

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: 12/6/23 - 16/6/23

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? YES

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

MORE INFORMATION NEEDED - UPDATED WEBSITE

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... Excellent... (Mandy)

France... Excellent... (Marie)

Preview visit to the centre? Excellent

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 2

Fire drill 2

Room allocation 1

Intro talk 2

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

up on door needs to be highlighted

Were there any accommodation problems?

.....
.....

Section 4; Meals

Were the meals of an adequate standard?

..... *Excellent - more*

Was there enough to eat?

YES

snails needed!

What was the most / least enjoyed meal?

Most: *Chicken + chips* Least: *bolognaise*

Were all dietary requirements catered for?

YES

Please rate the packed lunch meals:..... *Excellent*

Any other comments?

Food has been excellent.

.....

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... 3/4

Professionalism... 3

Friendliness... 2

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

Kitchen staff were very helpful
+ accommodating + friendly.

How do you rate the evening activities?

4/5 - felt that staff were unable
to cater/support 55 children. Children
became bored with repetitive/activities
slow moving.

What were your pupil's favourite evening activities?

?

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

more engaging + interactive
faster paced

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: *2*.....

Suitability to your group: *3*.....

Comments: *longer session needed. Given further information re - road crossing, demerol, etc.*

Excursion 2: *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: *Driver was really helpful and informative + knowledgeable*

Excursion 3: *Montdidier*..... (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:..... (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students:

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? *food, setting +*
..... *excursions, showers clean*

Which aspect of your stay was least satisfactory?

..... *on site activities*

How do you rate the course overall on a value for money basis? *2*

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

Where did you hear of *Manor Adventure*? *OTHER SCHOOLS*

What were the reasons for choosing *Manor Adventure*?

.....

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?

.....

.....

.....

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

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 teachers

to children

Attitude/Cooperation during stay

State of the coach

Time keeping:

Arrival at school

Excursions

Drivers knowledge of visits

Any additional comments:

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.....
.....
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