

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: *1-11*

DATES: *18-21 OCT* 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;

Did he provide a fair description of our centre & product? *N/A*

How was the Presentation Evening?

How did you rate our pre-visit administration?

UK..... *Excellent*(Mandy)

France..... *Excellent*(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?

Lady bugs in two rooms, not a problem for us but some students not happy. Your staff were more than helpful in tackling the problem.

Section 4; Meals

Were the meals of an adequate standard?

They were lovely. Great selection + of a high quality.

Was there enough to eat?

Yes, more than enough!

What was the most / least enjoyed meal? -for students

Most: Pizza nightLeast: Arrival night (Bolognese or Nerney)

Were all dietary requirements catered for?

Yes.

Please rate the packed lunch meals:.....1.....

Any other comments?

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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.....

Friendliness.....

Which instructor(s) deserve(s) a special mention and for what reason?

Connor ably assisted us late at night when we had a broken window. He cleaned it up & secured it - He was also brilliant with our students. Thanks also to Mark & Jonny who have been incredibly attentive.

How do you rate the evening activities?

Excellent - Students loved the 'Olympics'

What were your pupil's favourite evening activities?

Olympics.

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

.....

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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: *Ypres* (name excursion)

How well did the excursion fulfil your expectations: *1*

Enjoyment students: *1*

Enjoyment teachers: *1*

Suitability to your group: *1*

Comments: *Well organised day with plenty of activities.*

Excursion 2: *Summe* (name excursion)

How well did the excursion fulfil your expectations: *1*

Enjoyment students: *1*

Enjoyment teachers: *1*

Suitability to your group: *1*

Comments: *Well organised + enjoyable. Nice to have a less busy day so students could also enjoy free time here.*

Excursion 3: (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? Excursions - well organised. Wonderful
..... guides.....

Which aspect of your stay was least satisfactory? N/A.....
.....

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

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

Where did you hear of *Manor Adventure*? We have been previously.....

What were the reasons for choosing *Manor Adventure*? Always been a wonderful
..... stay + service.....

Which centre(s) did you visit last year? Harry.....

What other visits does your school organise? N/A.....
.....

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 WIRRAL GRAMMAR Date of stay 18-21
SCHOOL FOR GIRLS
Drivers name CHRIS 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 NOT USED

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 children1.....

Attitude/Cooperation during stay ...1.....

State of the coach ..1.....

Time keeping:

Arrival at school1.....

Excursions1.....

Drivers knowledge of visits1.....

Any additional comments:

Chris was wonderful! Had such a lovely manner with
own students. Teachers enjoyed his company.

His knowledge of area was excellent. He drove/parked &
prioritised safety at all times.