

COMPLIMENTS REGISTER: SEPTEMBER 2015 – DECEMBER 2015

Date	Client	Department involved	Comments
8 September	Tizard Centre	Catering	Following all the confusion and changes, the 50 th Anniversary Event finally ran successfully. Mungo's was a fortunate choice as it was pretty cold on Saturday. The food was complimented by all and the cake in particular looked fantastic. Please pass on our thanks to all those involved in catering and in particular to Sam and her team at Mungo's who worked tirelessly to accommodate us.
9 September	Review on Trip Advisor	Cargo Catering	"Cheap and delicious": Absolutely delicious food, really decent portion sizes, a nice environment and cheap prices. Would definitely recommend.
9 September	London School of Hygiene and Tropical Medicine	The University	Your campus is a thing of great beauty! I am staying overnight in Keynes College and I've just had a walk around. The new library extension looks fabulous and it is a joy to be back on a green campus. I am a Reading graduate, so if nothing else I feel like I have just turned 18 and am back there as an undergraduate! I am down for the COUP purchasing conference and just thought I'd feed this back.
10 September	Charlton Football Club	Turing Reception, Catering, Accommodation, Housekeeping	<p>The Conference Office received an email from Charlton Football Club looking to start booking for next year, and they were very keen to pass on the following message:</p> <p>"I just wanted to thank you and all of the Reception, site and kitchen staff for their help, support and general loveliness over the Summer. The workshops all ran very well and the accommodation and experience for the young people was amazing."</p> <p>The Conference Office also wanted to second Charlton's thanks as they knew how hard everyone worked to ensure they had a great time at Kent, and to pass the message on to all those involved.</p>
12 September	Member of the Alumni	Conference Office, Accommodation	<p>Just a line to thank you once again for sorting us out for our stay for the 2015 UKC Reunion. Everything was a big success, and the standard of accommodation at Tyler Court was excellent.</p> <p>We are planning our next return in September 2018, which coincides with the 40th Anniversary of when most of us started at Canterbury – w/e 7 September 2018 has already been mooted! I'll be back in touch closer to the time.</p> <p>Very best wishes and thanks again.</p>

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13 September	AFT (The Association for Family Therapy & Systemic Practice in the UK)	Conference Office, Catering, staff in Darwin, Keynes and Rutherford	<p>Just a quick note to thank you for all your work in organising our conference. All the delegates seem to have had a great experience.</p> <p>Can you pass on our thanks to Tracey, Catering Supervisor, who was great. The food was also fantastic. The dinner in Rutherford Dining Hall was amazing. A great venue, wonderful food and service. One of our delegates said it was the best dinner they could remember.</p>
14 September	Review on Trip Advisor	Cargo Catering	<p>“Best place to eat in Gillingham”: This bar is very friendly and reasonably priced. The food is delicious. The desserts are especially good value.</p>
14 September	Daniel Willaeyns Group	Tyler Court Reception, Housekeeping, Catering, Accommodation	<p>Our stay at Kent University was terrific. All members were enthusiastic about the nice rooms and the good food in the restaurant. I wish you a successful university year.</p>
17 September	OCS Compliance Services, an exhibitor at the COUP Conference	Conference Office, Catering, Accommodation	<p>I thoroughly enjoyed COUP. The facilities at the University were fantastic and the hospitality second to none, so thank you for that.</p>
21 September	Director of Commercial Services	Kent Hospitality	<p>As ever, Kent Hospitality stood out over the arrival weekend, not just for the professional welcome to our new students, but also as the one queue-free area of campus.</p> <p>Where there were a few residential problems we addressed them immediately (particularly flooding) and delivered our customary excellent service to our new students.</p> <p>Well done to all.</p>
21 September	Head of Residences and Conference Services	Reception Teams	<p>I just wanted to say a big “thank you” for ensuring our new students received the usual first class Kent welcome over the weekend. Saturday was particularly busy for everyone but I thought the check-in areas across the campus were run exceptionally well. This is due in no small part to the excellent advance planning and the warm and friendly welcome provided by you all on the day.</p> <p>Once again, many thanks – your efforts are much appreciated and Mo, if you could forward to all the temporary weekend Reception helpers, I would be grateful.</p>

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23 September	Master of Eliot College	Kent Hospitality	I am aware of the severe difficulties your staff had to cope with today following the security alert and evacuation. I am also aware of the great efforts they also put in to ensure that the Freshers' Buffets went ahead. Our buffet in Eliot was attended by 600-700 students who enjoyed a really good spread. I gave a short speech during which I informed our students of the tremendous effort your staff had put in and this was met by a rousing round of applause. Students came up to me later to say how much they had enjoyed the food and event. I would be grateful if you would pass on my thanks to your team.
25 September	Deputy Vice Chancellor	Darwin Catering	I mentioned on the phone that Tracey Parsons who was in Darwin was absolutely brilliant during the security incident on Wednesday. She provided drinks and a buffet to the incident team and later set up the tea and coffee on the lawn outside Darwin. I am just emailing to record my thanks formally.
25 September	Member of staff at Kent Law School	Origins Manager	I am writing in my capacity as Kent Law School's Co-Director of Graduate Studies (Research). I just want to thank Chris Terry, Manager of Origins, for his tremendous help on 23 September when we had to evacuate Eliot. A PhD viva would not have taken place had he not sorted out a suitable space within 10 minutes of my contacting him. This has meant a lot to the KLS PhD team, the examiners and most importantly the student who passed her viva on Wednesday thanks to him. So on behalf of us all, a massive thank you!
30 September	Master's Assistant, Keynes College	Team member in Origins Catering	I'm just emailing to say a big thank you to the member of staff who helped out in the Keynes Teaching Foyer for the exhibition preview event. He was friendly and helpful all evening. We really appreciated his support. It really made a difference to the staff members running the event, which was very successful. Many thanks to him and please do make sure that the news is passed on!
30 September	Tommy Trips and Travel	Conference Office, Housekeeping, Catering, Receptions	This is just to say THANK YOU to all of you at UKC for the wonderful stays you made possible again for our Tommy School groups. So many weeks this year and so many kids in Park Wood – and only happy memories. It is amazing how much teachers also like it there and want to come back every year. I guess this is because you all do a great job. Please pass this on to the housekeepers too.
9 October	GK Unions, Student Activities, Medway campus	Catering	Just wanted to thank you again for providing the lunches for our Freshers' helpers and team leaders over the two training days. It was very much appreciated and made the students feel valued. Thank you.

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12 October	The Master's Assistant, Eliot College	Catering	Thank you so much for our Eliot 50 th Anniversary (birthday) "afternoon tea". It was just perfect; it went so well with around 50 people, including some of the first 500 original members of staff and the present Student Committee. A real mixture of young and old. Also, the fact that Tracey looked after us so very well was a real bonus.
14 October	The Master's Assistant, Eliot College	Catering	A huge "thank you" for the pizzas, drinks, bread sticks you provided free from Hut8 for the get together for Becket Court students to help them settle into University life and encourage them to mix with other students. The pizza tasting was a real success; everyone loved them and they were so good; we particularly loved the slightly hot ones. The Master and I went over to Hut8 for fish and chips to take home for our partners! I cannot thank you enough, it was so nice to do a joint event like this and perhaps we can repeat it when you have a new venture and need to promote your products/outlet. I sincerely hope it proves lucrative for you and orders flood in from Becket Court residents.
15 October	PA to the Director of Commercial Services	Catering	We would like to express our thanks and congratulations to your catering team who provided the excellent lunch in the Beagle restaurant. The food was delicious and the service was delivered to the highest professional standards. Tracey was attentive to every guest's needs.
16 October	Secretary to the Director of HR and OD	Catering	I just wanted to pass on my thanks to all the members of Kent Hospitality staff who made the 25 Year Lunch so special on 13 October.
20 October	Professor in the School of History	Rutherford Catering	Just a quick email to thank the hospitality team in Rutherford for last Thursday's event. Our speaker had to deal with a host of people wishing to chat with him at the end of the event. This, combined with the fact that he is 83 and not quite so quick of step as he once was (and his partner required a wheelchair), meant that we arrived at Rutherford half an hour late. On arrival we found that the team on duty were friendliness and understanding personified and all went wonderfully well. Please do pass on my immense gratitude and thanks for the staff's part in a great evening.
20 October	PA to Head of School, School of Psychology	Keynes Housekeeping	Our Head of School has asked me to pass on her thanks to the two members of staff who visited Keynes last week to look at the issue of the slippery carpet in A1.9 (probably due to residue from polish), and to the cleaner who cleaned it for her on Friday. The carpet is much improved and we are really grateful for this.

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29 October	Parent of a student residing in Keynes College	Housekeeping Manager for Keynes and Turing Colleges	Following a report of a heating problem and a request for seats to be replaced in a Keynes accommodation bedroom, both the parent and the student sent separate emails to the Housekeeping Manager thanking her for sorting out the problems and for her support.
4 November	A Research Associate in the School of Engineering and Digital Arts	Catering	Many thanks for the catering services provided for our project meeting during 2 and 3 November. Our meeting was very successful and our guests were impressed with the lunch at the Beagle restaurant. Looking forward to working with you again next time.
5 November	Kent and Medway Biological Records Centre	Catering	Apologies for the last minute increase in refreshments needed and please pass these on to those who were inconvenienced by this. Many thanks to everyone involved. The efficiency of the service and the food was brilliant as always and received many compliments!
7 November	Master's Assistant, Keynes College	Catering, Conference Office	Thank you very much, Caroline, for your help at the wake in Keynes yesterday. The event went super smoothly. Everyone was pleased, and Jan and Neil were really fantastic. We're very grateful, thank you.
12 November	The Careers Fair Team	Catering, Conference Office	Just a note to say a very big thank you again to you and your teams for providing us with such a professional service at the Careers Fair last week. We had lots of positive comments about the food as many of the exhibitors were saying that they did not receive such great hospitality at other fairs they attended. Please pass on my thanks to your colleagues.
18 November	Student Success (EDI) Project	Conference Office	Thanks so much for all your help with the Student Success (EDI) Staff Seminar on Monday. You were a wonderful help, and all the feedback we have had has been great, phew!
20 November	Head of Residences and Conference Services	Conference Office	I'm sure you will join me in congratulating Sheena and the team on winning the Venuemasters Consortium Award. This award is a major achievement and, whilst it really is a great team effort, well done to Briony and Kelly who handled the researchers' initial enquiry and follow up.
25 November	Centre for Medieval and Early Modern Studies	Catering, Conference Office	Thank you to the chef and staff who were involved in providing the buffet for the Centre last Tuesday evening in Darwin Conference Suite. Everyone really enjoyed the food and said how friendly and nice the staff were. Please pass on my thanks to the team who worked on the evening, and also to you, Rachel, for your unflappable help with the arrangements – it all went really well.

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25 November	The High Sheriff of Kent	Catering	What an excellent choice the University made in arranging for Lord Evans to deliver his lecture as part of your Foundation Day celebrations. His analysis and personal perspectives on international counter terrorism and cybercrime were both fascinating and tragically topical. Caroline and I greatly enjoyed the dinner after the lecture. The monkfish course was particularly delicious and we would ask you to pass on our appreciation to the catering and serving team for their efforts. We both engaged in various interesting conversations with other guests and would like to thank you for including us on your table.
2 December	Guests at the Turing College opening	Catering	Please thank your staff for the considerable effort they must have put in to make the evening a success and also the catering staff who provided such an excellent and beautifully presented buffet. Thanks must also go to the delightful students who were both engaging and willing to show us around the College of which they seemed immensely proud.
10 December	Kent Ambassadors, Kent County Council	Catering, Conference Office	I just wanted to say thank you for last night. The event went very well, the food and service were great (best dessert ever) and everyone was very impressed. Please thank everyone involved both before and during the event, and I hope we can work together again in the future.
10 December	The Vice Chancellor	Catering, Conference Office	I wanted to thank you and the team for last night's Kent Ambassadors' dinner. Everyone was very impressed. I thought the quality of the food was outstanding. The room looked good as well. At this time of year, I should thank you for all the hospitality events that you organise. These really do help to put the University in a good light and link us with many external communities.
10 December	Chairman, Kent Ambassadors	Catering, Conference Office	I would like to take this opportunity to thank you for the service we were given at our dinner held at your venue on 9 December. The venue was great and the food that was provided was good Kentish produce – everyone was most impressed. Please pass on my thanks to the rest of your staff who were involved.
10 December	Director, Commercial Services	Kent Hospitality HR Team, Catering	A Triumph – no, not the car, but the event! The Awards Ceremony was a triumph, all due to your efforts. Very well done. Another huge success, and greatly enjoyed by all attendees as far as I could ascertain. Not just those who got cream in their coffee and wonderful bacon butties but in particular those who were beaming with pride at their achievements. So pleased to see input and output were in equilibrium

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10 December	Safety Office	Kent Hospitality HR Team, Catering	A big thank you for the fantastic Awards Ceremony. The refreshments were brilliant, perfect in fact, but what really struck me was the atmosphere. It wasn't like any event I've ever been to, a real celebration, yet not stuffy or too 'relaxed'. It was really good to put faces to names of some of the people who have been in my 'bookings book' and a very fitting recognition of everyone's achievements.
16 December	Central Support, Enrolment Management Services	Catering	Would you please pass on my thanks to all staff for a lovely meal and excellent service at the Beagle lunch held yesterday. The food was first class.
18 December	A regular visitor to the University who dines in Rutherford and uses the library facilities	Catering (Rutherford)	Excellent food and service much appreciated.