

Complaint

From: [REDACTED]
Sent: 02 August 2011 12:55
To: [REDACTED]@parliament.uk'
Subject: Invoice 9810825

Dear [REDACTED]

Following on from our brief conversation please can I ask for the service charge to removed from the above invoice and then we will settle the bill.

The reason is the staff other than [REDACTED] were extremely unhelpful on the evening, many struggled to answer straight forward questions from the guests and the only complaints I received about the evening were about the waiting staff I am sorry to say. Therefore I do not feel compelled to pay the service charge though understand that the weekend charge needs to be paid.

Being a charity I would not pay such a charge as all the people on the night were there to raise money for a worthwhile cause.

Thank you for your help in this matter.

Kind Regards

[REDACTED]

[REDACTED] | Fundraising and Marketing Manager

Response

[REDACTED]

2nd August 2011

Triple Crown Dinner – Event 43003

Dear [REDACTED],

I have just been passed your comments regarding the above event held on 3rd June 2011.

I am rather concerned by the content of your call with [REDACTED] and subsequent e-mail. Following detailed discussions with [REDACTED], who ran the event, she tells me that there were no negative comments on the evening and that you had been very pleased with how the event had progressed. Several of the guests also passed on positive comments to [REDACTED] and her Head Waiter on the evening, [REDACTED].

To ensure the continuity of our service our staff are instructed to pass any queries or questions directly to the Head Waiter or Duty Manager for them to deal with in the most appropriate manner.

There were a number of last minute changes such as the table plan alterations, and the change from a cash bar to some drinks being served on account. Changes such as these are quite normal and were dealt with minimum disruption.

With regard to the service charge, Clients are always made aware of the potential costs prior to the event. This would include the cost of the service charge. The quoted menu price of £63.28 per head includes the service charge and VAT on the food element of the event. Unfortunately, our terms and conditions do not allow us to make exceptions for Charities and although the payment of the service charge is optional I would ask you to reconsider.

Finally, may I 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