

POINT 3 – 7 MILLBANK

Comment - 26 January 2011 14:10 - Vegetarian tart meal was very nice, could have done with some more couscous though

Response - 27/01/2011 10:41 - Once again many thanks for your comments regarding our vegetable tart. I am glad you enjoyed it.

No other customer commented on the quantity of the couscous but as always please feel free to speak to the member of staff serving you, if you require some more of the accompaniments to your dish.

Any problems please come and see me.

Comment - 15 February 2011 16:10 - I just wanted to pass on my appreciation of one of the menu choices today. It was fried egg with onion, tomato and rocket on naan bread. It was fresh and delicious. May we have this again please! I would only make one criticism - the naan bread would have been much nicer if it had not been chargrilled.

Response - 17/02/2011 13:04 - Thank you very much for taking the time to send us your feedback regarding our vegetarian option in Portcullis Cafeteria on Wednesday 16th February.

I am pleased to hear that you enjoyed it. I will ensure that the chef's team is made aware of your lovely comments who will no doubt be happy to feature this dish in our future menus.

In future, in terms of your feedback regarding the char grilled bread, if you let the team on the hot counter know, they would be more than happy to swap it to fresh naan bread.

I hope this has been useful. Please feel free to contact me if you have any further enquiries regarding the catering facilities in 7 Millbank.

Comment - 17 February 2011 13:50 - It's been a good week eating wise in 7 Millbank. Chef's recommendations have been fantastic. Normally its fish for me but Mondays steak great, bangers Tues also, pie yesterday hit the spot. Monkfish today, with the combination of Kale & cabbage the last couple of days I think we know which office to avoid. Chicken Piri Piri on Tues night in Portcullis also deserves a mention in the praise box. Thanks to you all, as ever for doing a FANTASTIC job.

Response - 17/02/2011 14:10 - Thank you as ever

Comment - 07 April 2011 07:36 - Great food, extremely courteous staff and a pleasure to buy food from.

Response - 13/04/2011 10:14 - Thank you very much for your lovely comments regarding the food and staff members in Portcullis Cafeteria in 7 Millbank.

I am sure everyone in the team will be delighted to hear such comments especially from someone that knows all about the challenges of our business.

Comment - 14 April 2011 08:26 - I am a bit concerned as to the new pricing structure at the canteens, such as the Creme Eggs which are normally around the 50-60p mark however the other day I went down to the 7MB canteen and was told it was £1.25 now I appreciate that prices were brought to align the local shops however even in the Tesco Express down the road its 50p or two for 80p and at the local owned corner shop and CostCutters on Horseferry Road they are 60p each. In addition the Lucozade 330ml size used to be 80p and all of a sudden the price has jumped to £1.40, I find this unfair, the prices are so high and very discouraging to use the staff canteens as the prices seem to be much higher than comparable shops outside. Is this a new strategy to raise the prices so high that staff would stop using them.

Response - 18/04/2011 09:03 - Thank you very much for taking the time to send us your feedback regarding the pricing of crème eggs in Portcullis Cafeteria.

I would like to confirm that the traditional crème eggs we have on offer in Portcullis Cafeteria are 0.55p each, the mini crème eggs in 100g bags are £1.25 and the mini crème egg tubes are £0.75. I am not sure who in Portcullis Cafeteria gave you the information but during recess periods we do have trainee staff on our tills and team members from other cafeterias so my apologies if they misunderstood your queries and might have given you the wrongs prices for certain products. In terms of your comments regarding the rest of our pricing I would just like to say that our prices have been benchmarked against other staff restaurants of Central Government Departments.

You might be interested to know that Cafeterias in House of Commons as well as any other staff restaurants in the outside market are venues that provide a service and often get charged 20% VAT compared to supermarkets and any other convenient stores who apart from having a greater buying power from us are also exempt from 20% VAT charges.

I hope this has been helpful and explains some of the price differences between Portcullis Cafeteria and supermarkets. Please let me know if you have any further queries regarding any of the above information.

Comment - 24 May 2011 12:56 - Thank you for the special sandwich week in Portcullis Cafeteria. The choice was excellent. It is such a pity then to have the sandwich bar return to the usual, frankly boring, selection. The meat selections are not bad, but for non-meat eaters, the choice is usually extremely limited. Attempts in the past to increase that choice have only ever lasted for a short time. The cooked food selections is good, but the sandwich bar seems to be the poor relation, even though I am sure almost as many people buy sandwiches as buy hot food. So please may we have for the whole year the imaginative selection that Portcullis has shown it can produce for short periods. It seems such a wasted opportunity not to do so. Thank you.

Response - 25/05/2011 16:31 - Thank you very much for taking the time to send us your feedback regarding our sandwich bar offer in Portcullis cafeteria.

I am pleased to hear that you enjoyed our National Sandwich Week promotion last week. I will ensure that the team is made aware of your great comments. They are always very happy to hear them.

I will also ensure that your comments regarding our vegetarian options in our sandwich bar is raised in our next menu planning and production meeting with the chef's team. The good news is that we are hoping to continue introducing different vegetarian cheeses such as Caerphilly, mozzarella and red Leicester in our sandwich bar as well as some more premium deli meat & fish items such as salami, chorizo, and prawns as part of our daily specials.

If there are any other suggestions or items you would like to see in our sandwich bar please let us know. We would be happy to discuss these further and look into the possibilities of sourcing them for you and if not, give you reasons why we cannot.

I hope this has been helpful. If you have any further enquiries regarding this matter please do not hesitate to contact me in 7 Millbank.

Comment - 21 June 2011 08:19 - Why is the soup in 7 MB so often different from what is advertised in the lifts/intranet? Can we have kedgerree please? (We used to get it in the 6th floor cafe, but it's long since disappeared.....)

Response - 22/06/2011 13:58 - Thank you very much for taking the time to send us your feedback regarding soup changes and kedgerree on the 6th Floor Cafe.

Unfortunately due to operational issues i.e. failed or late deliveries, equipment failure or breakdown we sometimes have to change our soup option on the day or half way through our lunch service. As

soon as we are made aware of these changes we ensure first of all that all local signage in our venues are correct, secondly we contact our office administrators to include these changes on the intranet and thirdly we go around 8 different points including 6 lifts around 7 Millbank to re post all amended menus. This sometimes can be challenging to achieve but we do try to get all these completed before or during lunch service.

My apologies if this was not the experience you had and any inconvenience caused. I will ensure the team is briefed on the importance of informing and posting all menu changes as soon as possible for all our customers to see. In regards to your suggestion about Kedgeree, this has now been noted and will be considered next time we change our 6th Floor menu. I hope this has been helpful.

Please do not hesitate to contact me directly if you require any further information regarding any of the above.

Comment - 17 June 2011 09:54 - I would just like to praise the 6th floor cafe in 7 Millbank. The staff in the 6th floor cafe provide excellent customer service and the coffee is really good too! I think the 6th floor cafe provides a good breakout space and meeting space for the many staff who work in 7 Millbank. I do not think the Portcullis cafeteria would be suitable alternative for this. I understand that the 6th floor cafe is loss making, however, is there a possibility of turning it into a 'Debate' style cafe, for example, just selling hot and cold drinks, snacks and maybe hot and cold sandwiches? I hope you consider keeping the 6th floor cafe open as I believe it is an asset to the staff who work in 7 Millbank.

Response - 22/06/2011 13:12 - Thank you very much for taking the time to send us your feedback regarding the 6th Floor Cafe.

I am pleased to hear that you are happy with our excellent customer care and enjoy our coffee service. I will ensure the team is made aware of your lovely comments as they always like hearing them. In terms of the full closure of the 6th floor Cafe, we all recognise that this will indeed disappoint its regular customers but I would like to clarify that no decisions have yet been made. When and if the decision to close the 6th Floor Cafe is finalised, different options that could still deliver a cost effective solution in 7 Millbank will most definitely be explored.

Unfortunately the cost of operating the 6th Floor cafe as a sandwich/coffee style cafe rather than the existing full hot food/coffee offer still remains quite high. Our primary aim is to deliver useful services to our customers but still contribute to the House wide Savings Programme by ensuring an efficient and effective catering operation in 7 Millbank. In times of economic reforms it will be challenging for the House to justify funding the 6th Floor Cafe to its' members of staff when already available essential services (Portcullis Cafeteria) are also subsidised in the same building.

I hope this has been helpful. Please feel free to contact me directly if you have any further queries regarding this matter.

May I take this opportunity to thank you for your continued custom and lovely feedback regarding the 6th Floor cafe.

Comment - 09 June 2011 12:47 - Really really pleased to see jacket pots as a daily choice in Millbank! I have actually bought my lunch from Millbank rather than home this week. Guarantees a healthy option especially with the addition of individual tuna pots etc PCH is just too far to go every day! The salads and main menu looks great and seems to include a lot of healthy options too. Had the chicken and plum chutney today- delicious! Thanks :)

Response - 22/06/2011 17:37 - Thank you very much for taking the time to send us your feedback regarding baked potatoes, tuna pots and healthier options.

These suggestions were part of the feedback received from the Cafeteria Survey that took place last month, which we very happy to act on. I will ensure that the team is made aware of your lovely comments as they are always pleased to hear them.

Let me take this opportunity to thank you for your valid custom.

Comment - 15 June 2011 09:50 - I would like to say how great it is that Portcullis Cafeteria now do jacket potatoes. My colleagues and I love having jacket potatoes for lunch – it was such a shame that it seemed the nearest place to get one was in PCH, which is too far away to visit regularly. Now that downstairs do them, I am having them several times a week. Before, I would bring my own lunch in. It is also a great idea that they do little pots of tuna mayo, plain tuna, cheese, coleslaw etc – perfect to buy to go on my spud. Today, I had scrambled eggs for breakfast. I have to say how much better they were than they used to be. Before, they were made using so much cream, butter and milk that I did not enjoy eating them. Now, they seem to be made in a much healthier way – which is something that appeals to me greatly. Please continue with providing spuds & healthier scrambled eggs!!

Response - 22/06/2011 17:31 - Thank you very much for taking the time to send us your feedback regarding baked potatoes and scrambled eggs in Portcullis Cafeteria.

These suggestions were part of the feedback received from the Cafeteria Survey that took place last month which we very happy to act on. I will ensure that the team is made aware of your lovely comments as they are always pleased to hear them.

Let me take this opportunity to thank you for your valid custom.

Comment - 07 July 2011 09:21 - I've got a query about any plans there may be to offer fresh (i.e. Barista-made) coffee in 7MB once the 6th floor cafe closes. The bean to cup machine in the Portcullis Cafe is a very poor substitute – the coffee is very weak and as it uses cold milk it's lukewarm at best even before you get it back to your desk. Also the decaf beans are stale as they don't get enough usage. I don't want to have to go to Ravello's or Prêt for a decent cup.

Response - 21/07/2011 14:10 - Thank you very much for taking the time to send us your feedback regarding barista style coffees.

We are currently exploring possibilities of incorporating our group head coffee services to Portcullis Cafeteria or to a designated area on the ground floor. We are at the very early stages of our plans so it would be unfair to comment any further. As soon as I have any further information I will endeavour to keep you and all our other customers informed of any plans on the matter.

You will be happy to hear that we recently decided to use exactly the same fair-trade beans to make coffees on the 6th Floor as we do with the bean to cup machine in Portcullis Cafeteria. Obviously barista style coffees will always be slightly more well rounded, full bodied & velvety to coffees produced by bean to cup machines but they should still offer a smooth, intense and an in depth cup of coffee.

In light of your comments I will ensure that the coffee machine gets reviewed by our coffee suppliers to see if any adjustments can be made to improve the temperature and taste of the ban to cu coffee. I will also ensure that the decaf coffee gets replenished more regularly to avoid them tasting stale.

I do hope this has been helpful. Please feel free to let me know if you have any further questions regarding this or any of the other catering facilities in 7 Millbank.

Let me take this opportunity to thank you for your valid custom.

Comment - 13 July 2011 15:19 - I visited the sandwich bar in the Portcullis Cafeteria this lunch time [13th July] as I do every day and was extremely disappointed with the service which has been going downhill for a little while. I waited almost 15 minutes for a sandwich, I only have an hour for lunch, and the person who made my sandwich was absolutely awful, she had managed to break all the slices of cheese up that was in the container by 'rummaging' for pieces of cheese then she just threw the cheese on the bread and then cut it on a board that had loads of sauce on from a different sandwich filling is this not cross contamination? The service at the sandwich bar is always bad when

this same person is on there and she always literally throws the sandwich together after touching [although with gloves on] every bit of filling that she is using for your sandwich. The whole experience is very unappetising.

Response - 21/07/2011 13:28 - Thank you very much for taking the time to send us your feedback regarding the poor service you encountered on the sandwich bar in Portcullis Cafeteria.

First of all, my sincerest apologies for not getting back you sooner and secondly I am sorry to hear of your disappointment in the service you received. Please be assured that we take customer service and hygiene very seriously and both are part of our team member's ongoing training.

I will investigate the matter further and ensure that the team are made aware of your concerns and explore refresher or further training with individual team members or the team as a whole. I have to admit that our sandwich bar can sometimes get very popular especially during hotter days which can lead to delays in service as all sandwiches are made fresh to order.

If it helps we could prepare your sandwich for you to collect between 12.00-15.00 by ringing ext [REMOVED]. Please speak to my supervisors who will be able to advise you further on the matter. I do hope this has been helpful.

Please feel free to contact me if you have any further questions regarding this or any of the other catering facilities in 7 Millbank.

Let me take this opportunity to thank you for your valid custom and patience. Once again my apologies for any inconvenience caused.

Comment - 11 July 2011 12:30 - The bread roll was nice and the right size but the tofu burger looked tastier than it was it looked. It wasn't a very nice texture (too mushy) and more importantly it was tasteless. Also having salad leaves is lovely but please don't put dressing on the accompanying salad because it makes the roll greasy. Please could we the same roll, naked leaves, and a nut burger instead?

Response - 21/07/2011 12:55 - Thank you very much for taking the time to send us your feedback regarding our tofu burger in Portcullis Cafeteria. I am sorry to hear you did not enjoy it.

I have not had any other comments regarding it but I will ensure the chef is made aware of your comments and see whether some adjustments to the dish could be possible.

In terms of salad leaves please feel free to speak to the chef on the counter who would be more than happy to offer you your salad undressed at your request or even swap over your dish to another one if you are not happy with it. My supervisor will also be more than happy to take the dish of you and give you a refund instead.

I hope this has been useful. Please feel free to contact me if you have any further queries regarding any of the catering facilities in 7 Millbank.

Let me take this opportunity to thank you for your valid custom.

Comment - 04 July 2011 13:30 - I just wanted to say that the Thai vegetables with noodles, (on the menu last week) was very tasty. I would love to see it on the menu again in the future! Thank you.

Response - 21/07/2011 12:07 - Thank you very much for taking the time to send us your feedback regarding our Thai vegetable noodles in Portcullis Cafeteria.

The suggestion on improving our vegetarian range was part of the feedback received from the Cafeteria Survey that took place couple months ago which collectively all cafeterias were very happy to act on.

Please be assured that this dish will be making an appearance in our future menus. I will ensure that the team is made aware of your lovely comments as they are always pleased to hear them.

Let me take this opportunity to thank you for your valid custom.

Comment - 07 July 2011 11:42 - Yesterday's new dish, Lentil & almond stir-fry, was excellent. Healthy, filling, tasty and not too expensive.

Response - 21/07/2011 11:34 - Thank you very much for taking the time to send us your feedback regarding our new vegetarian dishes and in particular our lentil & almond stir-fry in Portcullis Cafeteria.

The suggestion on improving our vegetarian range was part of the feedback received from the Cafeteria Survey that took place couple months ago which collectively all cafeterias were very happy to act on.

I will ensure that the team is made aware of your lovely comments as they are always pleased to hear them. Let me take this opportunity to thank you for your valid custom.

Comment - 05 July 2011 13:10 - Big thumbs up for the vegetarian chef for Portcullis cafeteria in 7 Millbank, the mushroom and artichoke strudel was delicious. Look forward to sampling other new additions to the vege menu in coming weeks.

Response - 21/07/2011 12:04 - Thank you very much for taking the time to send us your feedback regarding our new vegetarian dishes and in particular our mushroom and artichoke strudel in Portcullis Cafeteria.

The suggestion on improving our vegetarian range was part of the feedback received from the Cafeteria Survey that took place couple months ago which collectively all cafeterias were very happy to act on.

I will ensure that the team is made aware of your lovely comments as they are always pleased to hear them. Let me take this opportunity to thank you for your valid custom.

Comment - 21 July 2011 13:32 - I would just like to say how much I enjoyed the tofu, quinoa and lentil salad today. I chose it because it met my needs for iron and protein as a vegetarian, and I was pleasantly surprised to find it was very tasty as well!

Response - 21/07/2011 14:13 - Thank you very much for taking the time to send us your feedback regarding our new vegetarian dishes and in particular our tofu, quinoa & lentil salad in Portcullis Cafeteria.

The suggestion on improving our vegetarian range was part of the feedback received from the Cafeteria Survey that took place couple months ago which we were very happy to act on.

I will ensure that the team is made aware of your lovely comments as they are always pleased to hear them. Let me take this opportunity to thank you for your valid custom.

Comment - 27 July 2011 11:08 - I just wanted to say thank you for improving/expanding the vegetarian options. The grilled goats cheese and mushroom salad (Portcullis Cafeteria, 7MB, Friday 22 July) was fantastic. I will be trying the aubergine and haloumi stack today.

Response - 28/07/2011 10:12 - Thank you very much for taking the time to send us your feedback regarding our new vegetarian dishes and in particular our grilled goats cheese & mushroom salad in Portcullis Cafeteria.

The suggestion on improving our vegetarian range was part of the feedback received from the Cafeteria Survey that took place couple months ago which we were very happy to act on.

I will ensure that the team is made aware of your lovely comments as they are always pleased to hear them. Let me take this opportunity to thank you for your valid custom.

Comment - 29 July 2011 11:07 - Yesterday's Carrot Soup and Steak Diane were superb. Everything looked really well presented and fresh and delicious! Have also noticed some great posters and

marketing in Portcullis Cafeteria lately - it's all looking rather impressive. Think the new lighting also helps too.

Response - 01/08/2011 12:34 - Thank you very much for taking the time to send us your feedback regarding our steak Diane and Carrot soup in Portcullis Cafeteria, I am happy to hear that you enjoyed both dishes as we do aim to please.

Also a big thank you for noticing our posters and our new lighting. It is always such a great pleasure hearing positive feedback. I will ensure that the team is made aware of your lovely comments as they are always pleased to hear them.

Let me take this opportunity to thank you for your valid custom.

Comment - 28 July 2011 15:53 - I've been meaning to contact you to say how much the food on offer in the Portcullis Cafeteria has improved recently. Today I had one of the new meat-free dishes - vegetable and sesame wrap - and it was absolutely delicious. The salad bar is also vastly improved, with a better range of fresh salads and cold meat/fish/vegetarian main dishes.

Response - 01/08/2011 12:40 - Thank you very much for taking the time to send us your feedback regarding our food offer in Portcullis cafeteria and especially our new vegetarian dishes.

I am very happy to hear that you are enjoying what is on offer. It is always a great pleasure hearing such positive feedback. I will ensure that the team is made aware of your lovely comments as they are always happy to hear them.

Let me take this opportunity to thank you for your valid custom.

Comment - 05 September 2011 16:58 - Just a request - bring back the kedgeriee in the 6th Floor cafe! It was lovely, I would eat it every day if you had it again! 2 requests actually - once, a long time ago, the soup of the day in The Debate in PCH was this AMAZING mixed seafood soup. I'm not sure if it was a one off with leftovers, and I can imagine it would not be economic to have it frequently, but was it something that you have from time to time / will have again?

Response - 06/09/2011 13:36 - Thank you very much for taking the time to send us your feedback regarding Kedgeriee on the 6th Floor Cafe.

Your comment has been noted and will be considered for the next menu change on the 6th Floor Cafe. In terms of the seafood soup I have now passed on your feedback to the team in Portcullis House who will be in touch.

Comment - 23 August 2011 10:24 - Just to say we were served by a very pleasant, helpful person in the Portcullis Cafeteria this morning. (I think his name was [NAME REMOVED]) The staff in this cafeteria have very high standards of service and [NAME REMOVED] fits in perfectly. Thank you for a sunny start to a very dark, damp day!

Response - 06/09/2011 13:54 - Thank you very much for taking the time to send us your feedback regarding the pleasant and helpful service you received by [NAME REMOVED]. He is part of the Portcullis House team and was only with us for a week during recess. I will ensure that he is made aware of your lovely comments which I am sure he will be very happy about.

Comment - 14 September 2011 11:47 - On Fridays the batter on the fish in Portcullis Cafeteria is quite odd- lovely fish but the batter itself is quite soft and doughy rather than crispy and light. Do you think you could make it like the batter in Moncriefs? That was fantastic, thank you!

Response - 14/09/2011 12:56 - Thank you very much for taking the time to send us your feedback regarding the batter on our fried fish in Portcullis Cafeteria.

As far as I am aware no other customer has made any comments regarding this but be assured that the chef's team will be made aware of your comments and will be looking into the matter in greater detail. I hope this has been helpful.

Please feel free to contact me if you have any further enquiries about this or any other matter regarding our catering facilities in 7 Millbank. May I take this opportunity to thank you for your continuous custom.

Comment - 05 September 2011 13:18 - Just wanted to say a big thank you for making me my own celery-less crudites with houmous/hummus which were absolutely delicious and very fresh.

Response - 16/09/2011 09:35 - Thank you very much for taking the time to send us your comments regarding the freshly prepared celery crudités.

I am happy to hear that you enjoyed them, as we do aim to please. I have copied our chef in charge in Portcullis Cafeteria. I am sure he will be pleased to hear such great feedback.

May I take this opportunity to thank you for your valid custom.

Comment - 10 October 2011 15:36 - I wasn't too keen on the idea of pea soup but it was really tasty.

Response - 11/10/2011 15:40 - Thank you very much for taking the time to send us your feedback regarding our pea soup. I am pleased to hear that you enjoyed it.

I will ensure that the chef's team here in 7 Millbank is made aware of your comments which I am sure they will be very pleased to hear. May I take this opportunity to thank you for your continuous and valued custom.

Comment - 14 October 2011 13:57 - Was really pleased kedgerree restored to 6th Floor Millbank cafe. But dish a massive disappointment. The boiled egg had been cut into THREE quarters - no sign of the fourth. (Three of us ordered kedgerree, same for all of us). Petty and insulting way to save a buck. Also - kedgerree contains FISH. Identifiable flakes of fish at the very least. This was effectively a nicely spiced risotto dipped in fish water. For five or six quid a head ? Cheapo, refreshment department. We won't order this again.

Response - 17/10/2011 17:15 - Thank you very much for taking the time to send us your feedback regarding the kedgerree on the 6th Floor Cafe in 7 Millbank.

I am sorry to hear of your disappointment in the dish. It continues to be a popular dish on the 6th Floor and since it was re introduced we have not had any other comments regarding the taste or price of the dish. I will nevertheless ensure your comments are passed on to the chef's team who will look into the matter and make any necessary amendments to the dish if required.

May I take this opportunity to thank you for your valued custom and hope to see you again on the 6th Floor cafe in the near future.

Comment - 12 October 2011 12:48 - Please could you slice the salami a bit finer? It makes it a bit tricky to eat because the rinds are so sturdy. I've had to remove them.

Response - 17/10/2011 11:45 - Thank you very much for taking the time to send us your feedback regarding the slices of salami in our Sandwich Bar in 7 Millbank. I will ensure your comments are passed on to our chef's team who can look into the matter.

Comment - 18 October 2011 15:44 - I wish to say on behalf of my colleagues how fabulous the menus are now in the Portcullis Cafeteria. I don't know who chooses them, but thanks. The food is also so well presented, that the person behind it deserves to win prizes.

Response - 24/10/2011 16:27 - Thank you very much for taking the time to send us your feedback regarding the food menu in Portcullis Cafeteria.

It is always lovely to hear such great comments. I will ensure the chef's team is made aware of them which I am sure they will be very pleased to hear. May I take this opportunity to thank you for your valued custom.

Comment - 20 October 2011 15:10 - I just wanted to say how fantastic the new hot desserts are in the Portcullis Cafeteria. Everyone I know who had it has been raving about the chocolate sponge and sauce today. The pasty on the cherry pie yesterday was awesome (even if the filling needs a bit of work). Less a fan of the rice pudding - can we have something else instead?

Also, everyone in the Portcullis cafeteria so so helpful! Thanks to one and all!

Response - 24/10/2011 17:04 - Thank you very much for taking the time to send us your feedback regarding our hot desserts and in particular the chocolate sponge pudding with chocolate sauce and cherry pie as well as the friendly and helpful team in Portcullis Cafeteria.

I will ensure that the team is made aware of your lovely comments as they are always pleased to hear them. Let me take this opportunity to thank you for your valued custom.

Comment - 19 October 2011 17:18 - I wonder if you could explain why a packet of Walkers Light ready salted crisps I bought from the vending machine on 5th floor, 7 Millbank, (18 October) was marked 'not for sale separately'. The normal weight for a packet of individually bought crisps is 34.5g (38p supermarket price), the packet I purchased from the vending machine was 24.5g (50p).

Response - 24/10/2011 15:56 - Thank you very much for taking the time to send us your feedback regarding the packets of Walkers light crisps purchased from our vending machine.

I would like to reassure you that my intention was always to reply to you after I had completed a full investigation and I was better able to give you reasons why this might have happened.

I am aware you send your e-mail last Wednesday but unfortunately I did not see your feedback until today Monday at 12.45 today which is when I started going around my venues and vending machines to establish how and why this might have happened.

As soon as I hear back from our Purchasing Department who are currently awaiting a reply from our suppliers as to why this might have happened I will ensure you are made aware of their comments regarding this matter. In the meantime I have taken all the Walkers light Crisps out of the operation as these are clearly the wrong size to have.

May I take this opportunity to thank you for bringing this to my attention and ask you to come and see me or one of my supervisors in Portcullis Cafeteria who would be more than happy to either offer you a refund or give you a different flavoured packet of crisps as a complimentary gesture. I hope this has been helpful.

Please let me know if you have any further questions regarding any of the above. Once again apologies for any inconvenience caused and many thanks for your valued assistance.

Comment - 20 October 2011 13:23 - Just wanted to say thanks and congratulations on today's pudding - fantastic chocolate sauce. More of that, please!

Response - 24/10/2011 16:35 - Thank you very much for taking the time to send us your feedback regarding our hot desserts and in particular the chocolate sponge pudding with chocolate sauce.

This suggestion was part of the feedback received from the Cafeteria Survey that took place sometime ago, which we very happy to act on. I will ensure that the team is made aware of your lovely comments as they are always pleased to hear them.

Let me take this opportunity to thank you for your valued custom.

Comment - 03 November 2011 10:05 - Just wondered if you're doing the scrambled egg in a different way now? It tastes kind of watery, not nice!

Response - 03/11/2011 11:20 - Thank you very much for taking the time to send us your feedback regarding our scrambled eggs in Portcullis Cafeteria in 7 Millbank. I will ensure your comments are passed on to the chefs team who will endeavour to investigate this matter for you. May I take this opportunity to thank you for your valued custom.

Comment - 02 November 2011 13:32 - I love the new humous and crudites option in Portcullis Cafe! What a great idea, how did you know it was my favourite :) Perhaps if you are considering anything new to add you could also have some pitta bread strips to go with it. many thanks.

Response - 03/11/2011 11:30 - Thank you very much for taking the time to send us your lovely feedback regarding humous and crudités in Portcullis Cafeteria in 7 Millbank. I will ensure that your comments are passed on to the chefs' team who will be delighted to hear them. I am also confident that they will take your suggestions into consideration. May I take this opportunity to thank you for your valued custom.

Comment - 27 October 2011 14:44 - Until recently, I'd hardly ever eaten hot meals from the downstairs cafeteria in 7 Millbank, but last week I was involved in a show every night so had hot lunches knowing there'd be no time to eat later on. I was blown away at how good the food here is! Compared to my last organisation it was like going from McDonald's to the Savoy - but without the cost hike. Vegetarian and fish options particularly good. Thanks to all the catering team. The only problem now is that the show's over and I'm still eating the hot meals downstairs, which isn't too good for my rapidly expanding waist-line!

Response - 03/11/2011 11:50 - First of all, apologies for not sending you a reply sooner as your lovely comments deserved a more prompt acknowledgment. Secondly, thank you very much for taking the time to send us your feedback regarding our hot food offer especially our fish and vegetarian dishes in Portcullis Cafeteria in 7 Millbank. I will ensure your comments are passed on to the team in 7 Millbank who will be delighted to hear them. May I take this opportunity to thank you for your valued custom.

Comment - 08 November 2011 13:34 - The hot dessert is a blinding idea! Choc sponge and choc sauce - delicious thanks! Sticky Toffee next?

Response - 11/11/2011 10:42 - Thank you very much for taking the time to send us your comments regarding our homemade desserts and in particular the chocolate sponge & chocolate sauce in Portcullis cafeteria. It is always lovely hearing such positive feedback. I will ensure that the chefs' team is made aware of your comments which I am sure they will be very happy about. I would also like to inform you that the chef has already included stick toffee pudding in his daily dessert option so watch this space. May I take this opportunity to thank you for your valued custom and your continuous positive feedback.

Comment - 08 November 2011 14:13 - I just wanted to say thanks for making great vegetarian food. I just got the carrot pancakes from the Portcullis cafeteria, they were amazing!

Response - 11/11/2011 10:25 - Thank you very much for taking the time to send us your comments regarding our vegetarian food and in particular the carrot pancakes in Portcullis cafeteria. It is always lovely hearing such positive feedback. I will ensure that the chefs' team is made aware of your

comments which I am sure they will be very happy about. May I take this opportunity to thank you for your valued custom.

Comment - 14 November 2011 13:45 - On 11/11/11 I had the beef burrito/fajita thing and I got to say it was really good and so was the service as well. Was a good meal all round, so thanks for that.

Response - 16/11/2011 10:05 - Thank you very much for taking the time to send us your feedback regarding the fajita dish in Portcullis Cafeteria as well as the service received.

I am pleased to hear that you enjoyed both. I will ensure that the team is made aware of your lovely comments which I am sure they will be delighted to hear. May I take this opportunity to thank you for your valued custom.

Comment - 21 November 2011 17:56 - Sixth Floor Cafe: The Christmas special Noel coffee made by [REMOVED] is fabulously delicious. A tot of Grand Marnier or Cointreau would make it even more fabulous. Especially as the cafe is winding down to its closure. A wrong decision if ever there was one!

Response - 02/12/2011 14:17 - Once again thank you very much for taking the time to send us your feedback regarding the special cafe Noel on the 6th Floor Cafe.

I am pleased to hear you like it. I will ensure that the team who created and served you are made aware of your lovely comments.

I sympathise with your displeasure of the closure of the 6th Floor Cafe. On a positive note I would just like to inform you that the room will be retained as a communal meeting space with a good quality Lavazza coffee pod and food vending equipment providing a wide range of hot and cold drinks, sandwiches and snacks.

This decision has been taken in accordance with direction from the Administration Committee and the House of Commons Commission, following the Administration Committee's Inquiry into Catering and Retail Services and the Response to the Committee's First Report of Session 2010-12.

Can I just take this opportunity to thank you for your valued custom and support since the 6th Floor Cafe's opened.

