

COMPLIMENTS REGISTER: SEPT 2019 – DEC 2019

Date	Client	Department involved	Comments
6 Sept	OR61 Conference	Conference Office and Catering Staff at Canterbury	<p>I am very pleased to tell you that the conference went smoothly and very well.</p> <p>The food (hospitality) was very good, hall of residence brilliant and everything else was also brilliant.</p>
9 Sept	The Operational Research Society Conference	All departments	<p>Thank you both very much for all your help, our event was a great success. Please can you also pass on our very many thanks to the whole catering and management team in Sibson and Kennedy who worked very hard on our behalf, the chefs who produced excellent food and of course the IT team. The feedback has been very good, so thank you to everyone involved.</p>
12 Sept	The Triple A-team	Conference Office	<p>I wanted to say a huge THANK YOU to you both for today.</p> <p>The event would never have happened without your impeccable organisation and attention to detail - thank you so much for everything you did in bringing it together.</p> <p>Please pass our thanks to the staff who helped with the venue and with AV this morning. There wasn't so much as a glitch - must be unheard of?! You made it so easy to deal with everything, which made for a really calm and relaxed atmosphere (besides my freaking out every so often!)</p>

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16 Sept	Arrivals Weekend	All staff	<p>Director of Commercial Services:</p> <p>“The teams across Commercial Services pulled out all the stops over the weekend once again and ensured both our students and their parents received our customary warm and friendly welcome.</p> <p>I’m aware that the week running up to student arrivals was very demanding, with the turnaround from an extremely busy conference season, which is always challenging for everyone, in addition to the fact that this year Canterbury is 100% full. As is traditional, excellent teamwork prevailed across the department to ensure the weekend went well and was the smoothest intake yet.</p> <p>A big thank you from me, and I should be grateful if you would pass on my thanks to all your teams, once again they have shown what a credit they are to Commercial Services and the University.”</p> <p>Senior Deputy Vice Chancellor:</p> <p>“Can I also thank you and your teams for a well organised and effective arrivals weekend. These things don’t happen by accident and it represents all the hard work and planning in advance, as well as the usual attitudes and approach, that goes into it.”</p>
21 Sept	Karate-Do-Shotokai	All staff	<p>I wanted to formally thank you for everything you've done for the KDS Summer School over the past 24 years. You and all of the Kent staff have been an absolute pleasure to work with and incredibly accommodating of our changing needs. I had several people coming up to me during the week to say how great the reception staff have been and whenever I noticed someone new in practice partway through the week and asked if they had got their room sorted, the answer was always yes.</p> <p>I would also like to thank ***, who I've met once or twice, for all his work over the years. Sensei explicitly asked for something special, and I hope the tea set filled the brief!</p> <p>Many thanks again, and enjoy the rest of summer.</p>

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30 Sept	FHUA Lunch	Conference Office and Catering Staff at Canterbury	<p>On behalf of us all can I please say a very big thank you for all your hard work and professionalism in helping to make our event at Canterbury on Friday and over the weekend such a success.</p> <p>Everyone commented on the excellence of the venue for lunch and the food: in fact, several long-serving members said it was one of the best lunches they could remember. Certainly the roast lamb on my plate (it did not stay there for long...) was outstanding.</p> <p>Can I conclude with a personal thank you? This was my first year organising the re-union and without your ready help I would have had a much harder time, and I am very grateful.</p>
30 Sept	Corporate Events – Foundation Day	Conference Office and Catering Staff at Canterbury	<p>Thank you so much for all your help with the preparation and the evening itself.</p> <p>We have had some very positive feedback about the food and service and I couldn't fault it! It rounded off the evening for all the guests and was to such a high standard.</p>
3 Oct	SPIR	Catering Staff at Canterbury	<p>Just to convey thanks for everything yesterday and to relay that I received very positive comments from attendees about the delicious lunch - well done, excellent!</p>
16 Oct	Careers & Employability Services	Catering Staff at Canterbury	<p>Would you pass on my thanks to the Hospitality Team that catered the Careers Fair this year, please. As ever, the staff were friendly, helpful and professional and we have received many compliments on the food.</p> <p>Thank you so much for your help.</p>
16 Oct	International Student Fair	Catering Staff at Canterbury	<p>Just to add, the catering service was brilliant and the staff were really helpful as always.</p>
17 Oct	Kent Field Day Conference 2019	Catering Staff at Canterbury	<p>Just a quick email to say thank you for another lovely spread for our conference again this year. The food has become one of the highlights of the event and as in previous years, it did not disappoint! Please pass on my thanks to your colleagues as well for their hard work. It really is very much appreciated!</p>

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21 Oct	EMS – Open Days	All Staff	<p>I would like to say a big thank you to you and your teams across campus. We've all had a long run of weekend events lately as well as losing staff from various sections, so appreciate the extra hard work everyone has put it.</p> <p>Please pass our thanks to everyone involved.</p>
21 Oct	25 Year Lunch - HR	Catering Staff at Canterbury	<p>Another 25 year lunch completed and as usual it went smoothly. Please pass on my thanks to Meredith and Shelby. The table looked wonderful and they were both so attentive.</p> <p>Also do thank Chef.</p>
21 Oct	Porchlight	Catering Staff	<p>I just wanted to let you know that the Sleep Out went really well last weekend and raised more than £20,000!</p> <p>Thank you so much for donating the soup, rolls, and hot drinks. It was great to be able to keep our cost really low and know that as much as possible is raised for the work we do.</p>
23 Oct	Park Wood Students	Housekeeping Staff	<p>I wanted to thank you for giving this issue your attention and for taking the time to visit yesterday. As I'm sure you can appreciate, we were were eager to have this issue resolved sooner than later as we are all international students and so this is our full-time home while we are studying here. We all use our kitchen and this area also acts as our social area.</p> <p>On behalf of all of the residents here, I wanted to thank you, and your team for you prompt response to this issue. We are very happy to have our kitchen back.</p>

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26 Oct	School of Social Policy, Sociology and Social Research	Conference Office and Catering Staff at Canterbury	<p>On Friday 25 October we enjoyed an excellent meal in the Darwin Beagle. I would be very grateful if you could pass on this note of appreciation to all those involved.</p> <p>The dinner was arranged to entertain Sir Terry Farrell, the distinguished speaker at the Open Thinking lecture, and to welcome guests from the local community in Canterbury and from the School of Architecture in Lille. We were delighted that everything went so well. The food was absolutely delicious and was very well chosen in terms of the menu and the size of helpings. Those with dietary requirements were catered for most thoughtfully. The service was extremely professional and the whole event was a great success. So do please pass on our warm thanks to all those who helped us to entertain our guests so well.</p> <p>Director of Public Engagement: I'd like to add my thanks. The food was delicious and the service was impeccable. Please pass on our thanks to the team.</p>
30 Oct	School of European Culture and Languages	Flying Squad, Catering Staff	<p>Thanks. I just wanted to say the team that brought the coffee did a great job being inconspicuous. They had to set up in the front, middle of the room (because the room was at full capacity) whilst a talk was going on. They set the coffee up quickly and quietly. Much appreciated!</p>
14 Nov	Kent Business School	Sibson, Catering Staff	<p>I want to say an enormous thank you for all your help yesterday. Our event was a success with every student having an interview with each of our three Employers and a CV check with a Careers & Employability professional. The sandwich buffet at the end of the event really did encourage our students to network with the employers, it was a great experience for all. Without the food everyone would have just drifted away, so thank you both for all your efforts, it really is very much appreciated.</p>
19 Nov	Law School	Conference Office and Catering Staff at Canterbury	<p>Thank you to you and all your team that helped cater for the event. It was one of the most successful events we have hosted, food excellent and your staff most helpful - please pass on thanks on behalf of the School and the Kent Law Society who were very complimentary and appreciative.</p>

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21 Nov	Global University Programme	Conference Office and Catering Staff at Canterbury	<p>Following on from my conversation today, would it please be possible to say thank you to all those involved in making the Global University programme that ran on Tuesday and Wednesday a great success. The hospitality team were so helpful and nothing was ever too much trouble. The organisers commented that the event facilities and food was amazing. I would also like to say a big thank you to you both.</p> <p>Thank you once again</p>
21 Nov	Congregations Lunch	Conference Office and Catering Staff at Canterbury	<p>I just wanted to say thank you to you and your team for a wonderful meal yesterday at the congregations lunch. As a vegetarian I usually get a rather uninspiring option at restaurants however the veggie meal yesterday really was delicious. So much so, I wondered if I could be cheeky and ask for the recipe for the stew, I'd love to make it at home!</p> <p>The team worked exceptionally hard and I wanted to let them know that everything they did was appreciated.</p>
29 Nov	Postgraduate Thanksgiving Dinner	Catering Staff at Canterbury	<p>Thank you so much for all of the hard work that went into last night.</p> <p>Everyone said that the food and atmosphere were amazing. And I so appreciate your help with the costing.</p> <p>Personally, I was thankful that I didn't have to spend all day cooking in little Woolf ovens and then doing all of the washing up! You made my holiday :)</p>
6 Dec	EMS	All departments	<p>Please pass on our thanks to the team for their help yesterday for the PG event, it all went smoothly.</p>
12 Dec	Herne Bay Rotary Club	Catering Staff, Canterbury	<p>Thank you for making our night run so smoothly, all of the staff were amazing and we all had the best time 😊</p>
13 Dec	Planning and Development Office	Rutherford Catering Staff, Canterbury	<p>I wanted to thank and congratulate all the staff at Rutherford dining hall for the fabulous Christmas lunch that I had with my team on Wednesday. The food was superb and much better than any restaurant Christmas lunch I've had in the past. The vegetables were perfect, the roast potatoes crispy and the turkey moist and delicious. Lovely pudding and mince pies, too. It was great value and lovely all round. Thank you. We'll be back!</p>

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19 Dec	PA+ Network	Rutherford Catering Staff, Canterbury	<p>I wanted to thank you and your team, for two fantastic Christmas Lunch events at Rutherford.</p> <p>The PA Network were really impressed with the quality of the food, how lovely the table looked and the plastic free crackers. All the staff were extremely helpful and friendly and nothing was too much trouble for them. The atmosphere was warm and friendly, ideal for both the large group meal and the smaller group I attended. It was a lovely event for the PA Network and reassuring to know that all dietary requirements would be easily met.</p> <p>Please pass on my thanks to all involved, we will certainly be back again next year!</p>
19 Dec	KMMS	Catering Staff and Conference Office	<p>Thank you all for your support and help at the first KMMS MMIs. It was a spectacular team effort involving colleagues from both Kent and Christ Church as well as the KMMS team. Together we delivered a first rate MMI experience for candidates which was a calm, fair and friendly experience. We have had some excellent feedback from the candidates several of whom said the experience had solidified their desire to come to KMMS as first choice.</p> <p>I hope you enjoy the very positive feedback that we are starting to see from yesterday.</p>