

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: 24-28 APRIL 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?

N/A
.....

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? N/A

How did you rate our pre-visit administration?

UK 1 (Mandy)

France 1 (Marie)

Preview visit to the centre? No - repeat visit

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 accommodation2.....

The grounds1.....

Teacher's accommodation1.....

Teachers lounge1.....

Washing & toilet facilities2.....

Cleanliness/Hygiene1.....

Were there any accommodation problems?

.....No.....
.....Jonny (centre manager) was excellent, nothing
.....was too much trouble.....

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: Pasta at lunchtime Least: Chicken casserole
Spag Bol / Turkey escalopes

Were all dietary requirements catered for?

.....Yes.....

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

Any other comments?

.....Teachers appreciated salmon; birthday cakes
.....were great; enjoyed tasting frogs leg + snails.....

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?

..... They were all very good, been professional,
..... engaged children well, liaised well with
..... teachers.
.....
.....

How do you rate the evening activities?

..... ① Children have loved everything.
.....
.....

What were your pupil's favourite evening activities?

..... Volleyball, Camo tracking.
.....
.....

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: Montdidier Town Trail (name excursion)

How well did the excursion fulfil your expectations: 3

Enjoyment students: 3

Enjoyment teachers: 3

Suitability to your group: 3

Comments: Only one hour needed for this activity.
Worksheet was useful.

Excursion 2: Supermarket (name excursion)

How well did the excursion fulfil your expectations: 4

Enjoyment students: 2

Enjoyment teachers: 4

Suitability to your group: 2

Comments: Auchan Montdidier - very small. Worksheet activity
very good. Bigger supermarket gives broader experience
+ better for spending pocket money.

Excursion 3: WWI experience (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 3

Enjoyment teachers: 1

Suitability to your group: 2

Comments: Guide was very good. Our fault as a school
that insufficient pre-learning. Would be better
earlier in the week.

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? *Accommodation, freedom and safe space outdoors, catering.*

Which aspect of your stay was least satisfactory? *We would probably organise a fuller itinerary. The stay has been excellent.*

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*? *Previous visits*

What were the reasons for choosing *Manor Adventure*? *Reliability, quality of staff, accommodation, quality of product.*

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

What other visits does your school organise? *Y3 and Y4 overnight stays - curriculum linked, nearer home.*

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

Centre manager at Warsy is excellent.

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 24-28 April.....

Drivers name KEN..... Number of seats 86(80+, we're not sure!).....

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 1.....

Drivers knowledge of visits 1.....

Any additional comments:

Exceptional! Thanks to Ken for his outstanding professionalism and care of us. The bus itself, with so much space, made the journey far more comfortable and enjoyable.