

# COMPLIMENTS REGISTER: JANUARY 2015 – APRIL 2015

Date	Client	Department involved	Comments
19 January	Beverley Farm Bed and Breakfast Customer	Conference Office / Keynes Reception	Thank you so much for letting us stay in Beverley Farmhouse this week; it is a gorgeous building and it has been a comfortable stay. I phoned a lady in the Keynes Reception last night at approximately 7.30pm as we could not open the kitchen door and did not know why. We do not have any valuables in there but there are some food items in the fridge, i.e. milk and butter. We washed our cups and plates using the kitchen downstairs. I hope you manage to get the door open!
19 January	Student Learning Advisory Service	Catering	A huge thank you. The International New Year dinner on 9 January was a huge success. Thank you to you and your team for a smooth, efficient, great and lovely dinner. The food was good, the staff excellent, helpful and friendly, and all in all a very enjoyable evening/experience. Please pass on our grateful thanks to the chef and to the catering team and servers. Efficient, professional and friendly. Well done. A BIG THANK YOU.
22 January	A student, Block B, Turing College	Housekeeping	This is to say "Happy New Year" and a big thank you to you and your team for helping us keep clean and have a healthy environment for study and living in. Thank you so much to you all and to our precious Brenda. Sent with pure appreciation.
22 January	Member of staff	Catering	Many thanks, the Fact/Value Distinction conference was a success. Please transmit my thanks to Catering staff and the Chef who all did an excellent job. I particularly wish to commend the wine reception attendant, Natalie, for her professional and welcoming service.
22 January	Communications Manager, South Universities Purchasing Consortium	Conference Office	I just wanted to get in touch with you to say, on behalf of the COUP Planning Committee, thank you for all of your hard work! We had a COUP Planning meeting earlier this week and the committee expressed their appreciation to your team for all the work you've done and for great client service.
22 January	A student	Catering (Mungo's)	Juno, at Mungo's, was great. Tell the chef the breakfast was Amazing!
9 February	Postgraduate Research student	Conference Office	Thanks so much for arranging our orders for our weekend's conference. It was a great success and Karen and Tess took great care of us.

# COMPLIMENTS REGISTER: JANUARY 2015 – APRIL 2015

16 February	Director of Student Services	Catering (Rutherford)	You are probably aware of the recent tragic incident on the M1 where three people were killed following a collision with a coach which was carrying Kent students to a cheerleading competition in Birmingham (thankfully none of our students were injured). The students returned safely to campus and were greeted by University staff and KU Sabbatical Officers. I wanted to let you know that staff in Rutherford Dining Hall provided teas, coffees and biscuits – at short notice and when we had visitors on campus – for students on arrival at the Canterbury campus. Please pass on my sincere thanks to all the staff involved.
20 February	Director, PLUS Ltd	Conference Office	Our company has been working with UKC for nearly 20 years now, which is clear testament to the good working relationship that we feel we have established. We use the campus over the summer and it is an incredibly popular destination for our students from all over the world. Students love the proximity to London, whilst also enjoying the benefits of being in such a beautiful and historic city. The campus itself is set in a lovely location with great views over central Canterbury. The open spaces, green areas and campus layout make it a pleasant environment for our staff and students to live and work over the summer months. We always have people wanting to return to UKC year after year. We appreciate both the university campus itself and their friendly staff, who we have always found efficient, accommodating and a pleasure to work with.
20 February	Assistant Operations Manager, Embassy Summer	Conference Office	University of Kent conferences has consistently provided excellent service and facilities year after year. Our clients love the atmosphere and setting of the campus.
24 February	Cargo customer on TripAdvisor	Catering (Cargo)	I went in with my family to eat, sat down and was approached by a man who looked like he was the manager. He handed us kids' menus and pencils for the kids to do the activities on the menu. Nice touch as we had only just sat down. Ordered 4 meals and drinks came to under £25 so excellent value. It's gourmet cooking! As we left the manager thanked us and made us feel welcome. Will be returning.
27 February	Member of staff	Conference Office	I sat next to the Head of SUPC, Chair of the organising committee for the Procurement Conference we are hosting this September. She has been very impressed with Kevin and Sheena, mainly the fact that they manage to combine being very professional, yet at the same time helpful and approachable.
2 March	Member of staff in the IS Planning and Administration Department	Catering	Just a brief note to all in the Catering Team to thank you for the speedy response to my urgent catering request earlier today. The Departmental Manager would also like to convey her thanks and to express her appreciation for your prompt attention to our order.

# COMPLIMENTS REGISTER: JANUARY 2015 – APRIL 2015

3 March	Members of staff in the Learning and Development Department	Conference Office / Catering	On behalf of the Learning and Development Team, we would like to say thank you to Kent Hospitality for once again kindly sponsoring last week's Awards Ceremony. We felt the event ran very well and the buffet lunch was lovely and enjoyed by all. Please can you also thank your teams for everything that they do to ensure our events run well – we are always asking for last minute assistance and everyone always does their best to help us as quickly as they can.
4 March	Ambassador Training	Catering	<p>Thank you for providing catering for our student ambassador networking event last night. I just wanted to provide some feedback on the Hospitality staff member who supported the event.</p> <p>I'm sorry I didn't catch his name because he was outstanding! Not only did he arrange the room and provide food and drinks as and when they were required, he was very efficient in clearing away the coffee and tea refreshments and making space for the wine and canapés in a short space of time. The event was very busy and having someone like him looking after the catering and clearing away was a great help. More generally, he was very friendly, hardworking and efficient. We wanted to pass on this feedback on so you could give him our thanks and let him know how greatly we appreciated his help.</p>
12 March	A student	Catering (No 1 Bistro)	The food in No 1 Bistro is always cooked and prepared well. I enjoy going into the Bistro every morning where I have poached egg on toast and my morning tea, and it has always been cooked to perfection. The menu is nutritious and tasty, and I have no negative comments to make.
16 March	ACCED-I Conference, Chicago	Staff from the Conference Office / Receptions / Catering	The presentation, 'The UK Conference Journey' delivered at the conference by the KH staff was AWESOME!
20 March	Kent Business School	Catering	Please pass on my thanks to the chefs for the fantastic buffet today. The food was fabulous and thoroughly enjoyed by all. As usual a big thank you to Mike for his service and presentation which all ran really smoothly and efficiently.
23 March	Tizard Centre	Catering (Rutherford)	On behalf of all at Tizard, thank you for a wonderful meal on Friday. Everyone was hugely impressed (one of the largest high tables we have had) and without a doubt the lamb was very popular; superbly cooked. The Norwegian visitors (all 12 of them) apparently kept talking about it all the way through the meal. The tables looked really lovely, Julie. Thank you so much and please thank all your staff again for making it a most memorable occasion.

# COMPLIMENTS REGISTER: JANUARY 2015 – APRIL 2015

26 March	Master's Office, Rutherford College	Catering (Rutherford)	Thank you for a fantastic dinner last night. The meal was absolutely super. Mark, Julie and the team did us proud with the beautiful tables and looking after the guests so brilliantly. Everyone had a great time and in true Rutherford fashion, it was perfect. Thank you, Mark and Julie, for all your hard work. Please also pass our thanks on to the Rutherford kitchen and dining hall staff. We do appreciate everything that you do for us.
30 March	Organiser of the Kent Union Recruitment Fair	Conference Office	Thanks for all your help yesterday; the day went really smoothly and everyone was happy. I would like to book again for next year.
31 March	Kent Union Marketing Department	Conference Office / Catering	I just wanted to thank you all for your help with the Colours Ball on Saturday. The work that Hospitality put in was excellent and the whole event seemed to run really smoothly. The food was amazing and the portion sizes were huge! You really excelled yourselves!
31 March	A student	Catering (No 1 Bistro)	The chef in No 1 Bistro is excellent. The hot food is especially good.
7 April	Master's Office, Eliot College	Catering (Rutherford)	We would like to say a huge "thank you" for the delicious food last night, especially the famous "apple pie" everyone was talking about. Everything was absolutely delicious, well done, and it was so great to be hosting the Dinner in Eliot Hall, although a nightmare for you guys!
8 April	Master of Eliot College	Catering / Housekeeping	<p>I would like to express my thanks to the Kent Hospitality team for making the Eliot High Table last week a great success. The evening went extremely well, our guests enjoyed the excellent food and service, and the setting. Tim helped to select a menu that proved a great hit, with the vegetarian options looking so appealing that a couple of guests switched to them. Your chefs did an outstanding job preparing and cooking in an unfamiliar kitchen. Tracy, Linda and the Hospitality team set up the tables in a most attractive way, and on the night delivered our dishes with great professionalism. It was nice to see Tim and Adam in attendance making sure everything was running smoothly.</p> <p>I am particularly pleased that the evening went so well as we had a number of important guests, including two from the First 500. They had their very first meal on campus on Monday 10 October 1965 in Eliot Great Hall, and very much enjoyed being back.</p> <p>I look forward to working with your team on future projects.</p>
9 April	Parent of a prospective student	Kent Hospitality Teams / Kent Sport	I visited UoK last week with my son to the UCAS Applicant Day for potential new undergraduates and I thought I would send a few notes in case they are of value to you. I

# COMPLIMENTS REGISTER: JANUARY 2015 – APRIL 2015

personally did not go University (my wife did) and we visited Kent with preconceived ideas of how a University is laid out and what facilities are on offer. Whilst I appreciate that this is not the first time you will have conducted a taster day, I know how easy it is to pitch an open day at the wrong level.

Small things count and the first impression was how easy it was to find the car park (well signed) and the guides were friendly and welcoming. We arrived early and as one of my son`s wishes was a good sports set up, you suggested that we go and look for ourselves before the day started. We were both blown away with the level of equipment and the number and quality of the rugby pitches (which is of particular interest). We met someone at the gym who spent time with my son showing him around and answering his questions. Bearing in mind Kent is the furthest university time-wise that we could have picked, the member of staff was actually close from where we live (I heard him say he attended Kent and there is nowhere better to study); the point is we were wandering around unaccompanied, but someone showed the interest to spend 15 minutes of their time with my son. The student tour of accommodation was carried out by two very pleasant young women who showed the group all they needed to see of two quite different levels of accommodation; during the second tour we also took in the facilities, including the library, cinema and theatre which looked great. It was easy to see the large investment going into the university. During this second tour we were a group of parents only and I urge you to continue to split out the students, as parents exchanged opinions that they would not have done otherwise. In our group the comments were extremely positive and, as well as approving of the facilities, the overriding feeling was one of safety, not something that I was particularly concerned about, but I could see exactly what the others were referring to.

I personally very much enjoyed the lecture, exactly the right length of time on a subject that was easy to understand by the non-academics amongst us. In fact I would pay to listen to more if I had the opportunity! You backed this up with an informative visit of the laboratories and information about the impressive research that is undertaken at the university.

Lunch was well organised and the range and quality of the food was excellent; reserving the tables was obviously necessary but the thought to include stations to visit for information was a good one and we took the opportunity to discuss accommodation.

Finally your presentation about the university was certainly hard hitting and full of facts and information. I go along with the mantra that if you have a fantastic product, sell it. Out of the universities that my son has visited we have not felt compelled to write notes to any other. Thank you for the day it was most enjoyable (apart from the M25!) As for my son, he is away representing his College in a Rugby tournament in South Africa and on his return will be placing Kent as his 1<sup>st</sup> choice.

# COMPLIMENTS REGISTER: JANUARY 2015 – APRIL 2015

20 April	Horsham Cycling	Conference Office / Housekeeping / Catering	I just want to say a big thank you for a wonderful weekend. Everything went so smoothly and it was a pleasure to deal with you all. The rooms were nice, the food was great, the beer was cheap and we had somewhere to store our bikes. We couldn't have asked for more! Some of our members travel a lot and stay in hotels all over the world. They thought the Dolche Vita food was better! So a big thanks to the chef too. Also thanks to Caroline and Sarah plus everyone else that we met. It was great and we will definitely be back.
28 April	Global Realism Conference	Conference Office / Housekeeping / Catering	I just wanted to thank you for everything you did on Friday and Saturday. The conference went very well, and people were delighted with everything, especially the Saturday lunch. I liked the rooms and thought they were suitable and comfortable. The conference location worked well for us. I hope we can work together in the future.
28 April	IGCSE Residential	Conference Office / Receptions / Housekeeping / Catering	Thank you for your hospitality. Overall the students were very happy with the accommodation, food and general atmosphere of the college. They settled down to some intense sessions in the seminar and PC rooms and many of them made progress. They are still telling people about it today! They absolutely loved the experience and it was very inspiring, particularly for our disadvantaged students. Thanks again for having us and we look forward to our teaching training session in June.
29 April	APM Awards, Student Learning Advisory Service	Conference Office / Catering	Once again, a huge thank you to you and your team for a great lunch and event – many commented on the lovely food and all went as smoothly as possible. A huge thank you for your organising skills and for the team implementing them – hugely appreciated. WELL DONE.
29 April	Recruitment and Marketing Unit, Enrolment Management Services	Conference Office / Catering	I would like to thank all the staff involved with the UCAS Higher Education Fair last week. Their support was much appreciated.
30 April	Oaklands Group	Conference Office / Housekeeping / Catering	The pupils and staff were very happy with the accommodation and teaching facilities for our residential stay on campus. The food was the best we have had on a residential visit.