

COMPLIMENTS REGISTER: MAY 2017 – AUGUST 2017

Date	Client	Department involved	Comments
5 May	Belper and District U3A Group	Conference Office, Keynes Housekeeping, Dolche Vita Catering and Gulbenkian Café staff	<p>Just a note to say a big thank you for all you did for us to make our holiday absolutely superb. It was lovely to have met you all and best wishes for your summer planning.</p> <p>Note from the Conference Office: the Belper and District U3A Group were exceptionally pleased with their stay in Keynes. They commented that the accommodation was immaculately clean and they loved all the little extras that were put in the rooms. They said the staff everywhere were exceptionally helpful and friendly and that the standard of the food in both Dolche Vita and the Gulbenkian Café where they ate on Sunday evening was outstanding. They said they would like to stay again if they come back to Kent in the future.</p>
12 May	Classical Association	Conference Office, Catering teams in Dolche Vita and Eliot Dining Hall; Receptions	<p>Absolutely excellent was my time in the University of Kent for the Classical Association Conference last week! Thank you. Hopefully I will return soon. The University of Kent has made an excellent impression on me. This was an excellent conference on a great site. Please pass on my thanks. Thank you.</p>
16 May	Customer at Cargo via Trip Advisor	Catering staff at Cargo, Medway	<p>Popped in to Cargo after not being able to get food at the Premier Inn close by. The food was very reasonably priced and good quality; even had a selection for awkward vegetarians like me. The staff were friendly and helpful. There was live music when we were there, not particularly to my taste, but enjoyable none the less. I would recommend it to anyone staying nearby.</p>
23 May	The students resident in Flat 5, Nickle Court, Park Wood	A member of the Park Wood Housekeeping staff	<p>Flat 5 would like to thank you for making us feel at home. We appreciate all you do for us! Thank you for everything this year. Thank you for taking care of our place all year. Thank you for your support. Thank you for taking such great care of our flat. The students sent Dawn a card including all the messages above and a large bunch of white chrysanthemums.</p>
5 June	Vice-Chancellor	Kent Hospitality	<p>Congratulations on winning the Group Travel Award for the 10th consecutive year. An amazing achievement.</p>
5 June	Deputy Vice-Chancellor and Chief Operating Officer	Kent Hospitality	<p>Congratulations on your teams' amazing success last Friday when Kent Hospitality won the Best University at the Group Travel Awards for the 10th time. This is an incredible achievement and shows the quality of facilities and service that Hospitality and others offer to our visitors. Not sure that I can reasonably expect you to get to 20...</p>

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13 June	Students living in a Park Wood residence	Member of the Park Wood Housekeeping team	Thank you for being so lovely and for cleaning our house so well all year x Enjoy (The students presented the Housekeeping staff with a bag of pastries from Patisserie Valerie)
13 June	Customer at No 1 Bistro	Medway Catering team	To my favourite ladies on campus: I just wanted to say thank you so much for being so kind to me all year and always being a right good giggle – pretty sure you're the reason I made those early mornings and had a smile on my face. So thank you always.
20 June	PG Programme Administrator, UELT	Kent Hospitality	I just wanted to say thank you to all involved in the Summer Quiz. We had a really good time.
20 June	Office of the Deputy Vice-Chancellor – Education	Kent Hospitality	Just a big thank you to Simon and all his helpers for the Summer quiz and the hospitality from us all (Evil Geniuses and Enlightened Guerrillas). We all had a fantastic evening and could find no fault – except of course for failing to win! However, an excellent third result for Enlightened Guerrillas – we are all so euphoric to get one over on Evil Geniuses! Once again, thank you for all the hard work which must go into the organisation of a most enjoying evening.
20 June	Safety, Health and Environment Unit	Kent Hospitality	We thoroughly enjoyed the Quiz last night – thank you to all concerned for organising it. We rather surprised ourselves I think, as we were one person down – though the ornithologist amongst us didn't know the Brain-fever bird any more than anyone else!
22 June	Student Support and Wellbeing, Medway	Kent Hospitality	I just wanted to express our thanks to you and all the staff involved in arranging and running the Quiz event on Monday. We really enjoyed it and look forward to the next one.

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26 June	Fellowship Weekend Organisers	Conference Office, Housekeeping staff, Catering staff and Reception staff	<p>Dear Rachel and all at Canterbury. I just had to drop a line to say thank you to you and all the other lovely people at Kent University for another amazing weekend. Everything about it was fantastic; the welcome by the staff, the lovely rooms, the lovely breakfasts, the tremendous buildings, the tremendous views, the radiant rabbits, the lovely anniversary cakes provided by your lovely University to commemorate our tenth visit and, of course, the chance to meet up with friends, old and new, that are part of our lovely Fellowship and to do so many brilliant beautiful things in their company, including a gorgeous walk through the beautiful Kent countryside to Whitstable on a lovely Saturday morning.</p> <p>Where have the years gone since we first arrived? They have just flown, as God willing we have spiritually grown. From memory you were at the University the year we first arrived and, talking to a lot of your colleagues, they have also worked there for a long time, which indicates a lovely friendly working environment, a friendliness that certainly shows in the wonderful way we are so beautifully looked after. Again thanks for making our weekend so wonderful; God bless you and all the others involved. You are always in my prayers, Dennis. PS I love writing little poems and I have put a few words together which, I pray, you enjoy:</p> <p>To all at Kent University, May you always be full of glee, Thanks for all you do, For my friends and me; To stay at your place, Is always a delight, It makes our spirits happy, Cheerful and bright.</p> <p>This year was our tenth visit, The time has just flown, God willing in that period, We have also spiritually grown; So thanks once again, For our stay at your beautiful place, God bless you all, And may there always be a smile on each face.</p>

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26 June	Project Office Co-ordinator, Business Improvement and Projects Unit, University of Kent	Darwin Catering team	Dear Chris. We had the last Staff Connect steering group meeting on Friday and I just wanted to pass on the really positive feedback from everyone on the Rose Garden BBQ! A super job – no surprise to me! ☺ Thanks again and have a great week.
27 June	The Institut de la Tour School Group	Conference Office, Housekeeping staff in Turing College and Catering team in Dolche Vita and Hut 8	Dear Rachel. I'd just like to thank you for all your help throughout the year, organising our stay at the University of Kent. All through the process you provided me with all the information I needed, from bus timetables to lunch options, and even collected our bus tickets for us. We had an excellent trip and were very happy with the accommodation and the food you provided us with. I was sorry I didn't bump into you around campus to thank you personally. Please forward this e-mail to your boss, so that he/she knows what a great job you do. We'll be back in contact soon to organise dates for next year. Enjoy your summer.
27 June	Financial Planning and Analysis Office	Kent Hospitality	We just wanted to thank you and the team for the Summer Quiz last week. Organised to perfection as always! We really enjoyed it...despite nearly coming last! Thanks again! From the "The Calculators"
27 June	Bed and breakfast visitor to Turing College	Turing Housekeeping, Conference Office, Reception staff	Nice clean room. Staff very friendly and helpful.

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<p>29 June</p>	<p>Mark Allen, UPP, CUBO Summer Conference delegate</p>	<p>All Kent Hospitality</p>	<p>I've just arrived in Brighton after two wonderful days at CUBO. First of all many thanks for inviting me and for putting up with my dinner jacket issue yesterday. I'm so pleased I came last night so thank you. And to attend as your guest means a lot to me.</p> <p>Where to begin? Gavin Esler, what a performance, a great asset for the University. Then Mr Barry McGuigan, a left field choice and wasn't he brilliant? Any doubters about his choice as a speaker were certainly bowled over...sorry wrong sport...knocked out over by his speech. Brilliant.</p> <p>The choice of Whitstable was inspired for the Tuesday evening shindig. And I now 'get' Whitstable, and I will have to fulfil my promise to Maddy to take her for a weekend there! And what a finale of the fireworks.</p> <p>And last night, a super evening, delicious food and a great table, Simon! And watching our CUBO colleagues scrambling to get photos of the Cathedral through the window at Rutherford demonstrated what a super venue the University of Kent is. One complaint I have, is that David Tymms of IQ, misread the contents of his envelope when reading the Best Hall Award...I am sure he should have read out University of London not University of Hertfordshire!! As for the campus, it looked great and I showed a few people around and I actually felt very proud. I think a lot people were surprised how lovely a University it is. A great credit to you all. Almost all the people I spoke to said it was the best CUBO they had attended and I agree wholeheartedly with that. And that is everything from the organisation, the speakers, the food, the social events, the campus, and even the student accommodation!! And most of all, Simon and Kevin, your team! And doesn't it all bode well for AUDE?</p> <p>And for me, yesterday was my very last day at UPP and what a wonderful send-off you gave me. I can honestly say I wouldn't have wanted to be anywhere else. You have always been my favourite University. So thank you.</p> <p>Well done to you all, and to Simon and Kevin in particular for this conference. I wish you all the best and do keep in touch. Ps and one final thing, free Bacon butties being served at midnight in the Keynes Bar...absolutely inspired!!</p>
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<p>29 June</p>	<p>Simon Westerman, Director of Commercial Services</p>	<p>All Kent Hospitality staff</p>	<p>Dear colleagues, (or is it too presumptuous to say Dear Team and mean dear team?)</p> <p>I am sure that most of you know that I attended an opening CUBO dinner on Monday night and since then have been immersed in the Conference which wrapped close to noon today. In the period in between, this is what happened:</p> <p>The 250 people who attended from all parts of the British Isles, Canada, USA and Italy told me at regular intervals how wonderful the staff here at Kent are. I was told about the helpfulness and cheeriness of the housekeeping staff, the reception staff and the student signers. My counterpart at Exeter related that he could not find his room on arrival, asked a student helper in K-bar how to find R block, and was personally escorted to his destination! [Hopefully everybody could still get a drink seamlessly at that time – it was the morning, after all]. The plaudits for the catering teams were endless, whether at the beach, in Rutherford or the Sports Centre. All the SMT members at the event were told repeatedly about the wonder of the food and service. At least 40 delegates told me that I must be very proud of my team since they were clearly exceptional in every aspect of provision. Numerous photos were taken of the food and posted on social media.</p> <p>There was also universal praise for:- the keynote speakers whom we had booked (to include 2 Chancellors, one Vice-Chancellor and one retired boxer); the trip to the seaside and the events that occurred there; the performance by the amazingly stupendous Yolanda Brown; the campus, its space, its greenness and its rabbits; the bacon butties at midnight in K-bar; the large bedrooms and their spotlessness; the comfort; the quality of everything; the care and the passion; the friendliness; the people and their professionalism.</p> <p>In essence, there was evidence, strong evidence, that we achieved what we set out to achieve: to set the bar high, indeed so high, that our event will be hard, difficult, challenging, (dare I say “impossible”?) to beat.</p> <p>For me this was deeply emotional as I have known so many of the attendees for over two decades, and I could not think of a more wonderful event, a more positive event, a</p>
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			celebration based on learning, on which to end my working career at Kent. For this, I thank you deeply, sincerely and quite emotionally for delivering the fireworks that characterised CUBO at Canterbury 2017. When my colleagues from Aberdeen to Exeter, from Florida to Bologna said that I must be exceptionally proud of you, I did not contradict them.
29 June	Richard Eagleton, CUBO Summer Conference delegate, resident in Keynes Extension	Keynes Housekeeping staff	How was your stay? "Superb! Faultless. Well done to Housekeeping – great job".
30 June	Michael Lees, CUBO Summer Conference delegate	Director of Commercial Services	Greetings. One is always wary of polishing an ego...however truth be told. You publicly committed to delivering a higher standard – attendance, sponsorship, content and experience. You delivered. One can ask no more. Such a pity you are leaving. CUBO & I will miss you.
30 June	'H', CUBO Summer Conference delegate	Director of Commercial Services and Kent Hospitality staff	Dear Simon. I'm compelled to thank you and your team for being such wonderful hosts at this year's CUBO Summer Conference. Your team – all of them – made me feel welcome. They're a credit to you and the University. Best wishes.
1 July	Guest staying in Turing	Turing Housekeeping staff, Reception staff, Conference Office	Excellent stay, thank you. Clean and comfortable. Good value for money and a nice setting. Would recommend! Delightful welcome – good value and facilities. Everyone very helpful. Congratulations to the cleaning staff – excellent.
4 July	Canterbury Round Table	Conference Office and Catering staff	Thanks again for all your help, support and hospitality for the Boxing Dinner. We were able to raise a really good amount for charity and hope to do it again next year.
5 July	Royal Opera House	Conference Team, Medway	Thank you so much for all your support on the day and in the run up. As the feedback starts trickling in one of the key messages that is coming through is how smooth and well-managed the conference was, and I'm struggling to think of any technical hiccups which is possibly a world-first for one of our conferences! So many thanks and please do pass on my thanks to the other guys like John and your colleague (whose name I never found out) who was running around carrying big kettles of water!

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5 July	PA to the Director of Commercial Services	Catering Managers and Staff	<p>I just wanted to write and thank you for the amazing staff BBQ we all enjoyed today. The food was quite superb – I chose the vegetarian selection from the BBQ and the falafel burger and veggie paella were absolutely delicious – and how you managed to provide so much choice of such excellent quality to so many people is staggering. The salad selection was also fantastic so there was simply something for everyone’s taste. The ice cream dessert was the perfect end to a perfect meal.</p> <p>Thank you to you and all your team for your hospitality and for making the event so enjoyable for all the staff. It’s the last one of its kind that I’ll experience and it felt very special indeed. Please pass on my thanks and congratulations to every member of your staff who were involved in making the occasion so memorable.</p>
5 July	Carol Kemp, Residential Services Chargehand	Catering team	I would just like to say what a wonderful gesture it was to arrange the staff BBQ. The food was delicious and the sun was out! Thank you very much.
5 July	Linda Watson, Keynes Accommodation Housekeeping Supervisor	Catering team	I just wanted to say well done to the catering staff who cooked and organised the staff BBQ today. The food was delicious and it was very well organised. Well done everyone. Thank you.
5 July	Student Success (EDI) Project, Partnership Development Office	Catering team	Thank you so much for your help. Tracey over in Eliot was so helpful, and I can see from the emails, Adam, that you and Mark were running around behind the scenes to get the order met – great service! I’m really sorry about the late requests. Genuine thanks from our team.
6 July	Mark Crutchlow, Despatch and Postal Services, Estates Department	Catering team	<p>Can I just say a big thanks to yourself and the Hospitality team for another well run and enjoyable BBQ. The food was lovely, plentiful and the ice cream still frozen!</p> <p>So glad the weather behaved itself. Looking forward to next year already.</p>

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7 July	Sandra Matthews-Marsh, Chief Executive, Visit Kent	Kent Hospitality	<p>Dear Simon and Kevin,</p> <p>Thank you very much for your kind words and generous gift at the end of the CUBO conference.</p> <p>I enjoyed being part of the event and found the discussions fascinating. Above all, the University of Kent and your team put on a spectacular show for the delegates and I am sure they went away with very strong positive memories of their time with you.</p> <p>I know just how much work goes into these events and as both a consumer and a participant of the event and your hospitality, hearty congratulations!</p>
13 July	Manager, Web Development Team, IS	Head of Residences and Conference Services and the Conference Office team	<p>I just wanted to mail to say thank you to you and your team for such a successful IWMW Conference hosted here at Kent this week. I think the grand total was about 135 delegates and I had so many people coming up to me saying what great facilities had been laid on.</p> <p>It was also nice to encounter the conference experience as a delegate – we often get to see how other universities do it but not how we do it ourselves. I was highly impressed.</p>
17 July	Honorary Secretary of the West Wickham Arts Association	Catering and Housekeeping teams, Conference Office, Reception staff	<p>On behalf of all the members of our Association I am writing to thank you for your excellent organisation of our sketching holiday. The accommodation and catering were superb and please congratulate all the staff concerned who made us so welcome. I was especially grateful to Yeter Delibas who was of particular help to me when I needed support. Between you all you did a wonderful job and the general consensus was that we would all like to return soon. Thank you once again for your invaluable assistance.</p>
19 July	Organisers of the ATRC Conference	Catering staff, Housekeeping staff and Conference office	<p>Thank you very much for all your support with organising the ATRC. Everything went smoothly. Catering was always on time and, from the feedback I have received over the last two days, all the delegates were very happy with food, accommodation, dinner and the arrangements in general. I must acknowledge that you have always been very helpful and accommodating with all our requests throughout the entire process – much appreciated, thank you!</p>

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24 July	Open Day visitors from France	The University and the Accommodation talks by Simon Westerman, Director of Commercial Services, in particular	<p>My two daughters and I attended the Open Day at Kent on 1 July having visited Surrey University the day before. We came over from France to look at the International Business courses which my daughter intends to study in the UK. In short for us, there were no comparisons between the presentations of both courses and university. Kent wins hands down.</p> <p>The accommodation presentation was the best I've seen. Simon Westerman, who presented, clearly loves his job. All the other presentations including Surrey and for my elder daughter's choices 3 years ago: Exeter, Edinburgh, York and Warwick, were done with the impression that housing students was an administrative burden and they were doing me a favour. Mr Westerman made it part of why we should choose Kent.</p>
28 July	Dean of Sciences and Professor of Space Science	Director of Commercial Services	<p>Dear Simon, I am about to go on leave and will miss your last day or two at Kent. Anyway, I just wanted to say what a difference you have made in your time here; and it has been a pleasure sitting on committees with you.</p> <p>I have heard some people say their true success or failure in a job is what they leave behind when they go. You have been a great success. Enjoy the future.</p>
28 July	Vice-Chancellor	Director of Commercial Services	<p>Dear Simon, I wanted to say a personal thank you and farewell to you. I understand you are not having a goodbye event. I do not blame you! I have survived several, just about.</p> <p>You have contributed enormously to the University and I wish you all the best in the future.</p>
31 July	Office of the Vice-Chancellor	Head of Trading	<p>Dear Keith, Thank you so much for kindly supplying us, at the last minute, with some plates and cutlery for our surprise party. I appreciate you must be so busy at the moment and I'm so very grateful! Please do pop in for some cake if you'd like to!</p>
8 August	Rite University	Conference Office Manager	<p>We are about to leave and we really want to thank you for all the help you have given us during these summer camps 2017 which have had a positive result. In a few weeks' time we will send you a pre-booking for the next school year. Once again, it has been a pleasure to deal with you.</p>

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14 August	PA to the Director of Commercial Services	Head of Trading and the Catering Team in Dolche Vita	I just wanted to pass on my thanks to you and your wonderful catering team for the delicious lunch we all enjoyed at Dolche Vita today. James was brilliant and every dish he and his colleagues prepared looked as delicious as mine. Please pass on my huge thanks to them too. We had a wonderful time at my hen party! I feel very honoured to be part of this amazing Kent Hospitality team.
21 August	A satisfied customer	Street Kitchen Catering Team	I would like to express my appreciation for the Street Kitchen food I ate today. I haven't eaten here before, and was very impressed with both the food and the staff! I hope you continue to provide food through this outlet. Many thanks.