

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: 12-16 June 23 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? N/A

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

..... Confusion re: swimming pool

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?

How did you rate our pre-visit administration?

UK..... V. good(Mandy)

France..... V. good(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
1

Fire drill

1

Room allocation

1

Intro talk

1

Section 3; Centre Facilities

Pupil's accommodation

1

The grounds

1

Teacher's accommodation

1

Teachers lounge

1

Washing & toilet facilities

1

Cleanliness/Hygiene

1

Were there any accommodation problems?

Lock broke but was promptly sorted

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: jacket potato Least: chicken wings

Were all dietary requirements catered for?

Yes

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

.....
.....
.....
.....
.....
.....
.....

Owen for dealing with some apathetic teenagers very well

How do you rate the evening activities?

.....
.....
.....
.....

2

What were your pupil's favourite evening activities?

.....
.....
.....

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: *Chocolate Factory* (name excursion)

How well did the excursion fulfil your expectations: (1)

Enjoyment students: (2)

Enjoyment teachers: (1)

Suitability to your group: (2)

Comments:

Excursion 2: *Amiens Market* (name excursion)

How well did the excursion fulfil your expectations: (1)

Enjoyment students: (1)

Enjoyment teachers: (2)

Suitability to your group: (1)

Comments:

Excursion 3: *Sonne* (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: Cookie Factory (name excursion)

How well did the excursion fulfil your expectations: Not sure as we are

Enjoyment students:

attending on our way
home

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? *Somme*

.....

Which aspect of your stay was least satisfactory? *Wifi was slow*

.....

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*? *Deputy Head - google search*

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

.....

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

What other visits does your school organise? *Y5, 6, 7, 8 all go on residential trips each year*

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 12-16 June

Drivers name Steve Number of seats 52

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
same DVD

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 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 1

Any additional comments:

.....
..... Steve was extremely informative and helpful
..... on the same trip.
.....
.....