

COMPLIMENTS REGISTER: MAY 2016 – AUGUST 2016

Date	Client	Department involved	Comments
4 May	Rutherford Catering staff	Tanglewood staff	Thank you for organising the trip for staff to the Medway campus. They all enjoyed the visit, especially with the sun shining today.
6 May	Centre for Child Protection	Conference Office, Catering	<p>I wanted to write and thank you for your help with hosting our 3rd Best Practice Event that was held at Grimond on 21 April. Our feedback from delegates was excellent and particularly they felt it was very professionally organised and the hospitality received many positive comments.</p> <p>Please extend our thanks especially to the hospitality staff who, as usual, supported us wonderfully and made it a great experience for our staff and external visitors.</p>
9 May	Future Creative CIC	Conference Office, Housekeeping, Catering	I just wanted to thank you for putting all necessary arrangements in place for our NCS booking which ran very smoothly. The accommodation was lovely and the staff were very accommodating.
10 May	Trading Manager	K Bar Catering team	<p>Adam – I just wanted to take the opportunity to say a massive thank you to you and your wonderful team. You all worked so hard tonight to make the opening of new K Bar successful! It was great to see members of K Bar, Dolche Vita, Turing and all the new casuals coming together to give the customers such a good experience; considering you were dealing with new menus, new equipment and new premises it all appeared seamless.</p> <p>The feedback from all the customers I spoke to was complimentary – well done to all involved.</p>
10 May	Centre of Research and Education in Forensic Psychology	Trading Manager	I just wanted to get in touch to congratulate you and your team on the redesign of K Bar. The new space looks great. Speaking in my role as admissions lead for the School of Psychology, I think the Bar will make an impression on students when they visit the University on Open Days. Speaking from my own personal perspective, it's great that K Bar now feels like a place to have a coffee/smoothie during the day as well as for a drink at night. I've worked in bars and my brother runs several bars, so I was giving the place a keen once over last night. Congratulations again on a great revamp. The band sounded great too.

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11 May	Member of the Housekeeping Team	Accommodation Manager, PA to the Director, staff at the Medway Campus	I just wanted to thank you for arranging for us to see the campus at Medway. I really enjoyed it and the people who showed us round who displayed great knowledge and enthusiasm. The library in particular was very interesting.
11 May	College St Louis Group	Conference Office, Keynes Reception, Keynes Housekeeping, Catering	<p>Once again we had a very good time at your University. The students enjoyed the trip and also the food provided by the University; they loved their rooms.</p> <p>Thank you for the mobile phone you found in one of the student's rooms. I gave the student your email address so she can arrange things with you.</p> <p>Whilst writing, I am making a provisional booking for next year too from 26-28 April 2017!</p> <p>Many thanks again.</p>
13 May	Berkeley Homes (West London) Ltd	Medway Food and Beverage Manager, staff at Cargo	<p>We are very pleased to let you all know that the Victory Pier Quiz Night on 6 May was very successful. Thanks to everyone's kind and generous donations over £2,100 was raised for the Berkeley Foundation which supports young disabled people</p> <p>The event was well attended and greatly enjoyed by everyone. The evening was warmly hosted by CARGO. They made a good job of it and we all had a really good and fun time. Many thanks to all who participated in making the event so exceptional.</p>
13 May	Kent Hospitality Operations Manager	Medway Food and Beverage Manager, staff at Cargo	The Charity Victory Pier Quiz Night was another triumph for Cargo – well done and thanks for your continued efforts and contribution.
17 May	Head of Campaigns, Fundraising, UoK	Conference Office, Catering staff at the Beagle	<p>Just a note to thank you for making all the arrangements with Anna for today's lunch. It was delicious and thoroughly enjoyed by our guests from the Kent Law School. Would you please pass on my sincere thanks to the Chef, and to Tracey who looked after us with great style, as always? She is a credit to the University and it's a pleasure to dine in the Beagle.</p> <p>With many thanks.</p>

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1 June	Enterprise Manager, Kent Innovation & Enterprise	Conference Office, Medway Food and Beverage Manager, Catering staff at Medway	<p>Thanks for an incredible event – really pleased with the venue and that of the catering and staff on the day. Ironically we perhaps under catered but you never get this right as the last few years we have always had way too much food left over.</p> <p>Next year will be in Canterbury but it looks like Medway in the year after, so the same again in 2018!</p>
3 June	Partnership Development Office	Catering staff at the Beagle	I just wanted to pass on my thanks. The food and service were excellent today and our guests from Australia were very appreciative. Thanks and best wishes.
7 June	External Services, Kent Business School	Catering staff at the Beagle	Just to say we had a fantastic meal for our committee yesterday evening and we complimented the chefs on the high quality. The service staff were excellent too. Thank you.
8 June	A Senior Lecturer in the School of Economics, Keynes College	Head of Trading	I wanted to mention that the new arrangements in the Keynes courtyard look great. Thanks very much for following through with the ideas we discussed to improve the working environment around the courtyard area. If I have any further feedback to give over the summer, I shall let you know.
17 June	Chris Scrutton	Venu Alakadan	<p>Card reading: Thanks you are an absolute legend. Thank you for putting up with our mess this year!</p>
17 June	Charlotte Guy	Caroline Hames/Conferencing and catering	Just wanted to say thank you for our event on the roof terrace yesterday. It went really well; luckily the sun was shining! Could you pass on our thanks to the catering teams involved and the chefs in particular? The food was excellent and many people said it to me including our Head of School who the event was being held for. The vegetarian basquaise and the quiche were particularly popular.

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22 June	Work Experience Placement Officers at Canterbury College	Internal Catering	<p>From Sarah Whitehead and Lisa Hadler:</p> <p>As the end of the academic year approaches on behalf of our students and ourselves, we would like to offer our appreciation to you for providing work experience for students from the Supported Learning Department at Canterbury College. The placements provide our students with an invaluable opportunity to experience the world of work, to interact with other people and to work outside of the college seeing how a real workplace operates.</p> <p>We recognise today there are many pressures on employers as schools and colleges seek work placements. It is very generous of you to be prepared to support our work by giving freely of your time and knowledge to help our young people, especially as we recognize that you often go the extra mile in working with students from Supported Learning.</p> <p>Our period of work experience is now coming to an end for this academic year and Harriet's placement ends on 1st July.</p> <p>Thank you once again for all the assistance you have given our students throughout the year and we look forward to working with many of you in the new academic year.</p>
23 June	Andrea Peett	Commercial Services / The Summer Quiz	<p>Just wanted to express our thanks to you and the Hospitality team for hosting another great quiz! It was as enjoyable as ever and organized to perfection as always. I hope you were all able to enjoy the event as much as we did.</p> <p>Looking forward to the Christmas quiz already!!</p>
23 June	Coralie Norwood	Commercial Services / The Summer Quiz	<p>I just wanted to convey my huge thanks to you and your amazing team for a truly wonderful evening. The EUrocentric focus on the topics made Mrs Slowcombe's (EUphemistic) Pussies utterly EUphoriant, and the EUphonious way you delivered the questions made us finish the evening on a EUdemonic high. I cannot EUlogise enough about how much fun we had.</p> <p>Many, many thanks again to all for working so hard to give everyone a fantastic time.</p>

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23 June	Karen Cherpin	Commercial Services / The Summer Quiz	Just to say a big thank you for the quiz last night. We all had a great time. Everything was so well organised (no easy task) and the whole evening was really good fun. We were very happy with our 2 nd place vouchers!
23 June	Denise Everitt	Commercial Services / The Summer Quiz	Thanks very much for the Quiz last night – as ever it was brilliant! It looked like every one enjoyed themselves.
23 June	Judi Rowbotham	Commercial Services / The Summer Quiz	Thank you and all of hospitality for such a brilliant evening, you all did a fantastic job.
23 June	Simon Westerman	Commercial Services / The Summer Quiz	I was thinking about what to write this morning to say thank you to you all for your contribution to last night's hugely enjoyable event. I decided to share my own thoughts and emotions when I publicly thanked you for all the hard work that you had put in to make the quiz such a success. I was quite choked by the long applause from all in the room – a very strong statement about the high esteem in which you are held. I asked the participants to give it up for Rooie, the Tech Team of James, Julian and Matt and the wonderful caterers, all ready to serve dinner, with you proudly standing at the tables. The room responded with such heartfelt and prolonged applause that I was quite rocked by this, and while Tim and I then got our heads down to scoring all the teams, I was in a state of some elation, not to say pride, that you had all received such widespread recognition from your peers. Thank you, and very well done.
23 June	Aktiva Tours	Internal Catering	Relayed by Rachel Walmesley: Just wanted to let you know that I have just spoken to the owner of Aktiva Tours this morning and he said the tour leader has told him that they are much happier with their evening meals this time (apparently he said there is more variety, staff are friendly and they feel well looked after).
24 June	FSA AGM Dinner / Kasia Senyszyn	Internal Catering	Just a quick note to thank you for organising last night's dinner – everyone thoroughly enjoyed it and we were very well looked after by the DV team. Thanks again for your support and help with this.

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24 June	Zakladni Skola Horni Police Group	Housekeeping	<p>Relayed to Rachel Walmesley:</p> <p>Just wanted to let you know that I spoke to the teacher/leader in charge of the above mentioned group at Parkwood this morning and he said that they have absolutely loved their stay at the University. He said that he really appreciated the help of the casual member of staff that we arranged to meet them at the bus stop on Monday evening and asked me to pass on this thanks. He said the houses in Marley Court are immaculately clean and comfortable and the staff are very friendly. They also loved the fact that we could provide them with towels so that they could travel light.</p> <p>He said that making the booking and planning the trip had been so easy because myself and colleagues really had thought of everything and they can't wait to come back again next summer.</p>
25 June	Keynes College / Julian Doberski	Accommodation and Catering	Thought you might like a bit of feedback on our stay in Keynes College (Booking 34540). Generally I think we were all happy with the accommodation (much nicer than in my student days!) and the food was generally good.
27 June	Canterbury Twinning Association	Keynes College Accommodation and Aatering	<p>I confirm you that our group of twinning association Reims Canterbury is very satisfied with the accommodation, the breakfast and the evening meal. The Lord Mayor and the Lady Mayoress enjoyed the meal.</p> <p>I have just one remark: When we handed out the packed lunch on the Sunday at midday we noted that you provided only 29 instead of 39 required and invoiced.</p>
29 June	Deputy Secretary of the Council	Catering team	Dear Simon – just to say a quick thank you very much for the lovely food at the staff barbecue today. It was very tasty and served with a smile, despite the wind blowing smoke in all our faces! Hospitality staff did very well to serve such a lot of people in such a short time and it really was a lovely event.
29 June	Employability and Placements, Kent Business School	Conference Office, Catering	Great BBQ, we really enjoyed it and the weather held off.

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19 July	Schools International Athletics Board	Conference Office, Catering, Housekeeping and Sport	The AVIVA/SIAB Athletics group who stayed at the weekend were clearly exceptionally pleased with the arrangements made at the University and many thanks are extended to everyone for their support in looking after this prestigious (return) client – your efforts are, as always, much appreciated. Please pass on these thanks to all the staff in your teams.
6 July	Vice-Chancellor	Catering team	Dear Adam – thank you and all the team for the garden parties. Fantastic food and really well run. Clearly they are a great favourite with some of our stakeholders.
11 July	Dr Stephen Wallace, Medicine in its Place	Conference team	<p>I would appreciate it if you could forward this to your highest level manager.</p> <p>Dear Louisa and colleagues – I must take the time to commend you and your staff on your work for this conference. While conferences are always difficult, I am usually tolerant of glitches etc which occur. And I am usually unimpressed by the newish ‘internal markets/customer’ approach which universities have embarked upon recently (in my experience). But after some 3 decades in the uni sector here and abroad, I must say your team delivered. The academic organisation was ok, but the rest was fabulous. UoK has much to thank their staff for during this conference. Hospitality staff were great, admin and support staff were helpful and cheerful, students seemed very civil, but your Conference team far exceeded what I have experienced by way of prep, communication, support and accurate and timely advice.</p> <p>I enjoyed my stay in UoK and was very envious of your staff, even though I was not tempted to come out of retirement. I only hope others who enjoyed the work also took the time to let you know.</p>
11 July	Oaklands School	Conference team, Catering	Huge thanks for the maths residential event over the weekend. I cannot explain how fab all the staff were – catering, security and everyone was so accommodating and helpful.
18 July	Director of Operations, Kent Union	Catering team	Thanks to you and your team for last Tuesday. We had a lovely lunch in Dolce Vita and our guest from Kings was very impressed.

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22 July	UNISON, University of Kent branch	Catering team, Conference office	The barbecue was really nice. Our members enjoyed it very much. The catering team were amazing? Please pass my thanks to them and thank you very much for all your help organising this.
28 July	PA & Office co-ordinator Corporate Communications	KBS Servery	<p>I just wanted to send you a quick note to say how helpful and accommodating Mike Sault in the KBS servery has been recently. We have had two out-of-hours presentations on the University's concept master plan and his assistance with both the catering arrangements and our hosting of the events has been wonderful. These events have been hugely successful and Mike has made an invaluable contribution to this outcome.</p> <p>We are also looking forward to being able to work with Mike again on 7 Sept when we will be hosting a presentation to the local parish councils.</p>