

COMPLAINTS REGISTER: MAY 2018 – AUGUST 2018

Date of complaint	To whom addressed	Department concerned	Description	Action taken
01/06/2018	Internal Catering	Catering	A member of staff emailed Internal Catering regarding a catering delivery that had been missed. Although a replacement order of refreshments was delivered later on, no one who attended the talk used any of the refreshments, so they were left untouched.	Internal Catering removed the charge for the department concerned and responded with sincere apologies.
03/06/2018	Origins	Catering	<p>A complaint was received via email from a long standing customer as a result of a 40 minute delay between ordering food and its arrival. The customer explained that the food arrival was staggered for those at his table, with the first diner having finished their food before the last diner had received theirs.</p> <p>The customer explained that it appeared that takeaway orders were being prioritised over those dining in. Although the staff were efficient, there was a problem with the production of food orders.</p>	<p>Following an investigation into the evening in question, the food and beverage manager for Origins replied apologising for the experience. He went on to explain that it had been a particularly busy service time on the day in question, although this was no excuse for the service levels. He confirmed that takeaway orders were not being prioritised over the customers eating in the restaurant, although there were a high number of takeaways being produced.</p> <p>As a result of this incident chefs were advised to pay more attention to orders on the same table, to help them to leave the kitchen at the same time in the future. In addition supervisors have been advised to make sure till operators are aware of any waiting times, so that they can advise customers how long food will take in case of delays.</p> <p>The customer was also offered a complimentary meal for two in Origins.</p>

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17/07/2018	Internal Catering	Catering	<p>An email was sent to Internal Catering, to highlight that some items were missing from a refreshment delivery (teabags, milk, sugar & stirrers). Due to the tight schedule on the day it wasn't possible to accommodate having the missing items sent over later on; as a result some attendees had to go without refreshments.</p>	<p>Internal Catering reversed the charge for all of the refreshments and apologised for the oversight. The relevant catering manager was also informed so they could investigate the incident.</p> <p>The department replied, confirming this was a rare incident, which would not deter them from ordering again in the future.</p> <p>"We've always enjoyed excellent service from internal catering so it's important to highlight that too, and I thank you for your very quick response."</p>
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