

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: 10-14th JUNE '19 EMAIL: [REDACTED]
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

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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..... 2/8(Caroline)

Château..... 2(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 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?

Johnny - couldn't be more helpful or accommodating!
Amy - Thank you for coming on Gormme trip
Andrew - so helpful!

How do you rate the outdoor pursuits?

Great!

How do you rate the outdoor pursuit equipment?

Great

What were your pupil's favourite outdoor pursuits?

Paddle boarding

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

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

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Please score on the following basis if not making any comment:

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5- Poor

Section 2 Arrival

General welcome1.....

Fire drill1.....

Room allocation1.....

Intro talk1.....

Section 3 Centre Facilities

Pupil's accommodation2..... The grounds1.....

Teacher's accommodation1..... Teachers lounge2.....

Washing & toilet facilities2..... Cleanliness/Hygiene2.....

Were there any accommodation problems?

(Broken toilet - room 12!)

Section 4 Meals

Were the meals of an adequate standard?

Yes!

Was there enough to eat?

Yes!

What was the most / least enjoyed meal?

Most: All! Least:

Were all dietary requirements catered for?

Yes

Please rate the packed lunch meals: N/A

Any other comments?

Section 7 Overall Assessment

Which aspect of your stay was most enjoyed? *Best staff we could have hoped for - thank you!*

Which aspect of your stay was least satisfactory?

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

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

Where did you hear of *Manor Adventure*? *Been coming for years*

What were the reasons for choosing *Manor Adventure*? *A great success in previous years*

Which centre(s) did you visit last year? *Warsy*

What other visits does your school organise?

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

Very enjoyable week had by all - we look forward to the next!

** A separate teacher's lounge would be appreciated. We shared with drivers (not ours) on several nights - they were watching TV so it was awkward.*

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:.....

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Please score on the following basis if not making any comment:

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2- Very Good

3- Good

4- Acceptable

5- Poor

Section 6 Excursions

Excursion 1: Chateau de Pierrefonds (Name excursion)

How well did the excursion fulfil your expectations: Well

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 2

Comments: Maybe a member of staff from here with some info could come?

Excursion 2: Somme main sites (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: Market & goat farm (Name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments:

Section 9 Coach Report Form

School name **[REDACTED]** Date of stay *10 - 14th June*

Drivers name *Sean* Number of seats *53*

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:

*Such a friendly, cheerful & helpful driver,
thank you!*

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