

COMPLIMENTS REGISTER: SEPTEMBER 2018 – DECEMBER 2018

Date	Client	Department involved	Comments
31.08.18	Parent of student	Housekeeping	<p>Thanks very much for getting to me about this, and I do appreciate the photos of the under bed storage - very useful! Since nearly all my son's tops say 'do not tumble dry' I hope that we can find some way to sort that side of things out, but I'm sure he'll manage something. Fingers crossed he works out how to do all the other things they'll all be getting to grips within a few weeks' time! It's good to know that he'll be in such a nice place.</p> <p>Many thanks again</p>
03.09.18	Biochemical Society	Conference Office and Catering in Canterbury	<p>Just wanted to say thank you so much for all your help with the event – it was highly successful. Please send my greatest thanks to your team also, who were brilliant. Tracey was especially wonderful and kept us all well fed and hydrated, and made my role very joyous as working with people like her at a venue really makes the job worth it!</p> <p>The Uni of Kent campus is so lovely and Keynes, Sibson and Darwin were all fantastic spaces that we enjoyed using. Sibson especially received many comments from the delegates for being a great space and a beautiful piece of architecture, plus it is just the most perfect conference venue.</p>
07.09.18	Diocese of Chichester	Conference Office, Catering, Reception and Housekeeping staff in Canterbury	<p>Thank you again for everything, you and the entire team were absolutely wonderful.</p>
16.09.18	Parents of a student	Accommodation	<p>We have now delivered ***** to his room ready for the start of his third year and I wanted to take this opportunity to thank you and your team for helping to make this possible.</p> <p>***** has somewhere he feels safe, secure in the knowledge that everything he needs is close (Origins ☺) and well looked after - a real home from home. Knowing that he was able to stay on campus has made living away from home manageable for him and has enabled him to be far more independent than would otherwise have been the case. Students like him need a support system in place and for us this is a vital part of that.</p> <p>We therefore send you our thanks and of course, best wishes for the new academic year.</p>

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17.09.18	Director of Commercial Services and Deputy Vice Chancellor	All of Commercial Services	<p>Once again the teams across Commercial Services pulled out all the stops over the weekend and ensured our students and their parents received our customary warm and friendly welcome</p> <p>I'm fully aware that the week running up to student arrivals was exceptionally busy this year. The usual turnaround from a busy conference season is always demanding for everyone and some of our teams were presented with challenges on the technology front that weren't expected! However, as usual, excellent teamwork prevailed across the department to ensure the weekend went without a hitch</p> <p>So a big thank you from me, and I would be grateful if you would pass on my thanks to all your teams who have proved once again what a credit they are to Commercial Services and the University.</p> <p>Comments from Deputy VC - Can I also pass on my thanks to everyone. As Kevin says, there were added pressures this year and it is great to see Commercial Services rising to the challenge as ever. We are lucky to have such a dedicated and strong team here at Kent.</p>
24.09.18	School of History	Conference Office and Catering in Canterbury	The event went well thank you. Hospitality staff were great – many thanks to you all for your help!
24.09.18	Masters Office	Catering Staff in Canterbury	I just wanted to thank you for organising the terrific buffet for Turing on Wednesday. This was clearly well appreciated by the students and there was a good turnout – great food. Hopefully the students will now continue to use and visit Hut8. Please pass on our thanks to the whole team involved.
24.09.18	Students	Catering Staff in Mungo's	<p>Just writing to thank you and give feedback on our lovely meal. I really enjoyed the vegan burger, and surprisingly really liked the vegan mayo and cheese that I hadn't tried before! My friend also really enjoyed her halloumi and pesto flatbread. I've been away from Kent for a year and it's great to see so many more vegetarian and vegan options at Mungo's! I also had the vegan chocolate and orange cake which was delicious.</p> <p>Thank you again for a lovely meal, we'll be back!</p>

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26.09.18	Student	Catering Staff in Rutherford	<p>I just wanted to email to say thank you. Although it defeats the point of anonymous feedback, I just wanted to say that the improvements you've made to the vegan options available from Bag it are absolutely fantastic, and it's just so nice to know that you've actually taken feedback forward.</p> <p>Anyway, thank you very much. I promise I will be using the service much more as a result.</p>
04.10.18	Teach First	IT, Conference Office and Housekeeping	<p>James was brilliant and the IT set up worked perfectly. We're very grateful for being able to borrow clickers and our laptops worked perfectly, so when I was on site I advised James that we wouldn't need the laptops.</p> <p>I've not seen the results of the evaluation as yet, but certainly from my point of view the rooms were beautiful, Kelly and James were exceptionally helpful and kind, and the event ran smoothly. Special thanks again to Kelly for moving our booking so swiftly.</p>
15.10.18	Kent and Medway Biological Records Centre	Catering Staff in Canterbury	<p>Just a quick note to say thank you so much to you all for the wonderful catering service you delivered for our conference again this year. As in previous years, there were so many delegates who came up to me and commented on how lovely the buffet was.</p> <p>The outstanding quality of the food and the efficiency with which everything was delivered was, as ever, first class and we are enormously grateful to you all for your help in making our event such a success.</p>
17.10.18	Kent Innovation and Enterprise	Catering Staff in Darwin	<p>I was part of the group that had breakfast at The Beagle this morning, we were all really impressed with the food and the service was fantastic.</p> <p>Could you possibly pass on our thanks please? 😊 We had a lovely time!</p>
24.10.18	25 Year Lunch	Conference Office and Catering Staff in Darwin	<p>Many thanks for coming up on Monday; that was a thoughtful gesture. I'm pleased to say that it went off very well and everyone seemed to enjoy themselves. Please can you say thank you to Chef for being so accommodating towards those with special dietary requirements and to Linda in setting up The Beagle and for looking after everyone. Also to those in the background all of whom have contributed to make this important event run so smoothly.</p>

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11.12.18	HEAT Central Team	Catering Staff in Rutherford	<p>I just wanted to say a very big thank you to you all for making a Christmas meal for a small group of friends really enjoyable. We all enjoyed the food – meat eaters and veggies. The tables were laid up beautifully, were much more than we expected, and the crackers were a marvellous finishing touch.</p> <p>I'm already looking forward to next year.</p>