

COMPLIMENTS REGISTER: SEPTEMBER 2017 – DECEMBER 2017

Date	Client	Department involved	Comments
Sept	Kent Business School	Catering staff at Medway	A small note to thank you for your help in making the first KBS Summer School a great success. The students and staff all appreciated the food and service.
3 Sept	The Viper Club	Catering teams in Rutherford Dining Hall and Conference Office.	<p>Thank you for a lovely Regimental Reunion at your University. The food was great and I received no complaints from the veterans and their families. Please pass on my best regards to your waiting staff and the “cookhouse boys” for a well-run hospitality.</p> <p>We look forward to next year’s reunion on 1 September 2018 in Darwin. I think this will be the club’s 15th or 16th reunion at your University. Please pass on to Sheena “well done on the accommodation and menu, again no complaints”.</p>
11 Sept	2 nd CCOCT Conference guest	Conference Office	Thank you for supporting me during the 2 nd CCOCT, the conference was nice. It was a significant time for me, as I could spend the week without any troubles.
11 Sept	Showcasing Tizard Conference	Conference Office	I understand from staff that the event ran very smoothly and our guests/delegates were all very happy, so a big thank you to you and your team, who added to the enjoyment of the day and ensured that it was a success.
12 Sept	7 th IEEE Conference, SPIRIT Project Support Officer	Conference Office	What more can I say, except thank you. Your patience with all the changes was fantastic and much appreciated. The food and the venue, all worked very well and the conference delegates have made very positive feedback about the whole event and its organisation.
13 Sept	Director of International Partnerships	Catering team in Dolche Vita	I booked a table for the Director of International Partnerships, plus five guests (including two overseas visitors) and the Director wanted me to send her thanks to Dolche Vita for their excellent, speedy and courteous service during lunch. She said all the guests were very impressed and also very much enjoyed the food that they ordered. Will definitely be booking again when IP have visitors in the future.
13 Sept	Chaucer College, Canterbury	Catering teams in K Bar and Dolche Vita	Just a quick note to say how much we all enjoyed the really great BBQ you put on for us – I’ve had lots of really good feedback! The food was delicious and we were so well looked after. Would you pass on our appreciation and many thanks to Adam Hames.

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15 Sept	Research Services	Catering Staff at Medway	<p>I just wanted to send you a quick email to let you know how pleased we were regarding the catering and the service at the Science and Health Research Festival (Royal Dockyard Church). I received many positive comments regarding the catering, Sam and Mandy really provided an excellent service on the day. Also prior to the event Bea (No 1 Bistro) was incredibly helpful and provided advice re ordering the catering and what would be needed/ required for an event of this type.</p> <p>Many thanks to Kent Hospitality!</p>
16 Sept	Vice Chancellor	Commercial Services	<p>A big thank you to you and your teams for all you did today for arrivals and no doubt will repeat again tomorrow. The campus looked great, the colleges and residences were welcoming, staff were really positive and helpful, registration looked slick and all the support and information on offer sent out really good signals to students, their families and friends. It was a pleasure to wander round and see what was going on and talk to people along the way. I hope all goes well for tomorrow.</p> <p>Please pass on my thanks to your teams. This is such an important time for us all and they were just fabulous.</p>
18 Sept	Director of Commercial Services	Commercial Services	<p>I think it's fair to say that this arrivals weekend was probably the smoothest I have experienced. All of our teams provided our students and parents with a friendly and professional welcome and the arrival slot systems we put in place resulted in absolutely zero queuing across the residences and the sports hall registration areas.</p> <p>Some of our team had a very distressing and challenging issue to deal with yesterday. However, they coped with it admirably and it goes without saying that I'm extremely proud of the way they reacted and the support they provided our students under such difficult circumstances</p> <p>Commercial Services across the board have once again pulled out all the stops and provided our new students with its customary excellent service and welcome. So, a big thank you from me and please pass on my thanks to all of your teams.</p>
18 Sept	Senior Deputy Vice-Chancellor and Chief Operating Officer	Commercial Services	<p>Can I just add my thanks - you and your team have done a brilliant job this weekend.</p>

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08 Dec	Chief Executive of Kent Union	Catering team in Origins	<p>We had our quarterly Board of Trustees' meeting in Darwin Board Room last night and were looked after by Shelby throughout the evening; her customer service was absolutely excellent – she was incredibly accommodating and professional throughout our 5 hour meeting. I'd appreciate you passing that onto her/her manager.</p> <p>Thanks very much and best wishes.</p>