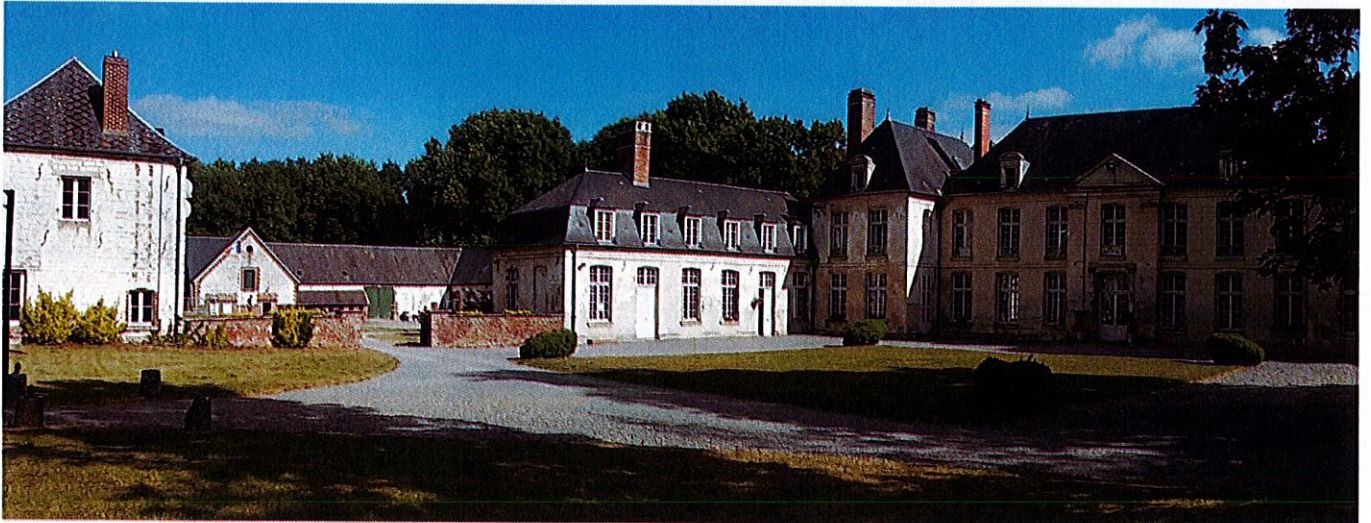


manor adventure
no one does school residentials' better!

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: ...f.....

DATES: 13-15 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? Yes

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

.....
.....

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

NIA

Did he provide a fair description of our centre & product?

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

Section 3; Centre Facilities

Pupil's accommodation1.....	The grounds1.....
Teacher's accommodation1.....	Teachers lounge1.....
Washing & toilet facilities1.....	Cleanliness/Hygiene1.....

Were there any accommodation problems?

.....No.....
.....

Section 4; Meals

Were the meals of an adequate standard?

.....2.....

Was there enough to eat?

.....Yes.....

What was the most / least enjoyed meal?

Most:.....Least:.....enjoyed all.....

Were all dietary requirements catered for?

.....Yes.....

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

Any other comments?

.....Please some plain pasta.....

.....More options for lunch - not all sandwiches.....

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?

.....
All lovely.....
.....
.....

How do you rate the evening activities?

.....
1.....
.....

What were your pupil's favourite evening activities?

.....
Ball Games.....
.....

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: GOAT FARM (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Very Welcoming. Lovely Staff. Excellent. Proper handwashing facilities are needed.

Comments: Issue with directions. Not aware of change of venue (Driver had map of old venue) But paperwork for new venue. We arrived late due to unclear directions.

Excursion 2: Montdidier (name excursion)

How well did the excursion fulfil your expectations: Yes excellent

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Great to have the animations and booklet.

Comments: This is always the most popular with the children.

Excursion 3: Caves (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? *Activities*

.....

Which aspect of your stay was least satisfactory? */*

.....

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

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

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

What were the reasons for choosing *Manor Adventure*?

.....

Which centre(s) did you visit last year?

What other visits does your school organise? *None abroad*

.....

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 13-15 March

Drivers name Ralph 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 1

to children 1

Attitude/Cooperation during stay 1

State of the coach 1

Time keeping:

Arrival at school 1

Excursions

Drivers knowledge of visits

Any additional comments:

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