

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: 27/05/23 // 31/05/23 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

.....
.....

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

N/A

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..... 2 (Mandy)

France..... 4 (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 welcome 2

Fire drill 1

Room allocation N/A

Intro talk 1

Section 3; Centre Facilities

Pupil's accommodation 2

The grounds 1

Teacher's accommodation 1

Teachers lounge 2

Washing & toilet facilities

Cleanliness/Hygiene 2 (see note below re: mattresses).

Were there any accommodation problems?

* Some stains on some mattresses (Pod 13)

* Teacher's lounge could do with soft chairs or sofa.

Section 4; Meals

Were the meals of an adequate standard?

Yes

Was there enough to eat?

Not on the first night as some of the food ran out.

What was the most / least enjoyed meal?

Most: ~~Pizza~~ Lasagna Least: First night (27th day)
✓ & pizza

Were all dietary requirements catered for?

Yes

Please rate the packed lunch meals: Variety good but ~~selection not~~

Any other comments? orders not correct (every day)

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 great.
..... Connor is especially relatable and our
..... students enjoyed hearing about his experiences
..... (of his own life so far - especially explaining
..... how he changed his opinion about
..... leaving a language).

How do you rate the evening activities?

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

What were your pupil's favourite evening activities?

..... Both activities
.....
.....

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: Albert Museum (name excursion)

Newfoundland Memorial / Thierval / Lochnagar Crater

How well did the excursion fulfil your expectations:

Enjoyment students: 3 (guide was very knowledgeable but did not necessarily pitch appropriately to ~~the~~ our students' age group - It would have helped if the group had been divided.

Enjoyment teachers: 1

Suitability to your group:

Comments: There was too much talking - not enough anecdotes - too many details - not enough opportunity to explore by themselves - *

Excursion 2: Vimy Ridge (name excursion)

Wellington Tunnels

How well did the excursion fulfil your expectations:

Enjoyment students: 2

Enjoyment teachers: 1

Suitability to your group: 1

Comments: It would have been nice to be informed that the Visitors Centre was closed on a Bank Holiday Monday.

Excursion 3: Paris - Montparnasse (name excursion)

Tower - River trip - Eiffel Tower / (Park + photo session)

How well did the excursion fulfil your expectations:

Enjoyment students: 2

Enjoyment teachers:

Suitability to your group:

Comments:

We were not made aware that the terrace was closed.
The itinerary was too compact and I did not allow for traffic problems - We couldn't go to Montmartre as we ended up leaving the boat trip early at 3.00 pm.

* Introductory talk was very good though.

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? All activities were enjoyed

Which aspect of your stay was least satisfactory?

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

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

Where did you hear of *Manor Adventure*? Previous visit 2016

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

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

What other visits does your school organise? History trips: Berlin / Polish camps / Belgium and Somme Battlefields

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

..... We are so sorry about the window!
.....
.....

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 27/05/23 // 31/05/23

Drivers name Number of seats 54?

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 *But not needed.*

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 1

State of the coach 1

Time keeping:

Arrival at school 1

Excursions 1

Drivers knowledge of visits 1

Any additional comments:

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.....
.....