

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: 30/4 -> 4/10.....

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?

.....
.....

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? He coped well with a set of demanding parents

How did you rate our pre-visit administration?

UK.....1.....(Caroline)

Château.....1.....(Emilie)

Preview visit to the centre? NO.....

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|.....

Fire drill|.....

Room allocation|.....

Intro talk|.....

Section 3 Centre Facilities

Pupil's accommodation|.....

The grounds|.....

Teacher's accommodation|.....

Teachers lounge|.....

Washing & toilet facilities|.....

Cleanliness/Hygiene|.....

Were there any accommodation problems?

.....
.....

Section 4 Meals

Were the meals of an adequate standard?

..... They were amazing

Was there enough to eat?

..... Yes

What was the most / least enjoyed meal?

Most: french night (wed) Least:

Were all dietary requirements catered for?

..... Yes

Please rate the packed lunch meals: 1 - good choice

Any other comments? + lots of food

.....

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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 / Instructors?

Helpfulness.....1...

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

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

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

They have all been amazing

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?

Obstacle Course / rifle shooting / crate stack

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

No

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

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: Chocolate Factory (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: Caves (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: Battlefields (Name excursion)

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

Enjoyment students:1.....

Enjoyment teachers:1.....

Suitability to your group:1.....

Comments:

Section 7 Overall Assessment

Which aspect of your stay was most enjoyed? Food! ~~Hospitality~~

Hospitality

Which aspect of your stay was least satisfactory?

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

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

Where did you hear of *Manor Adventure*? Previous school had visit

What were the reasons for choosing *Manor Adventure*? Good sales pitch

Which centre(s) did you visit last year? ✓

What other visits does your school organise? Year 4 residential

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 |

Date of stay 30/9 - 4/10/19

Drivers name Nathan

Number of seats 59

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 |

to children |

Attitude/Cooperation during stay |

State of the coach |

Time keeping:

Arrival at school |

Excursions |

Driver's knowledge of visits |

Any additional comments:

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