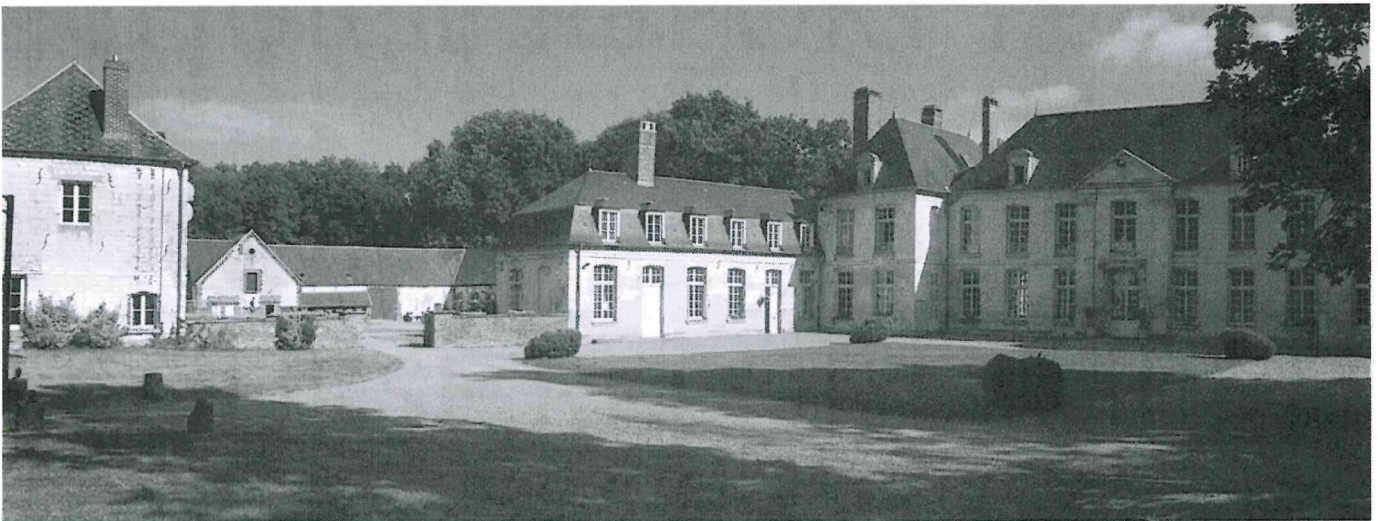


manor adventure
no one does school residentials' better!

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: 3-7th June 2024 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? 1

How could we improve our website: www.manoradventure.com?

..... N/A

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? N/A

How did you rate our pre-visit administration?

UK 1 (Mandy)

Château 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 1
The grounds 1
Teachers lounge 3 - Just needs a sink!
Cleanliness/Hygiene 1

Were there any accommodation problems?

Lack of equipment to use if a child is unwell
i.e. mop and bucket, bags etc.

Section 4; Meals

Were the meals of an adequate standard? 1

Was there enough to eat? 1

What was the most / least enjoyed meal?

Most: beef bourguignon Least: Burgers (children said bread was hard)

Were all dietary requirements catered for? 1

Please rate the packed lunch meals: 1

Any other comments?

All meals are always very enjoyable but feel a bit
rushed as we have to move out for the next school.

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?

Connor + Axel

Both very friendly, helpful and great with the children.

How do you rate the outdoor pursuits?

N/A

How do you rate the outdoor pursuit equipment?

N/A

What were your pupil's favourite outdoor pursuits?

N/A

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

N/A

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

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 6; Excursions

Excursion 1: Amiens + Somme (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments:

Excursion 2: Disney (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments:

Excursion 3: Le Taquet (name excursion)

How well did the excursion fulfil your expectations: Replacement for Paris

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments:

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? *The organisation and friendliness of all staff. flexibility when changes need to be made*

Which aspect of your stay was least satisfactory? *Rushed meal times and not being informed of Calais closure on return journey*

How do you rate the course overall on a value for money basis? *2*

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

Where did you hear of *Manor Adventure*? *Past travel*

What were the reasons for choosing *Manor Adventure*? *Location and price (at the time)*

Which centre(s) did you visit last year? *Château du Wassy*

What other visits does your school organise? *Camping*

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

Johnny and his staff make each trip enjoyable and easy as nothing is too much trouble. Thank you.

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 3-7th June

Drivers name Ben Doughty Number of seats 49

Please circle as appropriate:

Safety talk received: Yes / No

Safety DVD shown: Yes / No

Sat Nav: 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:

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