

# COMPLIMENTS REGISTER: SEPTEMBER 2016 – DECEMBER 2016

Date	Client	Department involved	Comments
29 September	Catherine Butler	Catering	I just wanted to say a big thank you for all your help in arranging the pizza order to EDA yesterday. Our event was a huge success and much enjoyed by our students and we were absolutely delighted at the quality of the pizzas. Well done Hut 8! We loved the fact that they were delivered by bike too - very exciting! We'll definitely be ordering again in the future.
5 October	Lorna Parrett	Kent Hospitality	Just wanted to send you an email to say thank you for last night. The food was lovely and received lots of great comments. It was, as always, a pleasure to work with you all and I look forward to working with you throughout this coming year.
17 October	Steve Willis - SECL	Internal Catering	Just to say that everything went well for our Conference on Saturday (just gone). Many thanks indeed for the excellent help from the catering team on the day. All much appreciated.
17 October	Sue Casement	Internal Catering (Rutherford)	I just want to say a huge thank you to you all, and everyone in the kitchen and dining hall staff for Friday evening.  It was absolutely fab-u -lous! Thank you so much for all your hard work. It was a fantastic meal and, oh, that lamb was cooked to perfection. The superb starter, those beautifully cooked vegetables with the lamb, followed by a lovely dessert; it couldn't have been bettered. All topped with that wonderful cake (thank you so much, Mark) - the sponge was delicious. It made a brilliant finale to the evening, as did the port!  Thank you to everyone who helped make it such a brilliant and special occasion.
18 October	Sue Casement	Internal Catering (addition)	Thank you, too, Adam for coming up trumps with the decanters! They added a lovely touch of sparkle to the occasion, which was so very much appreciated. It was a very successful and memorable evening. Rutherford pulled out all the stops! Thank you all once again.

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17 October	Mr & Mrs West	Accommodation (Sian)	<p>May I take this opportunity to say a big thank you to all the members of staff who have helped in the process of the accommodation change. The whole process has been dealt with in a professional, polite and understanding manner. We really appreciate the effort that has gone into looking for alternative accommodation for my daughter. To our delight she has now moved to another accommodation which she is extremely happy with and has settled in really well.</p> <p>Once again thank you so much for all the time and effort shown.</p>
21 October	Maddy Withers	Internal Catering	<p>I have had a number of people say how much they enjoyed the lunch yesterday. Please pass on my thanks to Dave and the team as well as the waiting staff for all their hard work.</p>
9 November	Charlotte Guy – Head of School's Office	Internal Catering	<p>I would like to pass on my thanks to the catering teams for the delivery we received yesterday – I requested that the order be split in to two halves so I could divide it between two rooms and this was set up perfectly for me to be able to do this! So thank you, and please pass on my thanks to the delivery team.</p> <p>I moved everything back to the original drop-off location ready for collection.</p>
11 November	Lara Cavill – Careers & Employment Service	Internal Catering	<p>Just a note to say thank you for providing us with such an excellent service again for the Careers Fair this year. Your support and suggestions in the lead up to the Careers Fair made it very easy for me.</p> <p>As always we appreciate your efforts to provide a highly quality and professional service for our exhibitors. The feedback we receive often mentions the brunch and how it makes the University of Kent Careers Fair stand out against our competitors. This was down to the teams in the kitchen, delivery and service for which we would ask that you pass on our thanks. The service our exhibitors received on the main hall balcony was excellent.</p> <p>As ever, if you or your team have any comments or suggestions on how we can make the process run more smoothly please feel free to get in touch. I will remain the lead contact for the 2017 event so I am looking forward to continuing working with you all.</p>

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14 November	Nandini – Diwali Ball	Internal Catering	<p>I just wanted to say a big thank you to you and your catering team for the food and organisation of Saturday!</p> <p>Although we did not have as many people as we were expecting I can still say it was a very successful event and that would not have occurred without the help and support from yourself and Caroline.</p> <p>If you could also pass on our thanks to the Chef and catering team, they all did a brilliant job!</p> <p>We are hoping to make this an annual event so hopefully we will get the chance to work with yourselves again for further events.</p> <p>Once again a big thank you from myself and the rest of the committee!</p>
17 November	Kent Hospitality/ Rebecca Verlin	Kent Sport – Graham and Ben	<p>I just wanted to thank you for your time today. I never realised how much was available and how big an area sports covers. The feedback from the staff in Park Wood who attended the tour has been very positive and they can't wait to have a go on those bikes.</p> <p>Thank you once again; it was very inspiring and I now know a lot more about pitches than I ever thought I could.</p>
21 November	Richard De Friend	Internal Catering	<p>This is simply to thank you for all you did to help organise the lunch in Rutherford on Saturday. It was excellent, and very much appreciated by everyone there. Can you also pass on to the staff who attended to us, and who were so welcoming and helpful, for everything they did to make it such a successful occasion.</p>
18 November	Julia Goodfellow	Internal Catering	<p>Please thank all the staff for last night. They did really well with so many people. Special thanks go to the staff who looked after Peter T-G. I assume he ended up going to hospital.</p>

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25 November	Shelia Heffernan – The My Trust	Medway/Conferences	<p>Hi Sam and Kate,</p> <p>I just wanted to send a quick email to say thanks for the use of the Dockyard church and all of the support from you both in the lead up to the New Horizons event there last week.</p> <p>The room had a fantastic atmosphere, the equipment and seating is ideal for the event we held there and the quality of the buffet was excellent.</p> <p>The night was a great success and in my opinion the venue makes a big difference to the sense of achievement our young people feel when graduating from their programme.</p>
6 December	Denise Flockhart	Sam and Lee – Medway	<p>I just wanted to drop you both a line to say thank you so much for all your and your staff's efforts that made Friday's staff Christmas celebration such a success. The feedback has all been positive.</p> <p>The food was lovely, Sam, and there seemed to be plenty for everyone. As we discussed, perhaps next year we can lay on tea and coffee as well, just in case.</p> <p>The Christmas tree looks great, thanks to Steve, Nigel and Mick.</p>
6 December	Graham Holmes, Director of Sport	Kent Hospitality Catering Team	<p>Dear Adam,</p> <p>Now that the dust has settled I believe our best ever Kent's Sporting Legends event has passed and I wanted to write to say thank you for a thoroughly sterling job done by you and your team. It is no mean feat serving food to such a large number from a hall not designed to cook, heat or prepare food, into a venue with such a variety of needs, especially following an overrun to the programme. You and they deserve great credit and recognition. The pie once again went down (literally) a storm, particularly on my table full of Olympians and World Champions. Thanks also for arranging the pizzas for the Ops team during set up.</p> <p>I have had fantastic reviews so far from a wide variety of people and, as I said on the night but will repeat again, this is only because of a great deal of planning and hard work from a great number of brilliant teams, including you and yours. Please pass on my sincere thanks to all who were involved. They once again did a fantastic job.</p>

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14 December	Julie Martin, Training and Safety Support	Internal Catering	<p>Hi Caroline,</p> <p>I just wanted to say a very big thank you.</p>  <p>I took my "other half" to Origins to use the voucher from my raffle winning and it was amazing! We will definitely be going back! I never win anything so it was a wonderful surprise just before Christmas too! Thank you sooooo much and have a wonderful Christmas.</p> <p>All best festive wishes.</p>
14 December	Donald Shaw-Case, Director of KITC	Conferences and the Catering Team	<p>Thank you for helping to organise our Christmas lunch in the conference suite. Everyone enjoyed it. Please can you pass my thanks to your team who provided an excellent service.</p>