

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: 8/7/22 - 11/7/22 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?

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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..... Excellent(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 drill2.....

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?

.....Yes.....

Was there enough to eat?

.....Yes.....

What was the most / least enjoyed meal?

Most: Sausage + Mash + chicken curry Least: Spag bol:

Were all dietary requirements catered for?

.....Yes.....

Please rate the packed lunch meals:2.....

Any other comments?

.....Merri!.....
.....

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 were excellent. Johnny really took excellent care of us and nothing was too much trouble.

How do you rate the evening activities?

The kids really enjoyed them.

They talked a lot about white murder.
Also loved the Scavenger Hunt*.

What were your pupil's favourite evening activities?

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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: Cavos (name excursion)

How well did the excursion fulfil your expectations: Excellent

Enjoyment students: Excellent

Enjoyment teachers: Excellent

Suitability to your group: Perfect

Comments: An excellent place to visit with helpful staff

Excursion 2: Battlefields Tour (name excursion)

How well did the excursion fulfil your expectations: Very good

Enjoyment students: Very good

Enjoyment teachers: Excellent

Suitability to your group: Very good

Comments: Might have been better to do in the morning as the kids were tired.

Excursion 3: Disneyland (name excursion)

How well did the excursion fulfil your expectations: Excellent

Enjoyment students: Excellent

Enjoyment teachers: Excellent

Suitability to your group: Excellent

Comments:

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? All of it, the pod

village is lovely and the food and staff were excellent.

Which aspect of your stay was least satisfactory?

Nothing.

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*? Been coming for years

What were the reasons for choosing *Manor Adventure*? See above.

Which centre(s) did you visit last year? Wasy

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 8/7 - 11/7

Drivers name Number of seats

Please circle as appropriate:

Safety talk received: Yes / No

Safety DVD shown: Yes / No - no player on bus

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 ... 2

to children ... 2

Attitude/Cooperation during stay 2

State of the coach 2

Time keeping:

Arrival at school 1

Excursions 1

Drivers knowledge of visits 2

Any additional comments:

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