

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: [REDACTED] PARTY LEADER: .. [REDACTED] ..
DATES:..... [REDACTED] 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? .. YES

How was the Presentation Evening? .. GREAT

How did you rate our pre-visit administration?

UK..... FAB = 1(Caroline)

Château..... 1(Emilie)

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 welcome 1.....

Fire drill 1.....

Room allocation 1.....

Intro talk 1.....

Section 3 Centre Facilities

Pupil's accommodation 1.....

The grounds 1.....

Teacher's accommodation 1.....

Teachers lounge 1.....

Washing & toilet facilities 1.....

Cleanliness/Hygiene 1.....

Were there any accommodation problems?

..... NONE.....

Section 4 Meals

Were the meals of an adequate standard?

..... BRILLIANT.....

Was there enough to eat?

..... LOADS.....

What was the most / least enjoyed meal?

Most: BEEF GYULASH Least: ALL OF EQUAL VALUE.....

Were all dietary requirements catered for?

..... ABSOLUTELY.....

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

Any other comments?

.....

.....

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 / Instructors?

Helpfulness...1.....

Professionalism.....1.....

Friendliness.....1.....

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

.....
.....
.....
.....

How do you rate the outdoor pursuits?

1
.....

How do you rate the outdoor pursuit equipment?

1
.....

What were your pupil's favourite outdoor pursuits?

RAFT BUILDING
.....

Are there any new outdoor pursuits you would like *Manor Adventure* to offer?

.....

Do you have any suggestions on how we could improve our product or outdoor pursuits?

WOULD LOVE TO DO MORE
.....
.....

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: CAVES..... (Name excursion)

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

Enjoyment students: 1.....

Enjoyment teachers: 1.....

Suitability to your group: PERFECT.....

Comments:

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: PERHAPS NOT NEXT YEAR.....

Comments:

Excursion 3: MARKET..... (Name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students: 1.....

Enjoyment teachers: 2.....

Suitability to your group: 2.....

Comments:

Section 7 Overall Assessment

Which aspect of your stay was most enjoyed? ALL OF THE ACTIVITIES

Which aspect of your stay was least satisfactory? CHOCOLATE FACTORY

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

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

Where did you hear of *Manor Adventure*?

What were the reasons for choosing *Manor Adventure*?

..... LOCATION / STAFF / FACILITIES

Which centre(s) did you visit last year?

What other visits does your school organise?

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

..... HAD A WONDERFUL TIME - SEE YOU
NEXT YEAR

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

Drivers name 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

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

Driver's knowledge of visits 1

Any additional comments:

.....
..... LOVELY COACH DRIVER
.....
.....
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