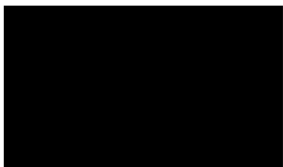


Complaint

From: [REDACTED]
Sent: 10 September 2011 11:14
To: [REDACTED]
Subject: Event 43371

Hi [REDACTED]
The above event, [REDACTED], was last Tuesday 6th September. As I always do after a constituency visit to Westminster, I contacted the organiser, [REDACTED], to check that they had all enjoyed it.. [REDACTED] said they had but had been really disappointed with the tea which had been meagre and with poor service.
I have to say I was surprised at this, the last big group of 60 who had tea had laughingly complained of too much food and I know, because I was there, that there were two members of your catering staff on hand at all times.
I personally knew some ladies who had been on the trip last Tuesday and I have asked them what they thought and they have all said the same as [REDACTED], they had 2 small sandwiches, 1 cake and a scone each, someone even said the bread was still frozen. They said they had to keep asking for things and staff were not on hand.
Sorry to give you a problem [REDACTED], I know this is not your usual standard and would be grateful if you could look into this for us.

Thanks



Response

Dear [REDACTED],

[REDACTED] has passed me your comments regard the above event.
Please accept my profound apologies for not providing our usual standard of service. I was especially disappointed that we seem to fall down on the dietary front which is an area that we usually take great pride.

I have investigated the event in some detail with all concerned and have taken the following actions:

1. As the consistency of the gluten free bread is fairly solid and moist if the sandwich is served directly from the fridge it is not at its optimum eating quality. I have agreed with the Chef that these sandwiches will be removed from the fridge in time for them the increase in temperature.
2. The size of the gluten free cakes are indeed smaller than the standard cakes. I have agreed with the Chef that the number of cakes served per portion will increase to a similar size as the standard variety.

Finally may I reassure you that on the occasion of your next visit I will take a personal overview of the event to ensure your expectations are exceeded and your confidence in our service is restored.

Kind regards

[REDACTED]
Banqueting and Events Manager
Palace of Westminster
London SW1A 0AA
Tel: [REDACTED] Fax: [REDACTED]