teachers 2.....

to children 2.....

Attitude/Cooperation during stay 1.....

State of the coach 1.....

Time keeping:

Arrival at school same 1.....

Excursions 1.....

Drivers knowledge of visits 1.....

Any additional comments:

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