

**manor adventure**  
no one does school residentials' better!

# 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:.....22-25 March.....

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](http://www.manoradventure.com)?

.....more info on the outdoor pursuits and other  
activities.....

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

Did he provide a fair description of our centre & product? .....

How was the Presentation Evening? .....

How did you rate our pre-visit administration?

UK.....1.....(Mandy)

France.....1.....(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 ..... 1 .....  
Room allocation ..... 1 .....  
Fire drill ..... 1 .....  
Intro talk ..... 1 .....

## Section 3; Centre Facilities

Pupil's accommodation ..... 1 .....  
Teacher's accommodation ..... 1 .....  
Washing & toilet facilities ..... 2 .....  
The grounds ..... 1 .....  
Teachers lounge ..... 1 .....  
Cleanliness/Hygiene ..... 1 .....

Were there any accommodation problems?

..... missing hand soap (but it was solved rapidly) .....  
..... fricky locks on pod (fiddly for some, and two times people got locked in - but it got resolved quickly) .....

[ student pods - would benefit from entrance mats to stop the wet floors inside when it was raining ]

## Section 4; Meals

Were the meals of an adequate standard? Yes

..... delicious and nutritious .....

Was there enough to eat?

..... Yes, plenty .....

What was the most / least enjoyed meal?

Most: Cottage pie + frog/snail toaster Least: .....

Were all dietary requirements catered for?

..... Yes .....

Please rate the packed lunch meals: very fresh and tasty - plenty -

Any other comments? (1)  
.....  
.....

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?

..... Connor - very attentive and responsive  
..... and he didn't complain about 2 an call out.  
..... Françoise - smiling and helpful during meal service.  
.....

How do you rate the evening activities? (1)

..... great. Some flexibility due to the rain  
..... - Campfire was a massive / popular hit

What were your pupil's favourite evening activities?

.....  
.....

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

..... Please bring back the water sports and archery!  
.....  
.....

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: Aliens..... (name excursion)

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

Enjoyment students: 2 (rain!).....

Enjoyment teachers: 1.....

Suitability to your group: 1.....

Comments: Party leader planned the visits and it kept  
the students engaged.....

Excursion 2: Battlefields..... (name excursion)

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

Enjoyment students: 2.....

Enjoyment teachers: 1.....

Suitability to your group: 2.....

Comments: Albert museum was great, with a booklet  
this was perfect (but needed teachers' input with  
students).....

Excursion 3: Bakery..... (name excursion)

How well did the excursion fulfil your expectations: .....

Enjoyment students: .....

Enjoyment teachers: .....

Suitability to your group: .....

Comments: On the return journey, I hope it's as good  
as it used to be!.....

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: .....

.....

## Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? *hard to pick, they are too many!*

*Dinners / evening games / pod village and terrace / staff*

Which aspect of your stay was least satisfactory? .....

*the tight timings for the meals*

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*? *it was a re booking*

What were the reasons for choosing *Manor Adventure*? *reliable, excellent service, unusual pod village, friendly staff*

Which centre(s) did you visit last year? *~~to~~ N/A*

What other visits does your school organise? *—*

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

*great to have Roberts coach now - It felt like a luxury coach travel and excellent driver!*

## 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? *I already referred you to my friend's school.*

Name:.....  
↓

Name:.....

Address:.....

Address:.....

.....

.....

.....

.....

# Section 9; Coach Report Form

School name ..... Date of stay 22-25 March

Drivers name Andy ..... Number of seats 49 (?)

**Please circle as appropriate:**

Safety talk received:  Yes / No

Safety DVD shown: Yes /  No

Sat Nav:  Yes / No

Coach: Executive / Standard  
*(but not sure)*

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:**

Knowledgeable about the routes, timings and traffic  
Recommended sites  
Was responsive on the phone