

Point 3 – Palace of Westminster

Comment - 02 February 2011 13:16 - Loved the Stuffed Aubergine in Terrace today (Weds 2nd Feb) - please do it again!

Response - 04/02/2011 14:20 - Thank you very much for your positive feedback regarding the stuffed aubergine. I will pass your compliments on to our chefs.

Comment not held

Response - 14/02/2011 09:49 - Thank you for your feedback regarding the Jubilee Cafe last week. I am sorry we had run out of sandwiches and I understand this was not the first occasion.

On investigating it would seem we have had some very busy days and a run on sandwiches. This is wrong as we should have surplus stock on hand which on this occasion we did not. We will ensure this does not happen again and can only apologise for the inconvenience to you and your guests.

Comment - 04 January 2011 14:33 - I enjoy the variety of soup on offer, however at lunchtime I would like the option to have soup as a main meal. This is currently not possible considering the size of the bowls provided. Could larger bowls at an appropriate price be offered?

Response - 14/03/2011 11:51 - Sorry for the delay in responding to your feedback, at this time we are not in a position to offer large bowls. The cost of larger bowls must be thought it's No for now but a consideration for the future.

Comment - Strangers Dining Room, 15th March 2011 Unfortunately, dinner here was a dismal experience. The room is gloomy with no soft lighting to make it more welcoming. The food was poor. My starter of beetroot and pumpkin salad consisted of one piece of beetroot in a puddle of pumpkin puree and was tasteless. My main course of fish cake was far too dry to eat and both main courses were far too salty.

Response - 17 March 2011 17:53 - I am sorry to hear of your poor experience of the stranger's dining room on the 15th of March 2011.

I take note of your comments and furthermore your suggestion of soft lighting to make the room more welcoming. We will certainly look into this and see if this is something we can address or change, in keeping with the heritage restrictions on the first floor.

I have looked closely at the starter you chose on the night and have instructed the chefs to add more composition to the dish and furthermore be mindful of the seasoning. Our fishcake has been one of our most popular dishes over the week selling throughout lunch and dinner and I am sorry to hear that your experience with this product was also substandard and salty. I furthermore would like to reassure you of our continuous commitment to deliver the best possible customer experience that we can.

I appreciate your comments and would certainly welcome them in the future and if our services have improved for you. Please do not hesitate to contact me if I can be of any further help or assistance please let me know.

Comment - 16 March 2011 13:05 - Hi, just a quick note to say today's vegetarian option in the terrace was listed as Aubergine, Mushroom and Sweet

Potato tower, it contained no sweet potato but tomato slices instead. It also came dredged with Worcestershire sauce, which is not vegetarian (anchovies).

Response - 17/03/2011 07:17 - Each of the towers had at least 3 or 4 slices of sweet potato in them and the 'Worcester sauce' was balsamic glaze. I have a few of the towers left over from last night if you would like to have a look at them.

Comment - I wish to inquire as to whether we as full pass holders can purchase the beautiful Cups & Saucers used in the Pugin Room Please?

Response - 17 March 2011 14:01 - Thank you for your inquiry. I'm afraid that the china used in the Pugin room is not for sale, but we have available in the shop, a Pugin mug and a range of china based on the chess room wallpaper. The latter one is being reviewed, so I'll take you comments on board for the future range.

Comment - 17 March 2011 13:34 - I was wondering how if it might be possible to influence the menus on offer in the restaurants on the estate during the second week of October this year.

The reason I am asking is because the 16th will be World Food Day and I was thinking it would be great if it might be possible to have say one dish a day in the week prior that could represent cuisine in various parts of the developing world. I am sure I could ask a few friends at various NGOs to get onto some celebrity chefs to design specific recipes for you as well using appropriate ingredients that are also widely available. My interest in doing this is just to promote the UN day and I would not be looking for any sort of advertising or acknowledgement similar to that of Fairtrade Fortnight other than the food itself.

Response - 17/03/2011 18:11 - We would certainly look into the possibility of being able to tie into this promotion.

So I can consider if this is possible please can you give me some idea of the participating countries that you have in mind. This will enable us to examine the types of dishes and cost in relation to our prices and products available through our existing suppliers. I appreciate your assistance with menus from celebs though I have enough of these in my brigade (apparently). I therefore look forward to hearing from you.

Comment - 15 March 2011 18:47 - I am really disappointed with the choices offered this week in The Terrace. Of all the choices the only meals I would have picked are the chicken chow mein on Wednesday, the chicken kiev and the battered cod but all are way too expensive especially after adding in the cost of potatoes and vegetables. And even on the rare occasion I do find something I like I can't even enjoy it as it is always freezing cold in the eating areas. I try to bring in my own food as much as possible but occasionally I am unable to do so and what I would normally view as a treat is not and I often end up spending my money outside parliament instead.

Response - 21/03/2011 12:44 - Catering Manager contacted direct to discuss feedback submitted.

Comment - 28 March 2011 10:45 - Please can you buy heat stable soya milk for the restaurants. The fact that you provide soya now is a great step forward but to buy it for tea and coffee and then choose a brand which curdles when added

to hot water seems daft. Alpro unsweetened milk is fine (it is what costa use) but this one is good too.

<http://www.ethicalsuperstore.com/products/sunrise/sunrise-cafe-expert-soya-milk-1/>

Response - 31/03/2011 12:48 - Alpro unsweetened milk will available in the venues across the estate.

Comment - 11 April 2011 11:08 - I keep getting overcharged in the Terrace Cafeteria. This morning I bought

- 2 hash browns (0.15 each)
- 1 piece of bacon (0.50)
- 1 coffee (0.75)
- 1 bowl of yoghurt (1.25)
- 1 spoon of fruit (0.35)

This should have come to 3.15. The lady on the till charged me 5.40 - I queried this and she reduced it to 4.70 which I paid although I was sure it was still wrong, because I didn't have all the exact numbers in front of me and there was a queue behind me, and the lady was quite hostile about it. This is not the first time this has happened - I have had to query charges several times before in the Terrace, and although the sums involved are relatively small, it is still annoying. I was even once accused of trying to steal salad when buying a piece of chicken and ham pie that came with salad. Staff on the till are frequently quite grumpy about being asked to recalculate. Apologies for raising this small matter, but I am now coming to feel very on my guard every time I buy anything in the Terrace.

Response - 18/04/2011 13:21 - Thank you for taking the time to discuss the service you experienced in the terrace cafeteria. I take this as a very serious matter. I with my team will investigate. I will contact you regarding my findings.

Comment - 28 February 2011 13:05 - I just wanted to make a small suggestion regarding the menu on Friday for the Terrace Cafeteria. On Fridays I always purchase the battered cod and chips. I would like to suggest that you also put baked beans on the menu to compliment the fish and chips on a Friday? On a separate note I wish to praise the helpful staff at the cafeteria and compliment the high quality of food served at the Terrace Cafeteria.

Response - 18/04/2011 12:25 - Firstly thank you for your praise of the cafeteria team. The terrace vegetable choice changes daily consideration is given to what complements the majority of dishes and seasonality. Baked bean will Feature from time to time on a Friday menu.

Comment - 07 June 2011 15:10 - I am a permanent member of staff with 20years experience of working in the HofC. I have been unable to book a table for lunch in the Terr Pav because I am not an Officer and all Fridays (the only day that non officers are able to book) until recess are fully booked. There is Mon-Thur availability. In light of today's message from the Clerk of the House, isn't it time that all staff enjoyed equal status in the Palace of Westminster? Mr Jack states that 2 of the 4 priorities that depts have been working on in the last year are *equality and respect *involvement and opportunities. As well as

equality, in light of the catering review, financial problems should prompt a speedy change in out of date practices. How would you suggest I book a table?

Response - 22/06/2011 15:46 - Please accept my sincere apologies for not replying sooner to your suggestion. There has been a technical problem that I will not bore you with.

You make the suggestion that, as a pass holder, would it be possible to make a booking in the Terrace Pavilion on a day other than Friday. The capacity for Friday has indeed been reached and a waiting list is in place. It is worthwhile placing your name on this list as we check all the Friday reservations each Wednesday. Some places may become available. This is an issue that we have been aware of and following representations to the appropriate people I am very pleased to report that as from Friday 17th June we have been allowed to accept bookings for all full passholders on Monday.

Should you wish to make a reservation, please call [REMOVED]. Should you wish to discuss the matter further please call myself. In the meantime thank you for your feedback, it is most welcome.

Comment - 23 March 2011 12:33 - Last year whilst the terrace was being renovated you operated a hot sandwich carvery. This was brilliant and I'd welcome a return. The hot sandwich meals in the Debate tend to be a bit over pretentious when all you want is a large filling baguette.

Response - 30/06/2011 19:32 - This is not some think we have planned to reinstate but we will have a roast sandwich / bap on the hot counter as a main course option in the coming weeks. Tuesday 05.07.11 we have a roasted gammon loin in ciabatta bap with spiced apple Chutney and coleslaw. This will be the start please feel free to forward suggestion on sandwich filling you would like to see available.

Comment - 30 June 2011 13:13 - I was just wondering why today's Jerk Pork Loin was 60p more expensive than elsewhere? At £3.55 it's not great value, particularly when you only get small portions. Having said that, always love the jerk pork/chicken etc and always cooked to perfection!

Response - 30/06/2011 19:24 - Thank you for your feedback. This was an error the jerk pork neck steak price £2.95. Please come to the Terrace where the team can refund your 60p. I quickly amended the signage to reflect the correct selling price from your feedback.

Comment - 06 July 2011 13:32 - Just eaten another vegi option from Terrace cafe in HOC - it's the second one this week (Halloumi kebab). So good I could become vegetarian! Best vegi meals I have had in ages.

Response - 07/07/2011 13:20 - Excellent, thank you for your positive feedback.

Comment - 05 July 2011 10:54 - I looked at the menu choices. There should be more coordination between outlets as 2 venues are selling cottage pie today, The Terrace and Bellamy's, reducing the choice overall.

Response - 26/07/2011 16:10 - On that day the intranet unfortunately did not get up dated the clash was identified terrace had available chilli con carne not cottage pie. Where possible we try to eliminate menu clashes.

Comment - 13 July 2011 14:27 - Today I went for breakfast in the Terrace cafeteria, the time was 1030, as they had run out of scrambled egg I asked if they could replenish it. I was met with the reply 'there's none left'. I replied, as it was only 1030 that was not the response I would expect. I was then ignored. This is not a one off incident as I have experienced this attitude on several occasions at this time of day when certain breakfast items have run out, on each occasion I have been amazed by the lack of good customer service. I have dined in the House of Lords refreshment department numerous times where the customer service skills far exceed that of the Terrace. Why is there such a vast difference in customer service and why am I treated like a second class citizen in the Terrace Cafeteira?

Response - 26/07/2011 15:58 - Thank you for your feedback, I want customer service to improve .To ensure a more enjoyable experience is available to the terrace customers.

The team have been briefed to maintaining the counter ensuring that there is an offering .should a dish run out be in a position to advise of a wait until dish prepared and cooked. I know that the member of staff who spoke to you, if he has come across as rude it truly unintentional. I hope that in the future you will give the Terrace another chance.

Comment - 24 May 2011 10:50 - Firstly: as a vegetarian I was excited for the vegetarian awareness week this week. However, I have noticed that it is just like any other week! There are just as many vegetarian options as usual on the menus. I was hoping to have more choices for a week and it is disappointing not to see anything different except leaflets and vouchers. Why weren't there extra options to encourage more people to choose a vegetarian dish this week?

I have a few further suggestions/questions:

1. Labelling on salads and side dishes should always include the V symbol if it is vegetarian. Once I saw a "V" on the label for a salmon salad and this worried me. Also, desserts should be labelled with a "V" or not as well so that I can choose something that does not contain rennet or gelatin - in fact, ideally it should say on the label if it DOES contain rennet/gelatin so that vegetarians know.

2. For self service dishes please make it clear on the signs what a portion size is. Usually there are not enough staff available to ask at the counter. Often I take extra vegetables in lieu of a main course and I am charged for 2 portions - it would be helpful to know exactly what a portion is so I can choose how much I want to pay.

3. Please always have a vegetarian option for the afternoon snack in the Terrace and Debate. My shifts mean that my lunch/break is often at 3 or 4 in the afternoon and it is difficult to find anything to eat at that time most days.

4. Is there any possibility of altering the schedule of food services so that the transitions happen at quarter or half past intervals? I often have lunch/break at 11am and am unable to buy either breakfast or lunch! The same applies for at 3pm. An extra 10 minutes of service would allow me and my colleagues to get food quickly before it is taken away.

5. Is there any possibility of more vegetarian options? For instance a vegetarian sausage at breakfast would be great. Vegetarian baguette sandwiches would be excellent too, for example with grilled halloumi and salad inside, or cheddar and avocado. Also on fish and chip days, how about doing battered halloumi as a vegetarian option so that we can have "fish n chips" too? Or a veggie sausage or equivalent as an accompaniment for the chips.

In general here are some dishes I have had recently that were fantastic and would love to see more of:

Yoghurt honey and almond mousse (Terrace)

Halloumi stack (Terrace) - though very overpriced for the size!

Mozzarella stack (Terrace)

Tofu steak with rice (Debate) - very fresh and great portion size

Quorn stirfry with egg noodles (Terrace)

Korma curry with bombay potatoes and naan bread (Terrace)

These dishes I had recently and was very disappointed:

Onion bhajis (Terrace) - too big, mushy and soggy

Spinach and ricotta tortelloni with olive bread (Terrace) - tortelloni overcooked, bread was stale and hard as it had been sliced in the morning

Lentil and spinach lasagne (Terrace) - bland and bitter

Thank you for your time in considering my feedback and I would appreciate any response or questions in reply.

Response - 27/07/2011 12:29 - Clearly you were disappointed with the vegetarian awareness week held in May.

Following feedback gained on 3.05.11 from the cafeteria survey and your feedback. The information showed the vegetarian dishes are poor in general. During July all cafeteria offered new vegetarian dishes. Did you have an opportunity to sample.

Labelling the "V" symbol is now on all dishes we can clearly say is vegetarian, the salmon labelled "V" was a human error which was unacceptable and my apologies. Portion size information will be added to singe for clear information Altering food serve is not a possible. Afternoon snack/breakfast vegetarian option both Debate and Terrace will look at incorporating into our menus.

Comment - 19 July 2011 15:28 - Would it be possible to have shortbread in the Terrace Cafeteria?

Response - 27/07/2011 13:55 - Next week shortbread fingers will be available.

Comment - 02 September 2011 16:55 - I had a meeting in one of the W rooms off Westminster Hall on Thursday 1 September and I nipped into the Jubilee Cafe to buy a bottle of water. I was shocked to discover that mineral water retails at £1.50 in the Jubilee Cafe, against 85p in other catering outlets. I know that the House needs to make a profit in these depressed times, but I really think this is ripping off our visitors to an unacceptable extent. I didn't check the price of other items but I suspect pre-packed cakes and sandwiches are also sold at an inflated price. I feel that if it got into the Press that MPs and staff are able to purchase refreshments at almost half the cost as visitors to Parliament it would reflect very badly on the House.

Response - 07 September 2011 11:34 - Thank you for your feedback on the Jubilee Cafe.

From opening the Jubilee Cafe has always charged higher prices and until last year always charged prices well below comparable high street venues. Last year the price review identified the Jubilee Cafe prices should be comparable to the high street and prices were increased in line with all prices going up across the estate. It is therefore a strategic policy to charge these prices with a view to make the service cost neutral at the very least.

I appreciate as an internal customer and pass holder this is not helpful but as a directorate and the House we are all under great pressure to reduce costs. I am assured the Jubilee Cafe still represents value for money against the high street as coffee, tea, sandwiches and cakes are keenly priced against our competitors so our visiting customers feel they are paying a fair price.

Comment - I hear that there may be a possibility that the Terrace Pavilion will be open for lunch after the summer recess. I fully support this idea - the buffet lunch is a truly fantastic experience with extremely friendly staff, excellent food, a lovely ambience and it is well-priced. I do hope this suggestion will be given every consideration.

Response - 12/09/2011 17:19 - My apologies for not replying sooner. I had indeed looked at opening the facility when the House returned. Unfortunately the idea came to nothing. When I looked at the bookings schedule for the Pavilion I found that we had events already booked in that area so it was not available. If the calendar presents an opportunity in the future I will look at it again.

Comment - 15 September 2011 12:21 - Had a great meal in the Churchill Room on Tuesday evening (13 Sept). The service was excellent and the food was delicious. The puddings were especially good. The only slight problem was that I discovered afterwards that I was charged for 2 liqueurs (Cointreau), unless it was a double. One of my guests only had 1 glass of liqueur. Thanks for a great evening.

Response - 16 September 2011 10:08 - Thank you for your kind comments about your meal on Tuesday. I am very sorry to hear you have been overcharged for the liqueurs, can you please advise me how you settled your bill so I can arrange for the refund to the appropriate place.

Comment - 11 October 2011 13:09 - Your soups and salads have never been better and are quite magnificent. Well done!

Response - 11/10/2011 22:20 - The team very much appreciate the time you have taken give such positive feedback which means a great deal.

Comment - 13 October 2011 12:37 - You have made an error on the web page. The Mulligatawny soup with sultanas & rice (wf vegan v) in the Terrace, contains beef.

Response - 20/10/2011 19:50 - Thank you for your feedback the signage in the unit reflected the soup contained beef, your email prompted the update on the web page. I hope you were not left disappointed when you visited regarding the soup on the day.

Comment - 14 October 2011 13:47 - I absolutely love the catering service around Parliament and have always found the staff extremely polite and helpful.

However, I have noticed that all too often the dishes on offer are mainly high fat. Today's menu in the Terrace cafeteria features only 1 low fat dish. All the others are high fat. I am sure that most people would agree that eating high fat meals should be the minority choice and an exception to the rule. However, the options available make it the norm. Whilst I recognise that there are salads available and sandwiches, these are often covered in mayonnaise and many people like having a hot lunch. I would like to encourage the chefs to try and offer a more nutritionally balanced menu for staff around the House.

Response - 20/10/2011 20:39 - As an alternative customers can select to have fish of the day grilled instead of battered fish of the day the which is a healthier option. Any salads that contain mayonnaise is reduced fat mayonnaise, low fat natural yogurt is also use in dressings. Thank you for taking the time in giving your feedback, it is appreciated.

Comment - 01 November 2011 18:56 - I work in the library on a Tuesday night and have always looked forward to the week when there were goujons with garlic mayonnaise. Since the House came back in October I have not yet seen them on the menu. I do really like them and would be very happy if they were to be on the menu on a Tuesday night again. They are lovely.

Response - 01/11/2011 23:57 - Plaice goujons & chips with fresh tartare sauce & lemon will be on the menu Wednesday 03.11.11.

Comment - 07 November 2011 09:23 - I was amazed at the price increases on beer in the Strangers Bar. From now on I will be drinking in the Sports and Social club so rather than raising revenue you have lost a customer.

Response - 07 November 2011 13:06 - Thank you for your comment on beer prices.

Unfortunately a price increase was unavoidable as we are tasked to price our beverage prices through a benchmark process which means I need to charge beer prices at the same rate as a mid range pub operator. The prices are still keenly priced compared to the High Street and are still cheaper than local pubs in Westminster.

This pricing policy was endorsed by the House of Commons Commission last year. I am therefore sorry we have lost your valued business and hope we will see you return when our internal competitors review their prices.

Comment - 17 November 2011 11:24 - Today at 1050 I went to get breakfast at Terrace Cafeteria and was queuing behind a large group of police officers. When I got to the front of the queue and asked for a take away box I was thrown a number of boxes and told to help myself because the service was shut, I was also not allowed toast. As I went to get bacon the utensils were taken away from me and I was unable to get any food. I understand that breakfast stops at 11 but the rudeness of staff and the fact that no one was behind me was shocking. I use the catering facilities at least twice a day and spend a large amount of money, I do not expect the attitude I just received and compared to the excellent service from staff in The Debate I am extremely disappointed.

Response - 24/11/2011 13:26 - Contacted customer by phone discussed the service apologies for poor customer service received.

Comment - 17 November 2011 11:23 - This morning I tried to get food in the Terrace Cafeteria as this was the only place to get food in the morning as it is recess. I went to the Terrace at 10.55am and queued to get food. There was nobody behind me in the queue. When I got to the front the man who was serving said they were no longer serving. I politely asked if I could just have some food and he rudely said I can help myself. I asked if I could have a takeaway box and after refusing a few times he finally rudely handed me a pile of boxes. When I got to the hot food the same man took the servers away. I asked why and he said because they had to close at 11am. I then left the Terrace before being chased by a lady who apologised and said that they had to close at 11am but I should go back for lunch. I cannot go back for lunch as I have a meeting from 12-2pm and this is not in Parliament. Firstly, I found the man who was serving very rude and abrupt and unnecessarily harsh in not allowing me to have takeaway food. The lady said he usually works in the Members' Tea Room. Secondly, I think if people are in the queue before 11am they should still get served. This is how it works in all canteens and food outlets in London. I think it was entirely pedantic to stop serving at exactly 11am when there was only 2 people in the cafeteria who hadn't been served.

Response - 24/11/2011 13:26 - Contacted the customer direct spoke on phone, apologised for the poor customer service.

Comment - 23 November 2011 13:40 - I have just had the Tobago parcels with papaya in the terrace, and I have previously had them in Millbank. They were very nice. Both times they came with mango (which I like) but it's not papaya! I know it's pedantic but could you either change the menu or actually have papaya?

Response - 24/11/2011 13:26 - Tobago parcel served in the terrace Wednesday the parcel contains sweet potato, plantain papaya & cheese the dressing contained papaya mango mint plums. We do not wish to miss lead in our description of the dish certainly we will add mango to the description.

Comment - 28 November 2011 18:27 - I have just been made aware that your Committee is meeting to consider development of the House of Commons catering services. We are a trade association and have held an annual luncheon in the Members' Dining Room for the last 20 years. Without question the standard of food and table service is superb. Indeed this year we raised our prices in line with yours and received no complaints, nor fall off in demand. We do however have a few concerns none of which relate to food or service but to the overall attitude of banqueting back office. We feel perhaps more concern could be shown with regard to our requirements in setting up our event on the day and suspect an element of belief that a favour is being extended to us rather than taking a more marketing oriented approach which would give us the impression our business is wanted. I suspect they feel they can assume they will get the business but as we all know that is something that can never be assumed as there is always an alternative for everything including not holding an event at all. This year we spent over £13,000 so the lifetime value of our business is over £250,000 in current values and it would be terrific to have a vehicle to express and discuss our feedback. I did forward some feedback to your banqueting team the day following our event but received no response. I

appreciate they are busy but if you are looking to increase your revenue then customer service is surely something that will need to be of paramount importance. We would greatly welcome the opportunity to contribute to your discussion from the customer perspective.

Response - 29 November 2011 19:32 - Your e-mail to the House of Commons Administration Committee has been forwarded to me, and although I know that they will contact you regarding the Committee's recent Report on catering and retail services in the House of Commons, I wanted to respond immediately to your substantive – and constructive – comments about the quality of customer service you experienced from our banqueting reservations team when organising your event.

We most certainly do not take your, or any of our clients', business for granted and we recognise that even more so in the current market conditions we must offer a level of care and quality of service that equals or exceeds that available from our competitors. I would normally pass on your feedback to our Banqueting Manager, but as we are currently recruiting someone into this role I think this would be pointless!

I would therefore like to give you contact details for myself and my Operations Manager, who is responsible for delivery of all our front-of-house services and who is the line manager for the Banqueting Manager. Both [NAME REMOVED] and I have been here for a good many years (more than I care to recall, in my case!), and would be interested to find out more about the issues and attitudes you encountered when organising your event.

In the meantime, thank you for your positive comments about our food and service. It is always gratifying to receive such feedback, but even more so from such a long-standing client. Either [NAME REMOVED] or I would be delighted to meet with you and I hope that you will contact me at the address or telephone number below.

Comment - 11 November 2011 12:14 - As a vegetarian, I was very pleased to see that you had a tofu dish on the menu on Tuesday. However, whilst that was encouraging, I wondered whether the flavour and the texture of the dish could be improved on. It is not always easy for non-vegetarians to find the right ways with tofu, and I think the recipe and cooking technique might benefit from a little adjustment in this case. Both flavour and texture would improve. Might it be worth looking at what they do in the Debate, whose vegetarian dishes (including tofu) are very successful, and which I often fetch?

Response - 05/12/2011 17:04 - Following our conversation I have discussed with the Terrace Sous chef your comments if you have recipes or favour dishes that could be adapted, new ideas would be appreciated. We would aim to get on the menu at the next opportunity.

Comment - 06 December 2011 10:46 - I have just been to the Terrace Cafeteria for a Take away toasted sandwich. Can I ask you why the staff in there throw away crusts (or the ends of the loaf of bread) Is this not indeed extremely wasteful, and surely detrimental to overall profits? I should imagine that the Terrace as indeed other outlets on the estate all use a significant number of loaves of bread daily. If they are all throwing crusts away that is a lot of wasted bread I do not actually see what is wrong with using these crusts for toast or for sandwich creation. Most Customers would, I'm sure not complain if the crust was

at least offered. I very much would appreciate your thoughts and comments on this matter.

Response - 07/12/2011 10:52 - The end crusts of bread in the Terrace are used to make croutons which are available daily for soup, desserts like bread & butter pudding and from time to time bread crumbs. We will increase the end crust available in the mornings for toasting.

