

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: 3rd - 7th April..... EMAIL.....

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? Yes.....

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

NA was didn't book through the website.....

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

NA

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)

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 accommodation2.....

Teachers lounge2.....

Washing & toilet facilities1.....

Cleanliness/Hygiene1.....

Were there any accommodation problems?

teacher pod heating could have been hired
better for some

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: pizza / snails Least: sausages

Were all dietary requirements catered for?

Yes

Please rate the packed lunch meals: 1 - excellent

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

Connor and Marino have been fab with
the kids.

How do you rate the evening activities?

1

What were your pupil's favourite evening activities?

olympics

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

N/A

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: Paris..... (name excursion)

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

Enjoyment students: 2.....

Enjoyment teachers: 2.....

Suitability to your group: 2.....

Comments:
.....

Excursion 2: goat farm / market..... (name excursion)

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

Enjoyment students: 1.....

Enjoyment teachers: 1.....

Suitability to your group: 2.....

Comments: Students loved the goat farm......
.....

Excursion 3: Disneyland..... (name excursion)

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

Enjoyment students: 2.....

Enjoyment teachers: 2.....

Suitability to your group: 1.....

Comments:
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Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? *everything!*

Which aspect of your stay was least satisfactory?

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*?

What were the reasons for choosing *Manor Adventure*?

great selection of activities very accommodating

Which centre(s) did you visit last year?

What other visits does your school organise?

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

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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 3rd - 14 April

Drivers name Number of seats

Please circle as appropriate:

Safety talk received: Yes / No

Safety DVD shown: Yes / No

Sat Nav: Yes / No

Coach: Executive / Standard

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:

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