

# COMPLIMENTS REGISTER 2014

Date	Client	Department involved	Comments
15 January	Learning and Teaching	Housekeeping (Keynes)	My colleague has just been around the teaching rooms in Keynes and, completely impromptu, commented on how clean and sparkling they are looking. Many thanks to you and your team for this. It's great the rooms start off the term so well.
16 January	Student Learning Advisory Service	Catering	I would like to say a huge thank you for a most enjoyable and lovely New Year dinner for international students at No 1 Bistro. Thanks, too, for the smooth and efficient service provided by the staff.
20 January	Centre for Child Protection	Catering	Many thanks. I would like to say that the food was very nice and we particularly appreciated the selection of nut free food.
21 January	Faculties Support Office	Catering	I have just had a meal at Mungo's and wanted to pass on some positive feedback about a member of staff called Geoff who gave us excellent service. He was very friendly, helpful and welcoming. He asked us where we would like to sit, brought menus and, when he found out we were staff, explained that we could order in advance as we had limited time for lunch. We will definitely be going back to Mungo's, not only because the food was good but because of the great service.
23 January	Recruitment and Admissions	Catering	Today we went to Origins for a colleague's birthday. It was very busy and the only tables left were reserved. One diner advised us that one of her reserved tables wasn't needed and that we could sit there. However, while we were ordering our food, another large group arrived and it appeared that we were sitting at their reserved table. Adam, the guy in charge, explained the situation and apologised for the mix up. Adam then suggested alternative seating by moving people around and he managed to seat everyone. He made sure our food was delivered to the correct tables. Adam was approachable, friendly and he went out of his way to provide excellent customer service. He even provided us with a chocolate fondue as an apology for the confusion.
28 January	Member of staff	Catering (Rutherford)	Thank you to everyone for helping out this morning – the breakfast and coffee was much appreciated, especially by the students affected by the fire.
28 January	Kentish Flats and Thanet Offshore Wind Farm	Conference/Catering	Thank you for your help throughout our long-winded process. Please pass on my thanks to the lovely man in Reception and to Tom who was extremely helpful. The event was a massive success, the food was delicious and the catering seamless.

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11 February	International Administration	Conference/Catering	The Chinese New Year event went very well. Thanks. Your catering and wonderful catering team were great.
11 February	Learning and Development Team	Conference/Catering	On behalf of the Learning and Development Team, I would like to say thank you to Kent Hospitality for once again kindly sponsoring the Awards Ceremony today. We felt the event went very well and the buffet lunch was fabulous and enjoyed by all.
19 February	Learning and Teaching	Housekeeping (Keynes)	I visited Keynes today and was impressed not only with the standard of cleaning in the teaching rooms but also in the corridors and other public areas. They even smelled clean!
19 February	Office of the Academic Registrar	Catering (Darwin)	I would like to say thank you for organising a fresh platter of fruit as a replacement at no charge. Thank you to Tess and Karen for their efficiency and co-operation in helping to sort this out – they were both really helpful.
5 March	Student	Housekeeping (Park Wood)	I think that you only get emails when the cleaning is not ok. But I really would like to say that the person who cleaned our house (Farthings Court) today did a wonderful job. Everything is clean and smells good too.
6 March	Master of Eliot	Catering (Beagle)	We held our Open Lecture and High Table yesterday and judging by the written and verbal feedback it was a great success. We worked closely with Tim to create a menu of dishes in the banqueting and Beagle selections and the food was delicious. One guest commented that she had spent a large amount of money on a bespoke event at Eastwell Manor but the food was not as good as she ate at our dinner last night. The tables looked very attractive, and your staff delivered the food and drink to the diners in a smooth and professional matter. Thank you to your team for this excellent service.
6 March	Eliot Master's Office	Catering (Beagle)	We just wanted to say that the food was excellent last night. We received so many comments and I have to say it was really lovely. The ice cream was to die for and the almond dessert just finished it off. Please convey my thanks to all involved. We are so pleased we decided on dishes from the Beagle restaurant.
10 March	Member of staff	Catering (Beagle)	Thank you to your team for helping make Friday's Annual Temple Law Society's Dinner such a success. All the guests seemed to love it. Please pass on our thanks and appreciation to the kitchen and the waiting staff who were incredible.

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13 March	Centre for Astrophysics and Planetary Science, School of Physical Sciences	Conference/Catering	Thank you for taking care of the catering through the week of my conference event at the Ingram Building. The mince pies were splendid!
13 March	Partnership Development Office	Catering (Beagle)	Thank you for the absolutely delicious meal that was served to us today. Everybody enjoyed their food and we had a lovely time. It would be great if you had the opportunity to pass our thanks to the chefs.
21 March	Corporate Events	Kent Hospitality	I just wanted to say a massive thank you for all your involvement in Worldfest. We've had some wonderful feedback about the International Food Market and the event as a whole.
24 March	Vice-Chancellor	Catering	Belated thank you for last weekend. The whole supper at the Colyer-Fergusson post-concert reception at Crossways seemed to go very well. Many letters from people have been received in appreciation of the effort the staff make.
26 March	Deputy Vice-Chancellor's office	Catering	Thank you and all the team for providing the marvellous food and service at the Colyer-Fergusson post-concert reception at Crossways. As usual the food was delicious and we've received many compliments from our guests. All the staff were in excellent form and everything worked to perfection which greatly contributed to another very successful and enjoyable party.
7 April	Member of Kent Sport staff	Catering	Thank you for the efficient way the team managed the Team Kent Ball event at the Sports Centre. The set-up and clear away afterwards was excellent and managed like a military operation – I was impressed.
8 April	Events Co-ordinator, Kent Union	Catering	We were really pleased with the way the Team Kent Ball went. Please pass on my thanks to all the staff involved and thanks for all your help.

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8 April	Kent Law School	Catering	The Head of School would like to commend Tracey Parsons for the support and service she has given at some staff/student events recently. Tracey is always reliable, personable, helpful and delivers an outstanding service in whatever she does. Her work is highly valued by the School and the Head of School wanted her dedication to exceptional service formally recognised. Thanks too for all your delivery staff for always being so helpful – particularly when we have last minute orders, changes and more challenging requests. Much appreciated!
9 April	Member of staff	Catering (Darwin)	The Child Protection Best Practice event went really well and the Hospitality staff were great. Please could you pass on our compliments to the staff and chef. We had many compliments regarding the food during the day, and were told quite a few times that they had never tasted such lovely food at a University before.
12 April	Health Community and Social Care	Catering (Rutherford)	On behalf of the Tizard Centre, I want to offer my heartfelt thanks to you for a truly amazing High Table last night for the Jim Mansell memorial dinner. The food was 5* at least. The wonderful dinner easily competed with the best top restaurants. Everyone was talking about the presentation of the starter, how delicious the lamb was and the amazing dessert – you are truly a Master Chef, Mark. The tables looked stunning and service, as always, was first class. Everyone deserves full marks. Everything was superbly cooked and beautifully presented.
16 April	Member of staff	Accommodation (Keynes)/ Catering (Rutherford)	The Ladies A-capello Chorus Choir Group's event was very successful. Thank you for the accommodation in Keynes and the breakfast in the Rutherford Dining Hall. Thank you, too, to Hazel in Reception for her warm smile and great help in smoothing over any problems we had and booking taxis. The K Lounge was also a useful extra.
22 April	Chapter Two Conference Group	Conference/Catering (Rutherford)	Thank you for the fantastic food with which you have fed us over the past few days. So many at our conference have made favourable comments on the food – you certainly contributed to the happy time that we have all had. Our attendees also found the staff very kind, willing, polite and friendly – it made a very good impression on them. So thank you all very, very much.
23 April	Student	Keynes Extension Team	Thank you to Marie and Debbie for being so caring and lovely. It was so good knowing you were both around and without fail you always made me laugh.

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30 April	St Michael's Institute Group	Conference/Catering	Thank you for our stay at Kent University. It was lovely again; the rooms were great, the food gets better every year and the people were so friendly. Thanks again for the great hospitality!
2 May	School of History	Conference	I just wanted to thank you and all your team for helping us to have such a wonderful 'Great War and Moving Image' conference. It really was a great event and your team worked brilliantly.
9 May	Member of staff	Conference	Thank you for your help with catering and for organising the provision of the platters at short notice.
9 May	Centre for Colonial and Postcolonial Research	Conference	Thank you very much for your help in organising the Postcolonial Studies Conference from 2-3 May. Everything went well.
20 May	Classical and Archaeological Studies	Catering	Please pass on my sincere thanks to the catering team for the excellent service at the SECL event for the Canterbury Archaeological Trust on Saturday morning at Eliot. It was much appreciated and all went perfectly.
9 June	Member of Staff	Catering	The Economic History Conference went well. The catering was good and the Beagle was splendid, great food indeed!
9 June	Corporate Events	Conference/Housekeeping/Catering	I just wanted to thank you all again for another terrific Kent Student Awards event. The feedback has been fantastic from guests who thought the evening was a great success. The food was superb and the team were a pleasure again to work with. Thank you for all your patience with the final arrangements.
11 June	Member of staff	Catering	I am really pleased to let you know about the very positive feedback I have received from my catering order for the lunch in the Stirling Library today. Some have said that this was the best lunch of this kind that they've had so far. The platters were obviously a success and the cheese board platter got a special mention. Thank you for your efforts and I hope that this little positive note will make enjoyable reading.

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13 June	Member of staff	Conference/Catering	I really wanted to say thank you for the Culture Awards event. The flowers were amazing and the food was great – the attention to vegetarians and gluten intolerant people was excellent (again commented on to me) and you have some real stars amongst your serving staff. I would like to also mention Louisa in particular who coped wonderfully with the inevitable but very frustrating last minute changes to numbers and diet preferences. All in all a huge thank you which I would like to pass on to all the staff involved.
17 June	Vice-Chancellor	Catering	The Reception and tea at the Summer Music Concert went well. Thanks to all for the arrangements.
23 June	International Development	Catering	I just wanted to thank you for your efficient service last week during a week-long event involving external visitors that we ran in Darwin Boardroom. Knowing that you can rely on a team to deliver things on time and professionally really helps reduce the stress of such events! Many thanks again.
23 June	Vice-Chancellor	Catering	Great event on Saturday. It went down very well with the benefactors. They really like being on campus.
3 July	Aktiva Tours Group	Catering (Rutherford)	The Director of Aktiva Tours has said that the cycling group's visits from the Netherlands are going well and the best thing by far is the amazing breakfasts in Rutherford College. He added that the group members so far have given very positive feedback in general but they all mention how good the breakfast is!
7 July	British Sugarcraft Guild	Catering(Rutherford)/ Conference	All the students who stayed in Tyler A for their event in Woolf had a most enjoyable time and said that the food at Rutherford was really good. Do please thank all concerned in helping to make our skills school another memorable moment.

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Date	Client	Department involved	Comments
8 July	External visitors	Conference/Catering	<ul style="list-style-type: none"> <li>• Just a quick note to congratulate and thank you all for making the Joseph Conrad 40<sup>th</sup> Conference such a success and a pleasure. You designed a brilliant booking system, were around far beyond the call of duty, got to know everyone and their troubles, and somehow managed to keep smiling through it all.</li> <li>• This was my fourth, and even by the high standards set in previous year, I thought this one was particularly rewarding. It was superbly organised. The staff in Dolche Vita were tremendously efficient and really personable.</li> <li>• I write on behalf of the whole Conference to praise Sheena's tireless, good-humoured, efficient work that ensured we all had a good time. Sheena is a star.</li> <li>• I am writing to thank you for all that you did to make the Conrad Conference such a success. Everything you laid on, from the rooms to the fare, was exactly what we needed and everyone had a splendid time because of this. You and your team were essential to the success of the event, and I think you on behalf of the Society.</li> </ul>
14 July	Cricket Club Rood En Wit	Conference/Housekeeping (Park Wood)	We return to Holland today and I wanted to say we had a fantastic stay and the houses and surroundings answered all our needs. Thank you again for the flexibility with our arrangements, and all the support. Truly great.
15 July	30 students	Housekeeping (Keynes)	Thank you so very much for everything you've done for us this year, cleaning up after us all this year and keeping the houses in check. It's been so great getting to know you all.
15 July	External visitor	Conference/Catering	Thank you for all your organising efforts with our Softball tournament last weekend. It really is easy working with you and it seems to all run itself nowadays. Please pass on my thanks to all ground staff, bar staff and hospitality for their effort which was very much appreciated.
16 July	Kent Business School	Catering (Darwin)	Please pass on my thanks to all involved in yesterday's Kent Business School Graduation Reception in the Darwin Conference Suite. The layout of the buffet and drinks stations was perfect, the food delicious and the wine cold! The students, their guests and our staff all appeared to really enjoy the event and I received lots of positive comments.

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16 July	Co-Mission Events	Catering/Housekeeping (Park Wood)	<p>Thank you for a very good time last weekend. As ever we found the staff very helpful and willing. The team at the Sports Pavilion made us feel very much at home and coped with our diverse requests with such willingness – we love working with them. The Friday evening fish and chips worked well – I think those cooking and serving worked very hard and I hope they felt it was worth doing. We particularly appreciated the work Adam and the catering team had done and I have had a number of appreciative comments about the quality of the Saturday evening meal, and the kids’ meals with the takeaway boxes worked very well. I was very impressed that the catering team coped so well with the unsettled weather and kept the cake dry in the downpour!</p> <p>The staff at the Sports Hall also made us very welcome and looked after us well.</p>
24 July	School of History, Rutherford College	Catering (Darwin)	The event at Darwin went very well, thank you. I’m very grateful to your team for bringing extra water!
24 July	Kent Business School	Catering	Just a note to say thank you for a great BBQ. As usual the weather was atrocious but that is what we have come to expect. Thanks again for a great event which was enjoyed by all and we raised quite a bit for Porchlight, our chosen charity.
27 July	Business Law Academy Summer Camp	Conference/Housekeeping (Park Wood)/Reception (Park Wood)	Thanks a lot for all your assistance and support. We had a very good time at Canterbury. The rating for the accommodation by the students was excellent. We will be coming again next year.
28 July	Estates Department	Conference/Catering	We just wanted to say a big thank you to you and Hospitality staff for the BBQ provided on Friday for our Celebration Day. It was the best one that we have had as the food was particularly good this year. Could you please pass on our thanks to the Chef who was really helpful throughout, together with his team.
4 August	Kent Law School	Catering	Thank you for the KLS Reception. It went really well and the team were excellent.
11 August	Bell Ringing Group	Conference/Housekeeping (Park Wood)/Reception (Park Wood)	Thank you for all your help and patience in arranging the accommodation for my group of bell ringers. We had a very enjoyable week in Kent made even better by the high standard of accommodation at the University.



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15 August	Member of staff	Catering (Dolche Vita)/ Housekeeping	Just thought I'd feedback that a prospective student and mother have been in to accept a place in Psychology through clearing and they complimented on how nice Keynes, and especially Dolche Vita, was.
18 August	FSA Liaison Group	Catering	The Group has asked me to write to you and express our thanks and appreciation for the excellent dinner which you arranged for us following the AGM on 19 June. The Group was very enthusiastic in wishing to pass on their appreciation for all that you did to make the evening such a success.
28 August	Belgium Group visitors	Conference/Catering (Dolche Vita)	I would like to thank you for the brilliant way in which we were accommodated during our stay. All participants were very happy with their rooms, the use of Dolche Vita and the provided meals. The staff on campus were incredibly helpful as well.
3 September	Speak Cultural UK Group	Conference/Catering/ Housekeeping (Tyler Court) / Reception (Tyler Court)	We had a great time. The food was excellent, as were the IT Technicians, and the overall hospitality from the staff was excellent.
9 September	School of English	Conference/Catering	Let me pass on the positive feedback I have received over the last few days from very happy and grateful delegates for the British Association of Victorian Studies Conference. I was very happy with how everything went and with all the support and organisation provided by you and your team. I was especially pleased with the catering which seemed of a higher standard that I have had for purely internal Kent events!
11 September	Clergy Conference	Conference/Catering	A huge thanks to the excellent staff at the University of Kent who all helped to make our stay comfortable and enjoyable.
22 September	Kent Business School	Conference/Catering/ Housekeeping (Eliot and Keynes) / Reception (Eliot and Keynes)	I wanted to send a short message to thank you and your team for organising the accommodation last week for our visiting German students. The feedback was all very positive and the full English breakfast every morning was a big hit!
13 October	Human Resources	Catering (Darwin)	I just wanted to say a big thank you to all the staff involved in making the 25 Year Lunch such a wonderful occasion. In particular I would like to thank Neil for his attentiveness and the Chef for the food and for him drawing attention to one of the invitees to the choice of starter that he had made when he had also stated that he was lactose intolerant.

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10 November	A student	Housekeeping (Keynes)	I am writing to let you know that Marie and Debs who looked after Keynes flats Bloc Q during 2013/14 academic year are fantastic employees and a credit to you. Not only did they make sure our bathrooms and kitchen were beautifully cleaned they looked after us. For me in particular they were there for me during my mother's illnesses. They helped and supported me and I am so grateful. Please let them know I will never forget than and thank them so much for me. They are both fantastic, wonderful and lovely people, let alone best cleaners. You are lucky to have them and I was lucky to have met them.
11 November	Kent and Medway Biological Record Centre, Brogdale	Conference/Catering	The food at the event was again this year absolutely superb and thank you so much for all your efforts. We had many delegates comment on how lovely it all was. Please pass on our thanks to your team as well for the superb fayre and efficient service again this year.
12 November	Careers and Employability Service	Conference/Catering	I am sending an enormous thank you to you all for your efforts to make last week a success. Despite the weather, we saw attendance increase and we have had some very positive comments from employers, staff and students on the high quality of service. Please could you pass on our thanks to your teams including Tom (Darwin's porter). He is a fabulous asset to your team and ensured that all layouts in Darwin were adhered to and any last minutes changes met with patience and brilliant service. It is good to be able to work with such a calm, hardworking and professional team.
14 November	Master of Keynes College	Catering (Dolche Vita)	I just wanted to say an enormous thank you for all the work hospitality put in to make Dave Reason's Reception go so smoothly. I was so impressed by the detail and thought that was put into every aspect of the event, and the sensitivity with which Adam, Kay and the team deal with the guests – they were so respectful and thoughtful. Dave's wife, family and friends were extremely grateful and touched by the care that was taken. Thank you so very much.
14 November	Kent Business School	Catering	KBS just wanted to pass on our thanks for the hospitality cover for the server this week. In particular we would like to say how lovely, friendly and professional Tracey has been. Several members of staff have mentioned it and would just like the good comments to get back to you.
24 November	Deputy Vice-Chancellor	Catering (Rutherford)	Please can I pass on my thanks to all of your staff involved in the Foundation Day dinner. Everyone seemed to enjoy themselves and I heard a few exclaiming in admiration as they first walked down the steps into Rutherford!

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15 December	Safety, Health & Environment Unit	Catering	I would like to say what an excellent KH Awards Ceremony it was. I was really pleased I was there.
16 December	Canterbury Rotary Club	Catering	Thank you to all the catering/waiting staff for the wonderful Christmas Dinner. The food was delicious, the service was excellent and, for the first time ever in running the dining for the club, I received not a single complaint. Thank you all very much and I look forward to next year.
23 December	Member of staff	Quiz Masters	Thank you for another enjoyable Christmas quiz. It's such a lovely event and starts off the festive period brilliantly.