

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: 13-17th March 2023 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? Really useful - loads of information
How could we improve our website: www.manoradventure.com? everything really well explained.

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? NA

How did you rate our pre-visit administration?

UK: 1 (Mandy) Really organised + rapid responses to all queries + emails.
France: 1 (Marie)
Preview visit to the centre? NA

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

1

Fire drill

2

Room allocation

1

Intro talk

1

I know it was French immersion but perhaps worth doing safety drill in English as a few v. unsure because instructions in French. Done immediately though!

Really excellent but a student's common space would be nice.

Section 3; Centre Facilities

Pupil's accommodation

2

The grounds

1

Teacher's accommodation

1

Teachers lounge

1

Washing & toilet facilities

1

Cleanliness/Hygiene

1

Were there any accommodation problems?

A toilet (room 2) had ongoing flushing issues but not too much of a problem.

Section 4; Meals

Were the meals of an adequate standard?

Yes! The students ate well every night!

Was there enough to eat?

More than enough + loads of choice!

What was the most / least enjoyed meal?

Most: Pizza/Wings / French dishes (bourgignon etc) Least: None in particular - everything enjoyed.

Were all dietary requirements catered for?

.....

Please rate the packed lunch meals:

1

Any other comments?

V. filling and tasty!

.....

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?

Léon + Axelle - had a great relationship
with students and really encouraged
them with French -
Johnny - been fab all week!

How do you rate the evening activities?

①.....
.....
.....

What were your pupil's favourite evening activities?

Pétanque.....

Team games.....

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

NA - really fun and though students
were tired it was good to get
them ~~a~~ sunny around.....

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 Market (name excursion)

How well did the excursion fulfil your expectations: 3

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: We ended up doing a tour of Cathedral and free time which students really enjoyed.

Excursion 2: Chocolate Factory (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 2

Comments: lovely chocolate shop. Quite interesting - all delivered in French. Would do again.

Excursion 3: Battlefields + Albert (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Really fascinating. Excellent guide + important for our students to learn about

A small market in Amiens so didn't quite get the French market experience but did enjoy the day overall.

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:

.....

was v. impressed with the course!

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? batlefields, crepe making,
maye making

Which aspect of your stay was least satisfactory? Scavenger hunt but
only because they found some clues v. tricky

How do you rate the course overall on a value for money basis? 1

Will you be considering a further visit with Manor Adventure? Absolutely!

Where did you hear of Manor Adventure? email followed by zoom
call.

What were the reasons for choosing Manor Adventure? Exposure to French
language, choice of activity, surroundings.

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

What other visits does your school organise? Outward Bound in Lake
District in Y8 (12-13)

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

Loved the Chateau history tour - but some
lang. a bit complex or specific for
students. Perhaps animators could ask more
questions to check understanding.

Section 8; referral

Scavenger hunt
quite challenging - could
lang be simplified or a vocab
list given?

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 Ben 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 2

State of the coach 1

Time keeping:

Arrival at school 1

Excursions 1

Drivers knowledge of visits 1

Any additional comments:

At times too familiar with staff and made some comments about other drivers over microphone. Loads of knowledge of area - gave us (students) lots of extra info which travelling V windy on drive to Dover which was handled well. Sometimes lacked a little maturity - going into kitchen to speak to Johnny on my behalf was not necessary and reaction afterwards not great.