

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:..... 4 - 8th MARCH 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?..... ~~.....~~ No brochure all online

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

..... All good

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..... Good(Mandy)

France.....(Marie)

Preview visit to the centre?..... 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 2; Arrival

General welcome1..... Fire drill1.....
Room allocation1..... Intro talk1.....

Section 3; Centre Facilities

Pupil's accommodation1..... The grounds1.....
Teacher's accommodation1..... Teachers lounge1..... FAB!
Washing & toilet facilities2..... Cleanliness/Hygiene1.....

Were there any accommodation problems?

..... Some slight issues with shower heat and toilet flushing.
..... All sorted quickly.
.....

Section 4; Meals

Were the meals of an adequate standard?

..... EXCELLENT

Was there enough to eat?

..... YES

What was the most / least enjoyed meal?

Most:..... SPAG BOLL / CHILLI Least:..... BURGER (But all were good)
(more chicken burgers)

Were all dietary requirements catered for?

..... YES

Please rate the packed lunch meals:..... Good - late to eat

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?

.....
 *Jonny - always amazingly helpful.*
 *Giuseppe ~ very upbeat and friendly - willing to learn new things and find out - took an interest in everybody.*
 *Axel } Fun with the kids*
 *Cameron } Wolanda - very professional & helpful.*
 *Sami - played games with kids*

How do you rate the evening activities?

..... *Great! (maybe a microphone for Bingo evening).*

What were your pupil's favourite evening activities?

..... *Scavenger - favourite.*
 *Bingo / Olympics / Food ~ all enjoyed*

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

..... *All good.*

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: Mantidier (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 3

Enjoyment teachers: 2

Suitability to your group: 2

Comments: Nice to hear the history of the farm.

Excursion 2: Chocolate Factory (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 1

Enjoyment teachers: 2

Suitability to your group: 2

Comments: Very friendly owner and nice to see

production of whole product.

Excursion 3: Goat Farm (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 1

Enjoyment teachers: 2

Suitability to your group: 2

Comments: Children all enjoyed the animals and

'hands on' experience.

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? *Friendly staff and fantastic atmosphere*

..... *on site. This were all enjoyed a nice mixture of history & culture.*

Which aspect of your stay was least satisfactory?

.....

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

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

Where did you hear of *Manor Adventure*? *Previous visits.*

What were the reasons for choosing *Manor Adventure*? *Previous good experiences.*

.....

Which centre(s) did you visit last year?

What other visits does your school organise? *PGL - currently changing the*

..... *year groups we cater for so more trips abroad may be needed.*

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

..... *Maybe more French used on site (eg at dinner/instructions) labels?*

.....

.....

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 *MICK* Number of seats *5213*
JAMIE *x2*

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 - *1 coach*

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:

Both great company and helpful.
Good suggestions and happy to liaise with