

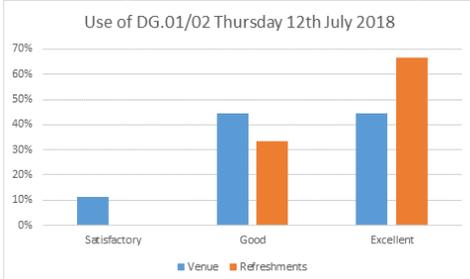
COMPLIMENTS REGISTER: MAY 2018 – AUGUST 2018

| Date | Client | Department involved | Comments |
|------------|---|------------------------------|--|
| 17/05/2018 | School of Economics | Catering Staff at Canterbury | I just wanted to provide a bit of feedback from our lunch today. I thought the selection on offer was fantastic – and you have received high praise from our Dairy Free academic – he very much enjoyed his lunch, and wished his lunch could be like this every time. |
| 05/06/2018 | Faculty of Humanities, Sciences and Social Sciences | Catering Staff at Canterbury | The BBQ went really well, can you thank the catering gang for us. |
| 08/06/2018 | Student Services | Catering Staff at Canterbury | <p>I would like to say a huge thank you to you and the team for the Kent Student Awards dinner. The food was wonderful and all of the staff were great, especially since I know we started late and then lost time through the awards making us quite a lot later than planned towards the end. I'm really grateful for your help personally throughout the process and in accommodating all our changes, and the Islamic Society mentioned in their speech as well how much they appreciated being served their dinner later. Please pass on my thanks to the rest of the team involved!</p> <p>Wayne has said that he and other people he spoke to also felt the food was excellent, and he would also like to express his thanks both to you and the team for all your work throughout the process.</p> |
| 12/06/2018 | Kent Union | Catering Staff at Canterbury | Thank you to you and your staff for a fantastic lunch. It went down really well and got everyone through the afternoon. |
| 18/06/2018 | University Chaplain | Catering Staff at Canterbury | Thanks we had a lovely lunch, with kind and helpful catering staff. |
| 20/06/2018 | Estates and Security Team | Catering Staff at Medway | Would you please pass on our thanks for the lovely spread you and all your staff put on for the Staff BBQ. It was a great afternoon and we appreciate all of you hard work. Many thanks to you all. |
| 20/06/2018 | IARSS Committee | Catering Staff at Canterbury | The feedback we received from the attendees has all been positive, including regarding the catering, and especially the buffet! We would definitely recommend you to others, and, if we are mad enough to do something similar again, we will of course contact you again! |

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| 20/06/2018 | Postgraduate Festival | Catering Staff at Canterbury | I just wanted to say thank you on behalf of the Graduate School for Monday's Postgraduate Festival catering and organisation. Please pass on our thanks to the chefs and hospitality team who helped with this event. |
| 22/06/2018 | SECL | Catering Staff at Canterbury | Just to say a massive 'thank you' from all of us over here in SECL for a wonderful barbecue. The food was absolutely delicious and we all appreciate what an enormous undertaking it is for Hospitality. Do please pass on our thanks to your teams who worked so hard to give us such a great time. |
| 25/06/2018 | Fellowship Weekend Group | Conference Office, Catering and Housekeeping staff in Canterbury | <p>Firstly, many thanks to all of you and the hospitality team for another wonderful weekend. With the weather we had this year this was one of the best weekends we have had to date and your service was nothing short of excellent as always.</p> <p>I will get the dates from you that you have reserved for us for next year when we meet later this morning and already we cannot wait to be back there!</p> |
| 25/06/2018 | Fellowship Weekend Group | Conference Office, Catering and Housekeeping staff in Canterbury | Just to let you know that I had a great time at the Fellowship Conference. My room was excellent, as was the food. The campus facilities were very good and the staff were very helpful, I didn't want to leave. I shall definitely be back next year (God willing) |
| 27/06/2018 | Friedrich Schiller Gymnasium Group | Conference Office, Catering, Reception and Housekeeping staff in Canterbury | We really enjoyed our stay at the University of Kent! For me, of course, it almost felt like going back to my "second home", as I spent a year as an exchange student there. The staff at the reception were very friendly and helpful, and the rooms and food were superb! |
| 28/06/2018 | East Northamptonshire College | Catering / Housekeeping / Conference Office / Reception | <p>We had a fabulous time and are very grateful to your staff who helped make our time with you so enjoyable. They are most welcoming and helpful and treat the students with such respect. Nothing is too much trouble. Please thank everybody but particularly the catering staff and Turing reception – they were amazing.</p> <p>Massive thanks to you - same again next year?</p> |
| 28/06/18 | Former Staff Association AGM | Catering Staff at Canterbury | A quick note to thank you and your team for last night's Former Staff Association AGM and dinner. The serving team were excellent and so accommodating when we had additional members turn up unexpectedly! Please do pass on our sincere thanks. |

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| 02/07/18 | Woolf Conference | Conference Office, Catering, Reception and Housekeeping staff in Canterbury | I was delighted with how the conference went, and really pleased that we managed to resolve any (minor) issues that arose in a fairly straightforward way. So thank you for all your work on it! We've been overwhelmed with praise from delegates, with many of them telling me that this is the best organised conference they've been to! We'll be collecting more data via feedback forms, so I'll pass on anything that is relevant when we have it. | | | | | | | | | | | | |
| 02/07/18 | University Council | Catering Staff at Canterbury | I was at the annual University Council dinner in Darwin Conference Suite and the food was really excellent. The beef fillet I had for main course was particularly good! Please can you pass on my thanks and compliments? | | | | | | | | | | | | |
| 06/07/18 | Kent Business School | Catering Staff at Canterbury | I just wanted to let you know the BBQ was a great success, lots of positive comments on the quality and taste of the food and as usual all the Kent Hospitality staff were extremely helpful, please pass on our thanks. | | | | | | | | | | | | |
| 11/07/18 | B&B Guest | Conference Office, Catering, Reception and Housekeeping staff in Canterbury | I have just spent three nights at Becket Court with a friend of mine. We were quite amazed at the quality of our rooms and the breakfasts we had. It really was good value for the money. All the staff we encountered treated us like friends. On our arrival the lady on reception in Eliot was even kind enough to give us fans for our rooms. Would definitely recommend to friends and family. Thank you all for a lovely stay. | | | | | | | | | | | | |
| 18/07/2018 | GEOTEC | Catering Staff at Canterbury | <p>Thank you for your services and assistance at our event last week. Please see below the feedback gathered from attendees just for your information.</p>  <table border="1"> <caption>Use of DG.01/02 Thursday 12th July 2018</caption> <thead> <tr> <th>Category</th> <th>Venue (%)</th> <th>Refreshments (%)</th> </tr> </thead> <tbody> <tr> <td>Satisfactory</td> <td>10</td> <td>0</td> </tr> <tr> <td>Good</td> <td>45</td> <td>35</td> </tr> <tr> <td>Excellent</td> <td>45</td> <td>65</td> </tr> </tbody> </table> | Category | Venue (%) | Refreshments (%) | Satisfactory | 10 | 0 | Good | 45 | 35 | Excellent | 45 | 65 |
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| 22/07/2018 | Arts Society Golden anniversary | Conference Office, Catering Staff in Canterbury | <p>Thank you to you and all the staff for giving us such a great lunch on Friday. Everything went very well – apart from the weather! The food was excellent and much appreciated by all. Particularly the confit of duck. I have had a lot of thank you e mails – all praising the food and service.</p> <p>Many people praised the hall and the facilities – except the parking which we already knew would be a problem. Thank you also to you for making my life so much easier.</p> |
| 25/07/2018 | Central Student Administration | Catering Staff in Dolche Vita | <p>Just want to say a big thank you for everything you have done for us and for accommodating us with all the late lunch orders!</p> <p>Your service was above what was expected for our large party and I really appreciated it. That too can be said for Bethan who assisted our drinks on arrival. A very pleasant experience for all 30 of us.</p> |