

COMPLIMENTS REGISTER: JANUARY 2016 – APRIL 2016

Date	Client	Department involved	Comments
14 January	Project Administrator, Student Services	Catering, Housekeeping Teams	Just a note to say thank you for all your help and support setting up the Employability Forum. The room was set up as requested and it was nice to have water on the tables too. Due to the efficiency of all the staff involved, the event ran smoothly.
19 January	Catering (Mungo's)	Business Accountant, Commercial Services	Many thanks to you and your team for making my party a very stress-free affair. My guests were very impressed with the venue, its cleanliness and the polite, helpful and pro-active attitude of you and your colleagues – nothing was too much trouble. The whole event was a huge success – the food was well presented, plentiful and went down very well according to all those who commented to me. Many thanks once again.
21 January	Director and International Strategy Co-ordinator, International Recruitment	Hospitality Team	Will you please pass on our thanks to the hospitality team for their help at the Internationalisation Forum in Darwin Conference Suite today. As always, they were really helpful and we had everything we needed.
22 January	The Personal Assistant to the Vice Chancellor on behalf of the Vice Chancellor	Medway Catering Team	Dear Sam – just a quick email to say that Julia asked me to thank you and your team for the lovely food and excellent service provided today. She was very happy with everything. One of the Council members also commented as we were walking down the stairs on the excellent lunch and how nice the food was. Thanks also from me.
1 February	Library Assistant, Lending Services, Information Services, Templeman Library	Rutherford Catering Team	Jos and I have just had lunch in Rutherford and I thought I'd email so you could pass on how nice both the meals were. I had the cod and chips (huge!) and Jos had the vegetarian lasagne which she said was delicious.
5 February	Director of Development and Alumni Relations	Beagle Restaurant Catering Team	<p>I hosted a lunch in the Beagle today for a delegation from Saudi Arabia. At the very last minute we had to bring it forward by half an hour and add an additional person. Tracey managed this easily, had already been pro-active in ordering the starters before we arrived because she knew we were on a tight deadline; and she came up with a strategy to help me run these lunches even better next time. But what impressed me most was that she was so totally committed to ensuring the lunch made a positive contribution to the deal we were looking for. I think we have got a verbal agreement on a new partnership. Tracey was a tremendous asset to this strategic work.</p> <p>And the food from the Chef was as excellent as ever!</p>

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8 February	Centre Administrator, Tizard Centre	KBS Catering	I just wanted to thank Mike who works for Kent Hospitality in KBS who helped me out on 27 January. I was feeling particularly unwell and had to go home prior to our guests coming out of the seminar. He very kindly stood in for me, and our guests commented on how helpful and friendly he was. Could you please pass on thanks and appreciation from us at Tizard.
11 February	Learning and Development Team	Kent Hospitality and Darwin Catering Team	<p>We would like to say thank you to Kent Hospitality for once again kindly sponsoring today's Learning and Development Awards Ceremony. We felt the ceremony ran very smoothly and the buffet lunch was amazing and enjoyed by everyone.</p> <p>Please can you also thank your teams for their help – especially your Conference Porter, Chris Glover, who was so helpful when we were setting up the Darwin Suite this morning,</p>
11 February	A student	Rutherford Dining Hall Catering	<p>I would just like to express my gratitude for the comments you expressed to staff today. It's great to get feedback from our customers. You mentioned the salad bar; we will have a look at reviewing the items on the counter. We try to give the greatest value for money here in Rutherford compared to the other outlets on campus. There are still people on campus who are unaware we are here! Once again, thank you.</p> <p style="text-align: right;">MF, Manager, Rutherford Dining Hall</p>
17 February	Unit for the Enhancement of Learning and Teaching	Mungo's Catering team	I have been to Mungo's twice recently (December and January) and I want to let you know that I am very impressed by the service we received as staff members. I'd like to compliment the Manager, Geoff – his customer service is excellent and the food was delicious. All the staff in Mungo's are very friendly and helpful!

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18 February	Head Coach, Fusion Martial Arts and Fitness	Darwin Catering Team	<p>On behalf of myself and all of the students and supporters at Fusion Martial Arts, I would like to express our deepest thanks for the privilege of holding our Future View Martial Arts Show at the Darwin Conference Suite on 14 February 2016.</p> <p>The event was a great success for us. We do have our own facility but using the Darwin Suite gave a truly professional image for our club and enabled us to have a larger audience comfortably.</p> <p>Chris Terry and his team worked very hard to ensure that the Fusion Team and spectators were well looked after and they assisted when required. We have received numerous positive comments about the quality of the show and the venue, and would welcome the opportunity to discuss the use of the Darwin Suite on a more regular basis – monthly on a Sunday for squad training and 2-3 times a year for shows.</p> <p>We are a family run Martial Arts Academy serving the Canterbury community of all ages. The support of local businesses and organisations is invaluable to our growth. Thank you again.</p>
26 February	Managing Director, The Rough Old Wife Cider Company	Catering/Conference Office	<p>Firstly from Annie and myself, I wanted to say many thanks for the invite to the talk with Alastair Stewart. The conversation with Gavin Esler was extremely entertaining and insightful and we had a good opportunity to continue the conversation at the dinner table – so appreciate the seating plan.</p> <p>The mark of a good event (and I have organised a few myself over the years) is that you actually don't notice the service, allowing conversation and interaction to continue uninterrupted. To that end your team were invisible and could teach some high end restaurants a thing or two! I also highlighted for my wife some dietary issues and she commented on how well this was taken care of.</p> <p>Again many thanks, and also for the excellent personal taxi service.</p>
1 March	Food and Beverage Manager, Medway	Cargo Catering Team	<p>Huge well done! Last week was our highest gross sales at Cargo. I think I may need to buy some sweets/chocolates!</p>

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1 March	Head of Trading	Cargo Catering Team	Well done, team – fantastic news! So pleased that all your efforts are paying off. Thank you for all your hard work, exceptional customer service and for bringing a huge dollop of joy to Medway.
4 March	A group of students residing in Keynes accommodation	Keynes Housekeeping	<p>Val – Thank you for being our Mum-away-from-home this year!</p> <p>You'd sweep the floor with the rest! We appreciate you – bucket loads!</p> <p>Lots of love and thanks.</p>
18 March	Kent Law School	Catering Teams	The lunch for the CeCIL events went very smoothly – many thanks. I can also add that the man who helped at our event last night (I don't know his name unfortunately) did a fantastic job leaving the SCR tidy – very much appreciated as we'd never be allowed to book the room again otherwise and he was just generally very friendly (I was at the reception). Please pass on our thanks for leaving the room in Keynes in such a good state.
21 March	Centre Administrator, Tizard Centre	Conference Office/Darwin Catering Team	<p>This is just to thank you and the catering staff for all your help at the Jim Mansell Memorial dinner.</p> <p>The dinner ran well with the only difficulty being timings caused by the Speaker talking for an unprecedented one hour 40 minutes, totally throwing any scheduling. What with the prize giving following the talk it meant we had to short circuit the drinks reception and move swiftly between drinks and sitting down for supper. Despite this our guests enjoyed the evening and the food.</p> <p>Would you be kind enough to pass on our thanks to the Catering Team for all their hard work and apologise if any headaches were caused by the delays. Thanks very much.</p>
21 March	Staff at the Tizard Centre	Catering Teams	<p>Just to say a huge thank you to your chef and assistants, and particularly to Tracey, who did us proud on Friday night at the Tizard annual dinner – people were whizzing up for second helpings and we were really treated well by Kent Hospitality.</p> <p>Please thank everyone from all of us.</p> <p>Seconded! Great food and great service. Thank you!</p>

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26 March	College Saint Barthélemy, Liège, Belgium	Rutherford Catering Team	<p>This message is for the people who work at the Rutherford College Dining Hall. Many thanks:</p> <p>Just a quick note to tell you that we and the Belgian students were delighted with the lunches we had at Rutherford College yesterday. It was delicious and we really felt at ease. Thanks a lot. Happy Easter.</p>
01 April	Student residing in Marley Court, Park Wood	Park Wood Housekeeping	<p>I would like to express my compliments to the Housekeeping lady who cleaned our house in Marley Court 7, Park Wood, today. We have noticed over time that her service is outstanding and she does her job with high precision and superbly. I would like to bring your attention to her great work and show our appreciation.</p>
06 April	Kent Business School (KBS) Business and Administration Manager	KBS Catering	<p>Dear Mike – I wanted to send you a quick email to thank you for the help and support you provide to KBS. I have just returned from holiday and have been made aware there was an incident with a student fainting on 24 March. As with most health and safety incidents that occur in KBS, you were called upon to assist and again your approach can only be described as first class!</p> <p>This was also acknowledged by Campus Security who see you as being one of the best first aiders on campus – calm, soothing and extremely competent. We are lucky to have you working at the Business School not only for your approach to first aid but also the service you provide behind the scenes.</p> <p>Many thanks for all your efforts in supporting the School to deliver our services to all our stakeholders.</p>
07 April	Master of Turing College	Director of Commercial Services and Head of Trading	<p>Dear Simon and Keith – I have been meaning to contact you for a while – thank you so much for the time, effort and investment you have put into working with our College President on the refit of the student social space in the Turing Hub. It looks really inviting now. I have been monitoring it since completion and can say that the increased usage is palpable, both through the day and evening. I am trying to find ways to get the students to use the Hub more and Tom has been actively canvassing for ideas. This is a brilliant start and I am extremely grateful.</p>
15 April	Manager of the Student Learning Advisory Service, UELT	Darwin Catering	<p>I have heard from my colleagues that the APM Awards ceremony went very well and, as usual, the food and service were great – very successful, efficient, friendly and professional. Please pass on our most grateful thanks to all colleagues who helped with the catering. A huge thank you.</p>

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22 April	External client	Medway Catering	Everything generally went like clockwork. The ice cream social was especially a highlight which everyone enjoyed and have been enthusing about on Facebook! Well done, Sam, and your team. Please convey huge thanks to everyone who worked on the catering for this.
22 April	PA to the Director of Commercial Services	Medway Catering	Dear Sam. I would like to express my sincere gratitude to you and your team for your warm welcome this morning on Kent Hospitality staff's visit to Medway, and for the amazingly stress free and efficient way you served our large group with the delicious refreshments. The bacon and sausage butties plus the warming coffee and tea were just perfect and set us up for the rest of the morning! Well done and many thanks – please pass this on to your brilliant team.
25 April	Managing Director, VegUK Ltd	Keynes: Housekeeping, Reception and Catering	Thank you for your help at the Margate Round Table Group weekend event. We had a fab time. The rooms were great and the food was good. Thank you for the use of the room for our bikes.
25 April	Western Walking Group	Becket Court Housekeeping, Reception and Catering.	We had a splendid time and people were very pleased with the accommodation and food. We had good weather each day and people really appreciated the sightseeing and walks. Thank you so much for your help.
26 April	School of Mathematics, Statistics and Actuarial Science	Catering	I just wanted to say how helpful the staff were who delivered the catering order. Thanks.