

## Complaint

**From:** [REDACTED]  
**Sent:** 08 April 2011 14:42  
**To:** [REDACTED]  
**Subject:** [REDACTED] annual dinner - event 42075

Dear [REDACTED],

[REDACTED] held its annual dinner at the House of Commons on March 24<sup>th</sup>. Overall, the evening went very well, with [REDACTED] the 'floor manager', running it all smoothly and coping with unexpected requests in a cool way. The quality of the actual dinner was disappointing, though, and some of our members – and senior board members – have commented on this. The dinner is our most important event of the year and naturally we want everyone to go home feeling they have had a good time and experienced good value for money, and importantly we want them to want to come back the following year. We would love to hold our next dinner at the House of Commons, as it gives the event some cache and is a draw in itself. However, I do think that some of those who attended this time around will be less inclined to come again based on the quality of the actual catering – some chicken and a couple of croquette potatoes, nicely cooked though they were, didn't really live up to expectations. I am sure that on the previous occasion there were side vegetables as well, but these did not appear at all this time. Is there anything you can do to encourage us to maintain our loyalty to the House of Commons as our annual dinner venue? Some discount off the current bill, or a credit valid for our next event, perhaps?

Many thanks.

Regards  
[REDACTED]  
[REDACTED]  
[REDACTED]

## Response

[REDACTED]

26th April 2011

### **[REDACTED] Annual Dinner – Event 42075**

Dear [REDACTED],

I am in receipt of your comments regarding the above event held on 24<sup>th</sup> March 2011.

Firstly may I apologise for the menu not being to your expectations, this particular chicken dish proved to be one of our best selling items from that edition of our banqueting menus.

Secondly, for efficiency and speed of service, these menus are designed to be fully plated and served as a whole dish. We do not serve side dishes of vegetables separately. May I ask if you were advised that this would be the case?

Unfortunately I am unable to offer a discount off the current bill or a credit for the next event. I am however, able to offer you my assurance that I will personally take an involvement in your next, and all future events to ensure that your expectations are met, and indeed exceeded.

Yours sincerely,

  
**Banqueting & Events Manager**  
**Catering & Retail Services**