

COMPLIMENTS REGISTER: MAY 2015 – AUGUST 2015

Date	Client	Department involved	Comments
1 May	Centre for Child Protection conference	Conference Office / Housekeeping / Catering	The event went very well, and thank you to all the Hospitality and Conference staff for the organisation and the help on the day. Thanks again for all your support with this event.
19 May	Environmental Health Officer	Rutherford Catering	The Officer commented that Rutherford had set new levels in cleanliness and hygiene following the deep clean that the team undertook. It's always good to hear positive news and, better still, that this result has been achieved directly from your own team's efforts.
1 June	Office of the Director of Research Services	Catering	Feedback to the Chefs in Hospitality Services for the catering at the Australian visit on Saturday 30 May: "Everyone raved about the food and the amount of it". Thank you. The extra effort in making everything "Kentish" was definitely worthwhile.
3 June	Visit Kent	Conference Office, Catering	Just wanted to say heartfelt thanks to you and your amazing team for the wonderful support and service at the Tourism Symposium and in the run up to the event. It was very successful and enjoyed by all the delegates. Visit Kent have received many positive comments about the venue and especially the lunch. The Colyer-Fergusson looked fantastic with all the conference dressing. The assistance provided by Caroline and Sam was particularly noted; they went above and beyond and nothing was too much for trouble. The visitors were very grateful for the car parking assistance too.
4 June	Sandra Matthews-Marsh MBE, Chief Executive, Visit Kent	Conference Office, Catering	I am writing to say a huge thank you to you and your team for the exceptional support and delivery for our event on Tuesday. It was a joy to work with Kevin and his team who, from the outset, helped to make our ambition to deliver this event in Kent to the highest possible standard a reality. The venue excelled as a superb space and acted as a heroic backdrop to our Symposium. The team delivering the hospitality service could not have been more helpful; Caroline and Sam made things very easy and the food was outstanding. The event has been dubbed "the best ever" and I have never known an event receive a spontaneous round of applause on the mention of the lunch! Your team and the University played no small part in our success. Our evaluation will be back with us in a week or two and we will share this with you, in addition to the many spontaneous emails of thanks received yesterday. We are grateful to you, Kevin and the team for your wonderful support and I hope that this event marks another milestone in the growing relationship, which has always been very strong with Kevin and the team, with the University of Kent.

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11 June	Corporate Events	Catering	Many thanks to you and your team who looked after the “In Conversation Dinner with Lord Kinnock” event in Darwin as well as the drinks in Woolf beforehand. The whole event was a success and the dinner was well received.
15 June	Director of University Music	Catering	Just to say thank you for all your help on Saturday during Summer Music Week. It all seemed to go smoothly and the cupcakes lived up to the picture on our posters – please thank the wonderful chefs!
18 June	Deputy Vice-Chancellor	Kent Hospitality	Thanks to you and your team for a great evening at the Big 50 th Anniversary Quiz. Everyone enjoyed it.
18 June	Director of Student Services	Kent Hospitality	Many thanks for a thoroughly enjoyable evening at the Big 50 th Anniversary Quiz. Well done to you and your team!
18 June	Director of Sport	Kent Hospitality	Thanks and congratulations on the Big 50 th Anniversary Quiz. It obviously took a great deal of time and preparation, and was pitched just right. There were enough questions to satisfy those of us who do not attend weekly quizzes and therefore are never likely to win such things, and enough of a differentiation in questions to allow the best of the teams to stretch ahead when challenged. The food and drink were perfect. Please pass on my thanks and warm wishes to all involved. The team as always “did their thing” and those in the background ensured that the event ran well. Well done and congratulations on another great event.
18 June	Office of the School of European Culture and Languages	Kent Hospitality	I felt I just had to put finger to keyboard to say thank you for an absolutely wonderful evening at the Quiz. Everything was so well organised, the quiz was immense fun and the food (veggie pie especially) was pretty awesome. I was watching all your team work their socks off to make sure everyone had a brilliant time and I felt very proud that I was once part of such a professional set-up.
18 June	Student Learning Advisory Service	Catering	Just wanted to write to say what a great job you did at last night’s University Challenge Quiz event in Rutherford. The food was excellent and there was a wide variety of beverages to please every palate. The strategy of calling up tables in groups to get their food meant that we avoided any unnecessary rush. The staff cleared the tables promptly and replenished the water as necessary. We were very well looked after all evening. Let’s hope we don’t have to wait another 50 years for this type of event to be repeated!

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18 June	IT Support, School of Anthropology and Conservation	Kent Hospitality	We will publish a news story for our newsletter and the photo and story will be credited to the generosity of Kent Hospitality for hosting the Quiz.
18 June	Development Office, The Registry	Catering	I just wanted to say a huge thank you for your support prior to and on Saturday 13 June for the Kent Law Campaign event. Hospitality's assistance and service meant the event ran seamlessly, ensuring our walkers and guests had the best experience and enjoyment throughout the day. Please pass on my thanks to the team, especially Chris Terry, who worked at our event on Saturday. They all worked extremely hard with professionalism and efficiency.
18 June	Business Improvement and Projects Unit	Conference Office, Catering	Everyone on the day of our event was impressed with how well organised everything was, and with the food and drink supplies. So well done to you guys!
21 June	Supporter Engagement Officer, Development Office	Catering	Thank you for all your hard work for last night's Dinner FSA AGM. It went really well and everyone said how much they enjoyed the meal.
29 June	English In Action – In-school English Courses	Conference Office, Accommodation	I just wanted to let you know that our induction went very well on Saturday, and all the accommodation and facilities were perfect for our requirements. Thank you for all your kind assistance that made everything so smooth running and straightforward to organise. I hope we can work together again in the future.
30 June	Kent Business School	Catering	Please could you pass on our thanks to all members of your team who delivered the excellent lunch to KBS staff and our guests at the Beagle last Wednesday. I have received many compliments about the quality of the food and the service provided.
1 July	Events Manager, Co-Mission	Conference Office, Catering, Sports Centre	We had an excellent weekend, thank you, and were very happy with how it worked on the field. The weather certainly helped! The catering teams did a great job with bigger numbers and I was very pleased with how that all worked. Please do pass on our thanks to everyone involved. As ever Lee and the Sports Pavilion team were also fantastic and nothing was too much trouble for them. Small things, like having lots of large bins and people regularly emptying them, were very helpful. Many thanks for all your help in the run up to the weekend and your patience with all my requests.

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1 July	Director of Commercial Services	Kent Hospitality Managers	Well, what a success. I have heard nothing but compliments galore from a very wide cross section of the University's workforce about the Staff Barbecue held on the Registry lawn. It was a masterclass in organisation, introducing our department to a lot of staff for the first time. Particular mention to you and all of your teams, delivering the 3 Ps so very well in staggering amounts of sunshine on a day packed of activity for your sections. I was told that the event was so good they want it held annually. So very well done for a very special event that I am sure many will remember for a long time.
1 July	Eliot College Master's Office	Catering	I would just like to thank you and your teams for making the above event go so efficiently and I am sure everyone had a great time. I don't think people realise how much organisation and hard work goes into making such an event a success. I think you and your staff need to be congratulated, working in that heat, well done. Here's to next year's BBQ!
1 July	PA to the Director	Catering	I just wanted to send you my thanks for the wonderful evening at the Vice-Chancellor's BBQ. It was great to have the chance to meet the chefs and to see them in action. The catering was quite superb and I was really impressed with the service too. Tracey was very attentive in topping up our glasses with the glorious English rosé wine. Please could you pass on my thanks and congratulations to the chefs and let them know how impressive the whole evening was.
2 July	Head of Administration, Faculty of Sciences	Catering	I just wanted to say thank you to you and your team for all their efforts at the Staff Barbecue. As expected, the food was good but I was really impressed with the speed, efficiency and friendliness of the service given the almost biblical proportions of the hungry and the heat of the day. Heartfelt thanks to everyone.
2 July	The Vice-Chancellor	Catering	Thank you and your teams for yesterday's event. It was fantastic. Clearly appreciated by many. The organisation of feeding the masses was amazing as was the organisation for the 50 photograph. I think these events will be remembered by many for long time.

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2 July	Marketing and Information Officer, School of Anthropology and Conservation	Catering	I just wanted to say thanks so much for the wonderful Staff BBQ yesterday. You guys did such an amazing job and I wanted to let you know that your significant efforts had been recognised and really appreciated. I was so impressed by the excellent organisation, quality of the food and atmosphere that was created. It was also noted that despite the searing heat and the volume of people all those serving us were happy and worked exceptionally hard. Thanks so very much.
2 July	Human Resources	Catering	I just wanted to pass on my thanks to all the wonderful people who organised and ran the barbeque yesterday. It was absolutely perfect. I was so impressed that on the hottest day ever your teams of people worked so hard to make sure everyone was served lovely hot food quickly and pleasantly. The queues moved at a tremendous pace and the members of staff based at every station were happy, helpful and efficient. I noticed Tim and several others constantly checking every station to make sure they had everything they needed. I'm not sure how they managed ice cream in 37% heat but my tub of ice cream was perfectly frozen! It was lovely to see that all the staff attending looked happy and relaxed. Please pass on my thanks to all those involved in what proved to be one of the nicest events I have every attended at the University.
2 July	KH Communications and Marketing Manager	Catering	It's great to see so many fantastic compliments coming in from all of the University to Kent Hospitality on the BBQ yesterday – food, service, delivery, atmosphere and more. I have just attended the Staff Communications Group meeting with over 15 attendees from across the campus and they all said the same, what a great event and thanks to Kent Hospitality for all the above reasons.
2 July	Corporate Communications	Catering	I just wanted to say congratulations on the excellent way the Staff BBQ event was operated and catered for by Kent Hospitality. To have really excellent food (especially the paella) served so well and so quickly to so many was a triumph. Whilst talking to people this week they have mentioned how lovely it was to see so many staff from around the campus in one place enjoying themselves. The only bad news really is that everyone wants to have one every year! Congratulations again.
2 July	Kent Business School	Catering	Yesterday's BBQ was great – lovely food, especially the paella. Your team should be really proud as everything worked very well and we did not have to queue for long at all.

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2 July	Student Learning Advisory Service	Catering	A big thank you to you and your team for another successful event for SLAS which is hugely appreciated. Please pass on our thanks to the chef, helpers and to Adam who was great.
2 July	Head of Housekeeping	Kent Hospitality	<p>The BACHE Conference (British Association of Cleaning in HE) was held last Sunday to Tuesday. I would like to thank you and your teams for the great experience the conference guests had. They could not speak highly enough of the facilities:</p> <p>Reception staff – so friendly, helpful and informative. Catering/Bar staff – service excellent, food wonderful, staff a credit to KH. Grounds – spotless, many mentioned the lack of litter and the neat and tidy grounds. Housekeeping – rooms blew them away and were very clean. Conference Office – very well organised, very attentive staff. The group was great. One thing that really stood out for me, as a conference guest, was the way everyone worked together, everyone was polite, helpful and above all friendly. Nothing was too much trouble. One guest told me she wanted her children to come to the University of Kent as she felt they would be looked after because the staff cared. The 3 P's really stood out – but I think we should add the letters C and K, caring and kind. Thank you for making this conference a resounding success.</p>
2 July	Head of Facilities Management Operations	Conference Office, Housekeeping, Catering	<p>During the tour of the campus all the delegates at the BACHE Conference were extremely complimentary about the accommodation in Tyler Court including how comfortable and clean it was, the welcome pack and the general professionalism of all the team at Kent. In fact they all seemed to be really happy to be at Kent and I didn't hear any complaints at all! It all worked like clockwork. Estates were really pleased to play a small part in ensuring the Conference was a great success but the real thanks goes to the Hospitality and Catering teams.</p>
2 July	Administration, BACHE UK	Conference Office	Thank you very much for organising such a good conference. Everybody was extremely complimentary about the venue.
3 July	Deputy Vice Chancellor	Catering	Just to say how well the barbecue went. Not only did everyone have a great time but it just showed how professional KH are at these big events.
3 July	Head of Residences and Conference Services	Catering	We have received lots of really positive feedback from staff across the campus about the BBQ and I thought the catering team did a great job (especially given the heat!).

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3 July	Estates	Catering	The BBQ this week was amazing!
3 July	Housekeeping, Keynes College	Catering, Conference Office	I just wanted to say thank you to all your team for the service and food received, firstly at the BACHE Conference and secondly at the Staff BBQ. The service was impeccable and nothing was too much trouble at both events. Can you please pass this on to your teams, as their team work and professionalism showed from all involved at all times.
6 July	Dance Warehouse	Catering	<p>I just wanted to email you both today to express my sincere thanks for everything you and your team have done to make our Dance Warehouse event yesterday such a success. I am very grateful and could not have asked for a better day.</p> <p>The afternoon tea worked very well in Origins and the Board Room. Please do pass on my thanks to Chris, Jan, Tracey, Neil and the catering team for all of their hard work in making the event run so smoothly – they were all very helpful and efficient. I have had some very positive feedback from parents and pupils too so the food was definitely enjoyed!</p>
7 July	Guests staying at Turing College	Housekeeping	We loved the place. I enjoyed walking around the campus. A fan in the room would have made our stay more comfortable. Thank you.
5-7 July	Guests via Booking.com	Conference Office, Housekeeping, Catering	<p>Comments posted by guests who stayed at Turing College:</p> <ul style="list-style-type: none"> - "Very good": I chose the property for its location and it was even closer than I imagined to where I needed to be, so perfect. - "A good deal": Breakfast, cleanliness, en-suite. - "Top value, bottom price": breakfast, room, helpful staff, clean tidy areas, all excellent. Do not tell anyone else because we want to keep this gem all to ourselves. - "Came to see Uni with son, first one of list of 5": everything was so well organised. - "Excellent Stay": the comfort and cleanliness. Good breakfast. - "A great value for money, place to stay": Exceptional friendliness and helpfulness of all staff that we came across. Ease of public transport from the college into town. Beautiful grounds and views. Food was excellent. - "A good base for University Open Days or Canterbury": Modern rooms and a good location. - "Excellent value for money stay": Cleanliness, size, value for money, location

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8 July	Andrew Hurst, Assispoint	Conference Office, Catering	Thank you again for a lovely time. Everyone has said how much they enjoyed it all. Even the walking to Rutherford was viewed as a good way to walk off the huge amounts of the very nice food we were served.
10 July	LateRooms.com	Conference Office, Housekeeping, Catering, Reception	<p>Comments posted by guests who stayed at Turing College:</p> <p>My daughter and I stayed three nights at Turing College. There was a mix up with one of the rooms so we were upgraded to large rooms. The nice bright, white rooms were comfortable with TVs, kettle and tea/coffee, and nice toiletries were provided. The shower room was small but everything spotlessly clean. This is student accommodation so there was also a big kitchen across the corridor. There were no other guests staying in the neighbouring rooms. It would possibly be noisy if it was full. Breakfast was in the College restaurant a short walk away and it was fine. Eggs, bacon, cereals and toast were served. It was very hot while we were there and a nice touch was being able to fill up a bottle from the cold water dispenser in the reception area. Great value for money and I would definitely recommend this accommodation to others and stay here again.</p>
13 July	Office of the Director of Estates	Catering	I wanted to thank you and staff in Kent Hospitality for the excellent BBQ last Friday for our annual Estates Celebration Day. Everyone was really helpful and the food went down a treat! Thank you for your help in organising yet another successful BBQ for Estates, it's much appreciated.
13 July	The Vice-Chancellor	Catering	I just wanted to convey my thanks for the garden parties. You and your staff did really well. Visitors and our staff were really impressed.

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14 July	Guests via Booking.com	Conference Office, Housekeeping, Catering	<p>Comments posted by guests who stayed at Keynes College:</p> <ul style="list-style-type: none"> - “Good clean rooms, great for business traveller”: Easy parking, secure rooms, good WiFi. Staff helpful and friendly. Good breakfast range. - “Fabulous”: Location was good, nice friendly staff and the price was very good. Fantastic breakfast and a very nice clean room. Excellent facilities. I would recommend your services to all my friends. - “Lovely few days”: The accommodation was secure. Plenty of room in the room! The grounds very pleasant, bus very handy if required. Staff very helpful and cheerful. No noise or trouble. Lots of wild life, rabbits, ducks, squirrels and lots of different birds. A wonderful place to stay. - “Perfect location for Canterbury stay”: Friendly staff and very helpful. - “Great value and ideal for a single traveller”: The room was lovely and clean – same for the en-suite. I did make use of the fridge in the kitchen area (not sure I was allowed to – but it was mightily useful). I was staying there before a job interview at the university so the location couldn’t have been more convenient but for other visitors it’s still a good place to stay – lovely views and an easy walk into the city. No bad experiences – it was absolutely fine from start to finish.
16 July	INPS Senior Leader	Conference Office, Reception, Catering, Housekeeping, Security	I would like to thank you for your work and your help. I’m very happy and satisfied about our stay and it is thanks to you, your kitchen staff, receptionist, cleaning staff and security staff.
17 July	CILIPSLG National Committee Member, School Librarian, Eltham College	Conference Office, Catering	The “Transitioning from School to University Libraries” event was really successful and the food was great. It was very tasty and most of it disappeared as far as I could tell! Everything else ran smoothly – parking and the IT didn’t cause us any problems at all, so a success. Thank you so much for everything.
18 July	Alumni Relations	Catering	Thank you so much to you and your team for opening the Beagle for us last week. The lunch was delicious and we had a very successful meeting with our visitors from Hong Kong.
20 July	School of European Culture and Languages	Catering	The food was excellent and very much enjoyed by all. The service was also great.

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21 July	England Hockey	Conference Office, Catering	The England and Belgium Hockey teams were very happy with their stay from 9 to 12 July. The Belgian visitors sent an email to say that “the University & the food were super”.
6 August	A guest staying at Turing College	Turing Reception	To the ladies at the Reception Desk, a very big “thank you” for your spontaneous help when my little granddaughter suddenly suffered from a contagious and acute abdominal ‘flu during our stay at Turing College. Also many thanks for your friendliness. All the best and hope to see you next year.
10 August	The Polish Educational Society	Conference Office, Kent Hospitality, IT Systems Administrator, Keynes Reception, Keynes Housekeeping, Catering	<p>I just wanted to thank you for all your help in the organising of the event. Everything went perfectly and our delegates absolutely loved the venue, the accommodation and the surroundings.</p> <p>Special thanks for organising a meeting with the IT specialist and please pass on my huge thank you to him for being so friendly and ready to help. We did not experience any problems with the equipment at all but it was really reassuring to know that in case anything happened, the help was available.</p> <p>We are also grateful to all the restaurant staff who were truly helpful on Friday night when, due to some horrendous traffic, most of our delegates were late for dinner. The restaurant staff kindly packed the food in boxes so the latecomers could have it later. We very much appreciate it.</p> <p>We all very much enjoyed our stay at the campus and very much hope to return again for the next event.</p>
14 August	Review on Trip Advisor	Cargo Catering	“Fantastic”: Went with my son and partner on Wednesday. Spent £55 and that was for 3 dinners, desserts and drinks. Excellent value for money, lovely tasting food and excellent customer service. Highly recommended and will be returning. Keep up the good work.
25 August	Visitor resident at Turing College	Turing Housekeeping	Thank you so much for your service and your endurance for 8 weeks during my stay at Turing. Please take these items and let them be yours as you see fit.
25 August	Visitor at Turing College	Turing Housekeeping	Thank you for all your hard work.

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28 August	CPA	Conference Office, Catering	The Conference dinner in Darwin was superb. Please thank the staff; they let us stay on after closing the bar for as long as people wanted (and that was until the early hours). The noise from the conversations around the tables was impressively loud and exciting throughout, which indicates that the occasion worked really well.
28 August	Review on Trip Advisor	Cargo Catering	"Top value, top staff, top atmosphere!": The staff are always friendly, food is massive portions for low prices and the atmosphere is welcoming and fun. Have been as a family and taken friends, and have always had a positive experience at Cargo. The fajitas are the best value for money around and everything is well cooked. You can see the kitchen and it's very clean and tidy. Particularly like watching the football there, everyone gets involved.