

COMPLIMENTS REGISTER: JANUARY 2017 – APRIL 2017

Date	Client	Department involved	Comments
16 January	Director of KentHealth	Catering, Conference Office	I wanted to make contact to thank you both for your excellent assistance with the Kent-wide NHS Research conference that took place on Friday last week. Despite the poor weather, 139 delegates turned up on the day, and there were many comments praising the professionalism and attention to detail throughout the event. The organising committee also commented that it had been a real pleasure to work with you, and there is no doubt that the positive opinion reflects extremely well on our institution – and is very likely to lead to additional business. With my thanks once again.
1 February	Member of staff in the Office of the Vice Chancellor, Medway	Medway Food and Beverage Manager, Medway Catering	I wanted to say thank you to your staff for providing tea and coffee for 10 people at short notice today in R2-09. This should have been booked by a member of staff at Canterbury but unfortunately it had been missed.
1 February	PA to the Director of Commercial Services	Catering	I struggled through torrential rain to have a Street Kitchen experience at lunch time today and I wasn't disappointed! I didn't order the additional extras and it was just perfect on its own. I'm going to make sure I try the menu on offer each week and I do hope they'll all be as good as it was today.
9 February	Member of staff in Human Resources	Conference Office, Catering	Can I just reiterate my thanks for this particular order, Briony, as I do really appreciate it when someone goes that extra mile to be helpful, and I think this attitude really reflects what we do here at Kent. The chef could have said "tough", but instead he did the best he could with the limited notice he was given, and I really think that deserves a huge thank you and large service of appreciation (for yourself included for your understanding that we're all human and we all make mistakes). Thank you.
13 February	A student resident at the Medway campus	Kent Hospitality and the staff in all the catering outlets	A student residing at the Medway campus posted a blog on YouTube in which he thanked Kent Hospitality and the staff in all the catering outlets for making every visit such a wonderful experience. He goes on to say how great it is to have people there who appreciate them as they are and genuinely care for them. The video link (about 8 minutes long) is: https://www.youtube.com/watch?v=IXfJ0znXHsc&feature=share

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20 February	Director of Development	Catering	I have just hosted a visit by Trevor Phillips who, as well as being famous, is the Chair of the John Lewis Trust. This is a foundation we have to be asked to apply to – so we needed to make a good impression! We had a perfect meal in the Beagle and Tracey's service was as warm and wonderful as ever. Please give my thanks to both Tracey and the Beagle chef.
21 February	Senior Lecturer in Social Policy and Director of the Centre for Philanthropy	Catering	I've been meaning to let you know we've had tons of emails from our Conference attendees congratulating us on the event, including many who highlight the food as the beset they've ever had at a conference. The veggie chilli was singled out for particular praise! Please do let the chefs know, and our renewed thanks.
27 February	Canterbury Samaritans	Catering	<p>I am writing to let you know that we held our Samaritans Regional meeting yesterday at Keynes College and to tell you that it was a great success. On behalf of Canterbury Samaritans, I would like to thank you and all those involved in enabling and sponsoring this event. The facilities were great and the food plentiful and of an excellent quality and variety; delegates were astounded at how well they were catered for. We were truly served very well and it would be good if you could forward our thanks to those who helped make it happen, including the catering team.</p> <p>It is the first time we have been able to host this quarterly meeting and we could not have done it without your assistance. We had the Regional Caller Support Director and the Regional Prison Teams Officer present as well and they expressed their gratitude. We are grateful for all you, and the University, have done for us.</p>

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6 March 2017	Resident of St Mary's Island, Medway, via Trip Advisor	Catering at Cargo	<p>"Cargo...you should go!"</p> <p>Being a local resident (St Mary's Island) I find myself using this establishment more and more.</p> <p>The bar is spacious, the atmosphere good, some games (pool & pinball) and they show the footie on a large number of big screens. I'm always amazed at just how quiet this place usually is. If you're worried that it's a student bar, don't be. The mix is normally 50/50 between students and locals and being a non-student is not an issue.</p> <p>The food here is also surprisingly good, the menu being fairly short but varied. You can see into the kitchen and it's clearly spotless, which is always reassuring. The price of the food is very keen and the portions always generous with seemingly well sourced ingredients. Sunday lunch is also a winner.</p> <p>The range of drinks is fairly limited, but most tastes will find something that suits. Four pints of Stella for £10 during the week (I think) is a bargain.</p> <p>My only complaint is that the kitchen shuts at 9pm during the week and 6pm on the weekend. I think the kitchen should definitely stay open later on a Saturday, I often fancy a pint and a burger on a Saturday night, but end up having to go elsewhere, sadly the Ship and Trades usually.</p> <p>This place is a real asset, just a shame it's a fair walk!</p>
13 March	A member of staff in the Kent Business School	Catering	<p>Just a line to say a huge thanks to all at Hut 8 for the food over the weekend. Saturday's pizza was delicious and the food on Sunday was hot and sustaining – just what was needed. The delivery staff on both days were extremely helpful and courteous. Really, a great service. I will certainly recommend it to others looking to cater for similar events. I would be grateful if you could pass on our thanks to the team involved.</p>

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30 March	School of Music and Fine Art	Medway Catering, Medway Conference Office,	<p>Just a quick note to thank you for all your help with the Trefoil Guild visit to the musical concert yesterday; it was really appreciated. Everyone really enjoyed the music and were very impressed at the talent displayed. The lunch was perfect too and the restaurant staff were very helpful and welcoming – nothing was too much trouble.</p> <p>It was really great to meet you and very kind of you to take the time to come across. Many thanks again and we will definitely be back!</p>
2 April	Belgium School Group	Rutherford Catering Team, Conference Office	Thank you very much for everything. We had a great lunch in Rutherford.
3 April	Tizard Centre, School of SPSSR	Rutherford Catering Team	<p>Thank you so much for all your help and hard work on Friday, and please pass on our thanks to your team. The Jim Mansell Memorial Dinner and Drinks reception was a great success and we had many compliments over the course of the evening. The dining room looked lovely as always and was beautifully laid up. The food was excellent.</p> <p>Apologies for a number of vegetarians who it seemed turned out to be chicken eaters on the evening!</p> <p>Message from the Rutherford Food & Beverage Manager: It was a lovely event to do and the team did an excellent job with the food. The girls provided a top quality welcoming service as usual, and did a fantastic job making the dining hall look great!</p>

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3 April	Sports Co-ordinator, Kent Union	Conference Office, Catering	<p>Just wanted to take the time to say many thanks for everything on Saturday at the Team Kent Ball. It was the first time I had been involved with organising something on such a scale before and your team definitely made the whole event run smoothly despite the odd hiccup on our end with students moving seats! All the feedback I had confirmed that the event ran smoothly from the guests perspective and they had a great time. Please pass on our thanks to your staff who were there on the night and our compliments to your catering staff for the enjoyable meal.</p> <p>Message from the Operations Manager: To serve 270 meals (and many more drinks) in a room where there's normally no furniture and no kitchen is no mean feat. Everyone I have spoken to was very impressed with the event and the high level of customer service on display was self-evident. It's great to see staff from all areas pitching up and working so well together to pull this off, especially during what was at times such a physically demanding effort – so, well done and a very sincere thank you from me.</p>
13 April	The Business Relationship Officer, Kent Innovation and Enterprise	Catering Team	<p>I just wanted to write to say thank you so much for the catering you have provided over the past 2 days for the workshop in Keynes LT4. The new menu is obviously a success as I had at least 4 different people comment to me on how good the food was – and there was plenty of it too!</p> <p>The facilitator (who had flown over from New Zealand to deliver the course) commented specifically at the end of the two days how smooth the whole process was; the catering staff were timely and considerate and the coffee was always fresh 😊</p> <p>Please pass on our thanks and praises to anyone who was involved in catering for this event. They really did do a great job and we appreciated it very much.</p>
18 April	Students in Farthings Court, Park Wood	Park Wood Housekeeper	<p>Dear Cleaning lady. Thank you very much for everything. Your house number one. (A gift bag with Easter eggs inside was left with the note).</p>
23 April	Corporate Events Manager	Catering Team	<p>Thank you very much for your company and your department's hospitality at the Prizes and Awards Dinner on Friday. I hope that you did manage to say to the chef that the beef was the best that I have tasted for ages.</p> <p>The food again was excellent as was the service from Jan and the team.</p>

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27 April	Learning and Participation, Royal Opera House	Commercial Services Manager, Medway	Thanks for all your help and support for our conference in June. It has been wonderful to work with such an efficient and generous partner such as yourself who is fantastic in ensuring that organising events are as smooth and easy as possible. I have truly appreciated it and I know the conference will be a great success.
29 April	Classical Association	Conference Office Team, Eliot Reception and Housekeeping Staff, and the Eliot Dining Hall Catering Team	Just a note to thank you and all your team for helping us to have a really enjoyable conference. I really enjoyed it all and we found plenty to do with walks and things. All the staff we had dealings with were absolutely charming and helpful, and made everything as easy as it could be. My head is still spinning from all the talks I attended – I think the brain contracts when you are retired! All the best.