

[REDACTED]

Complaint

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

26th June 2011

Catering Department
House of Commons

Dear Sirs

Reception at the House of Commons, June 5th 2011 (Event number 41853)

I am in receipt of the invoice for the above reception. Before I authorise payment, I feel I must relay some of the disappointment felt by the association with the food provided.

When booked, a buffet reception was asked for, and the Reception menu was provided, with Hot and Cold Canapés to chose from. The menu looked appealing, and we decided to progress. On arrival at the Churchill rooms, we saw tables laid with plates and dishes, and expected food to be laid out to help ourselves to, unfortunately we were to be disappointed. Whilst the quality of the food provided could not be criticised, the small portions were most disappointing. Many complained that they actually only managed to secure two or three items, and even if the full 10 items had been consumed, a cost of £2.50 per canapé seems a little expensive, even by London standards. When commented to the catering staff, they responded that what we had ordered was "drinks with nibbles".

The consumption of Orange juice was also commented on. The invoice quantity of 66 litres was excessive, as at the time we departed the room, there remained approximately 10 litres of juice poured out and untouched, which we have been charged for.

I have discussed this matter with [REDACTED], and she has made some pertinent points that the costs of the food include the hire of a prestigious room, and provide an experience that cannot often be repeated. This we accept, however feel the comments made should be relayed to the appropriate quarters.

Yours faithfully

[REDACTED]

[REDACTED]

[REDACTED]

Responses

[REDACTED]

2nd August 2011

Canapé Reception – Event 41853

Dear [REDACTED],

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

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

Secondly, whilst it is impossible to guarantee each guest receiving 10 pieces each I can assure you that the correct number in total were served.

It is our policy that each event organiser is briefed by our Head Waiter immediately prior to the event. This briefing will include details of how the event will run and any specific instructions, such as dietary requirements.

It will also include the accounting procedures, such as the beverage consumption sheet which is completed for, and signed by, the organiser. In this case it shows that 72 cartons of juice were issued and 6 were returned. The consumption sheet shows that 66 were used which agrees with the invoiced amount. I am not aware of amounts poured during service but not consumed.

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,

[REDACTED]
Banqueting & Events Manager
Catering & Retail Services