Catering Feedback 2011-2012

July 2011

Sent: 07 July 2011 13:20
Subject: 2011.07.07 Terrace - vegetarian dish praise

Hello [redacted]

Excellent, thank you for your positive feedback.

[redacted]

Sent: 06 July 2011 13:32
Subject: Catering feedback form intranet

Comments: 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.

Thanks

[redacted]

Type of feedback: * Praise

Sent: 21 July 2011 14:10
Subject: 2011.07.21 7 Millbank - Fresh coffee in 7MB

Dear [redacted],

Thank you very much for taking the time to send us your feedback regarding barista style coffees. We are currently exploring possibilities of incorporating our group head coffee services to Portcullis Cafeteria or to a designated area on the ground floor. We are at the very early stages of our plans so it would be unfair to comment any further. As soon as I have any further information I will endeavour to keep you and all our other customers informed of any plans on the matter.
You will be happy to hear that we recently decided to use exactly the same fair-trade beans to make coffees on the 6th Floor as we do with the bean to cup machine in Portcullis Cafeteria. Obviously barista style coffees will always be slightly more well rounded, full bodied & velvety to coffees produced by bean to cup machines but they should still offer a smooth, intense and an in depth cup of coffee.
In light of your comments I will ensure that the coffee machine gets reviewed by our coffee suppliers to see if any adjustments can be made to improve the temperature and taste of the ban to cu coffee.
I will also ensure that the decaf coffee gets replenished more regularly to avoid them tasting stale.
I do hope this has been helpful. Please feel free to let me know if you have any further questions regarding this or any of the other catering facilities in 7 Millbank.

Let me take this opportunity to thank you for your valid custom.

Sent: 07 July 2011 09:21
Subject: Fresh coffee in 7MB

Hi,

I've got a query about any plans there may be to offer fresh (i.e. Barista-made) coffee in 7MB once the 6th floor cafe closes.

The bean to cup machine in the Portcullis Cafe is a very poor substitute – the coffee is very weak and as it uses cold milk it's lukewarm at best even before you get it back to your desk. Also the decaf beans are stale as they don't get enough usage.

I don't want to have to go to Ravello's or Prêt for a decent cup.

Regards,

[redacted]

(a coffee lover).

Sent: 21 July 2011 13:28
Subject: 2011.07.21 Portcullis Cafeteria - sandwich bar complaint

Dear [redacted],

Thank you very much for taking the time to send us your feedback regarding the poor service you encountered on the sandwich bar in Portcullis Cafeteria. First of all, my sincerest apologies for not getting back you sooner and secondly I am sorry to hear of your disappointment in the service you received.
Please be assured that we take customer service and hygiene very seriously and both are part of our team member's ongoing training.
I will investigate the matter further and ensure that the team are made aware of your concerns and explore refresher or further training with individual team members or the team as a whole.
I have to admit that our sandwich bar can sometimes get very popular especially during hotter days which can lead to delays in service as all sandwiches are made fresh to order. If it helps we could prepare your sandwich for you to collect between 12.00-15.00 by ringing ext. 5571. Please speak to my supervisors [redacted] or [redacted] who will be able to advise you further on the matter.
I do hope this has been helpful. Please feel free to contact me if you have any further questions regarding this or any of the other catering facilities in 7 Millbank.

Let me take this opportunity to thank you for your valid custom and patience. Once again my apologies for any inconvenience caused.

[redacted]

Catering Manager
7 Millbank

Sent: 13 July 2011 15:19
Subject: Catering feedback form intranet

Here's the feedback from the intranet form:

Comments: I visited the sandwich bar in the Portcullis Cafeteria this lunch time [13th July] as I do every day and was extremely disappointed with the service which has been going down hill for a little while. I waited almost 15 minutes for a sandwich, I only have an hour for lunch, and the person who made my sandwich was absolutely awful, she had managed to break all the slices of cheese up that was in the container by 'rummaging' for pieces of cheese then she just threw the cheese on the bread and then cut it on a board that had loads of sauce on from a different sandwich filling is this not cross contamination?.
the service at the sandwich bar is always bad when this same person is on there and she always literally throws the sandwich together after touching [although with golves on] every bit of filling that she is using for your sandwich.The whole experience is very unappetising.

Type of feedback: * Complaint

Sent: 26 July 2011 16:10
Subject: 2011.07.26 Terrace - menu clash information

Hello [redacted]

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.

[redacted]

Sent: 05 July 2011 10:54
Subject: Catering feedback form intranet

Comments: 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.
No need to ring back, I'm just making a point.

Many thanks
[redacted]

Type of feedback: * Complaint

November 2011

Sent: 07 November 2011 13:06
Subject: RE: Catering feedback form intranet

Dear [redacted]

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.

Yours sincerely

[redacted]
Operations Manager - Catering and Retail

Sent: 07 November 2011 09:23
Subject: Catering feedback form intranet

Comments: 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 cso rather than raising revenue you have lost a customer

Type of feedback: * Complaint

December 2011

Sent: 07 December 2011 10:51
Subject: 2011.12.07 Terrace - cost save suggestion

Hello [redacted]

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.

[redacted]

Sent: 06 December 2011 10:46
Subject: Terrace

Dear Sir,

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.

With very best wishes

[redacted]

Sent: 07 December 2011 09:17
Subject: RE: Catering feedback form intranet

Dear [redacted],

Thank you for your feedback on our Christmas lunch in Bellamys. We are really pleased you enjoyed it! I have passed on your feedback to the Bellamys team.

Kind regards

[redacted]
Catering Manager

Sent: 06 December 2011 13:56
Subject: Catering feedback form intranet

Comments: My first Christmas lunch of 2012 was very tasty. Everything was cooked to perfection and kept smiling. Please thank the kitchen and servery staff.

Type of feedback: * Praise

Sent: 05 December 2011 11:38
Subject: 2011.12.05 Debate customer service - complaint

Dear [redacted]

I was horrified to read your email regarding the appalling service that you experienced last week in the Debate.

I have investigated the matter and it is unfortunate that an agency worker has spoiled the reputation of the good service that our customers receive in the Debate. The individual concerned has been assigned non-customer facing duties until their contract is reviewed just before Christmas.

I can only apologise for what must have been an extremely uncomfortable experience for you.

If you would like to discuss the situation further, then please do not hesitate to get in touch with me.

Kind Regards

[redacted]

Sent: 07 December 2011 12:44
Subject: 2011.11.17 Debate - Vegan-vegetarian-street food suggestions

Dear [redacted]

I was going through our feedback and realised that no one has actually come back to you directly regarding the feedback you left a couple of weeks ago. Apologies for this. Our Executive Chef has passed on the following information, which I now duly forward to yourself.

Many thanks for taking the time to send your feedback and apologies once again for the late response.

Regards

[redacted]

Subject: RE: Catering feedback form intranet - vegetarianism [action]

Dear [redacted]

The trial of the "Street Food" meal concept where we added a dish to the Debate menu was to *gauge* initial customer reaction to this style of food.

We believed that to make this food as genuine as possible we would outsource the main ingredient sauces and marinades that are used in each dish. Our contracted grocery supplier was able to source a small company in the UK who make the regional Street Food sauces using authentic recipe ingredients for each type of dish. Unfortunately, because these are authentic, nearly all of their recipes use a fish or shellfish paste - although in small amounts - to achieve the specific flavours required.

Due to the positive feedback from customers we are intending to include Street Food dishes to our cafeteria menus and will ensure that there are dedicated vegetarian options available.

On the other point we have to admit that we got it wrong only to have Vegan options in all cafeteria outlets giving vegetarians no option – we will use this as a lesson learnt and make sure it does not happen again. We do apologise if you were disappointed and hopefully, next year we will get it right!

[redacted]
Executive Chef

Sent: 15 December 2011 17:48
Subject: 2011.12.16 Banqueting - brochure query

Dear [redacted],

Well spotted, it should indeed read Wednesday.

I am currently investigating how it could be corrected.

Kind regards

[redacted]
Banqueting and Events Manager
Palace of Westminster
House of Commons
London SW1A 0AA

Sent: 12 December 2011 11:18
To: Catering & Retail Feedback
Subject: Catering feedback form intranet

Comments: In the HoC Banqueting Brochure it says that the Churchill Room is available for booking on Thursday evenings. I think this is meant to say Wednesday evenings.

Type of feedback: * Suggestion

Sent: 22 December 2011 15:20
Subject: 2011.12.22 Terrace - question about closing time Mon-Tue

Dear [redacted]

Thank you for the clarification on this, it is most helpful.

Kind regards,

[redacted]

Sent: 21 December 2011 16:47
Subject: RE: Catering feedback form intranet

[redacted]

The terrace cafeteria is ROH venue on Monday & Tuesday it remain open till 11pm or 30 minutes after the House rises.
Hot food available until 10.30pm if the house sit later a breakfast offering will be made available.

If the house sits Wednesday hrs on a Tuesday the terrace cafeteria reflects this by closing to Wednesday hours which is 9pm.
I will review the intranet wording.

[redacted]

Sent: 16 December 2011 16:35

Subject: Catering feedback form intranet

Comments: The Terrace Cafeteria often closes early on a Monday or Tuesday evening if the House rises earlier than 10pm. Perhaps you could either clarify that on the intranet page - ie ‘or until 30 minutes after the House rises’ - or ensure that the cafeteria remains open until 10pm, even if the House were to rise earlier. As a member of staff that often works until 9/10pm on a Monday/Tuesday evening - regardless of what time the House rises - this clarification would be most welcomed.

Type of feedback: * Suggestion

Sent: 12 December 2011 14:39
Subject: 2011.12.12 Terrace - praise, chicken dish

Hello [redacted]

Thank you for your feedback, I have a have passed on your comment to the team. we appreciate greatly.

Kind regards

[redacted]

Sent: 12 December 2011 14:25
Subject: Catering feedback form intranet

Comments: The lemon chicken and couscous today was really delicious.
Thank you

Type of feedback: * Praise

January 2012

Sent: 30 January 2012 12:40
Subject: 2012.01.30 Portcullis Cafeteria - suggestion - salads by weight

[redacted]

Currently it is our policy to sell salads either in containers or from a salad bar. we are looking at all our services at present as we are going through a business improvement change programme.

Thank you for your enquiry.

Kind regards

[redacted]

Sent: 11 January 2012 11:53
Subject: Catering feedback form intranet

Comments: Would it be possible to sell salad by weight in the Portcullis Cafeteria in 7 Millbank, as they do in the Lords' River Restaurant?

Many thanks.

Type of feedback: * Suggestion

Sent: 24 January 2012 13:20
Subject: 2012.01.16 Portcullis Cafeteria - Suggestion - tofu replacement for veggie dish

Dear [redacted]

Firstly my apologies for the time taken to respond to your comments.

I'm glad you found the dish tasty and am sorry you were unable to locate any walnuts, I've spoken with the chef and we'll ensure there are plenty the next time we produce this dish.

The dish did have Tofu in, and we try to use as many items possible to accommodate vegetarian / vegan requirements, tofu is a friendlier product as it has less allergen issues which is also a major consideration when planning our menus. We shall look at the balance of the menu's used in this area and if the opportunity arises that this dish can be produced using Quorn in the future we shall endeavour do so.

Thank you for your comments

Kind regards

[redacted]
Senior Sous Chef

Sent: 16 January 2012 13:51
Subject: Catering feedback form intranet

Comments: Today I brought the mushroom strudel, was very tasty but I couldn't find any walnuts in it as stated.
I also wanted to commet on the fact that it seem to have tofu inside the strudel, I was wondering if that could be replaced with qourn mince which would make it nicer in my opinion.
Kind Regards

Type of feedback: * Suggestion
* Praise

Sent: 20 January 2012 13:04
Subject: 2012.01.20 Crockery collection request

[redacted]

Thank you for bringing this to our attention.

The items have now been returned to their rightful home.

Regards

[redacted]
Food & Beverage Manager

Sent: 19 January 2012 14:57
Subject: Catering feedback form intranet

Comments: There is a lot of CRS crockery, glasses and cutlery in the tea point (near the link bridge to PCH) on the first floor of Norman Shaw South.
There is at least two dozen white mugs, cups from the Despatch Box, small bowls etc etc.

I mentioned it to the duty Barista in the Despatch Box yesterday.

I suggest it will need a trolley to collect it all - more than a couple of trays full!

Type of feedback: * Problem

Sent: 26 January 2012 11:11
Subject: 2012.01.26 Bellamys - complaint worcestershire sauce listing

Dear [redacted], thank you for your comment regarding the Aubergine Potato Cake served in Bellamy's Cafeteria on Tuesday.
I can confirm that Worcestershire Sauce was not used in making this dish.

There appears to have been some misunderstanding during the menu & allergy briefing of the dishes on the menu with the cafeteria supervisor in the morning and incorrectly Worcestershire Sauce was identified as being used in this dish making it unsuitable for vegetarians.

As soon as this mistake was identified they amended the menu description.

I can only apologise for this mistake and the inconvenience that was caused to yourself and other customers who wished to have the vegetarian option that day.

To prevent this mistake from happening again, it has been reiterated to all the staff that all future menu & allergy briefings must be accurately given by the kitchen team and fully checked by the front of house team.

Again, thank you for bringing this mistake to our attention,

Yours sincerely,

[redacted]

Head Chef.
Catering and Retail Services.
Department of Facilities.
House of Commons.

Sent: 24 January 2012 12:19
Subject: Catering feedback form intranet

Comments: Today the Aubergine and Potato Bake is marked as vegetarian, but the menu then says it contains Worcestershire sauce. Worcestershire sauce contains anchovies so is not vegetarian, so I don't think the dish should be marked as vegetarian.

Type of feedback: * Problem

Preferred response: Bellamy's

Sent: 03 January 2012 11:22

Subject: 2012.01.03 Portcullis Cafeteria - Poor feeback response about overseasonsed food. msg

Dear [redacted],

Thank you for your email.
[redacted] I have found your response very tardy and without substance.

I would like to know what the decision for continuing to season, and in some cases over season, food is based on?
It may be that I am the only person to give you any feedback however I would find it beneficial to know if other people have made comments regarding this and perhaps that is what the decision has been based on.

This may seem like a trivial matter to you however if you are going to offer customers the ability to feedback, which from personal experience is done very sparsely in Parliament, then you should provide a more substantial and less dismissive response. Feedback should be used as a form of improving customer satisfaction and this has certainly not increased my satisfaction in any way.

I look forward to your reply.

Regards
[redacted]

Sent: 21 December 2011 16:37
Subject: RE: Catering feedback form intranet

Hello [redacted]

We aim season lightly like all dishes served, on this occasion the filling has been over seasoned.

The filling will continue to have seasoning added.

Thank you for your feedback.

Regards

Subject: Catering feedback form intranet

Here's the feedback from the intranet form:

Comments: Hi,
I regularly use the Portcullis cafeteria for a sandwich from the sandwich bar. Today I chose egg mayonnaise and mustard cress, which I have quite regularly. Unfortunately it is not so nice today as the egg mayonnaise has been heavily overseasoned and is unpleasantly too salty.
We are all concerned these days about what we eat I certainly prefer to season my own food to limit my salt intake.
Would it be possible not to season the sandwich fillings in future? You could even advise people that you don't do it so they have a choice? Many thanks

Type of feedback: * Suggestion

Sent: 31 January 2012 11:53
Subject: 2012.01.31 Access - query - dining rooms

Dear [redacted],

In response to your query below, as both yourself and [redacted] are full pass holder you would be entitled to take a maximum of 3 guests each with you into the Adjournment Restaurant, located in Portcullis House. Please click on the below link for more information on the Adjournment:-

If we can provide you with any other information please feel free to call or email me.

Kind regards

[redacted]

Sent: 31 January 2012 11:28
Subject: Help

Hi – dont know if you can help at all.

[redacted] has 6 constituents visiting on 8th March. We are hoping to take them to lunch in the House and cant seem to find an appropriate restaurant to take them to. The party will be [redacted], myself (a full pass-holder) and six visitors.

What can you recommend?

Regards,

[redacted]

February 2012

Sent: 02 February 2012 14:44
Subject: 2012.02.02 Portcullis Cafeteria - praise - soup promo

Hello

Thank you for the feedback, the good new all cafeterias participating a soup promotion no during the month of February. I hope you continue to enjoy the hearty soups.

Kind regards

[redacted]

Sent: 01 February 2012 14:13
Subject: Catering feedback form intranet

Comments: Really fantastic soup in Portcullis Cafeteria today. Chickpea, chilli and scallion. Nice to have bits in for a change and lovely winter warming spice on such a cold day. More of the same please!

Type of feedback: * Praise

March 2012

Sent: 13 March 2012 09:25
Subject: 2012.03.13 Portcullis Cafeteria - praise - Welsh promo dish

[redacted]

The team are very thankful for your kind comment, We really appreciate.

[redacted]

Sent: 01 March 2012 14:45
Subject: Catering feedback form intranet

Comments: Many Thanks for today's special St. David's Day menu in the Portcullis Cafeteria in No. 7 Millbank.

It was delicious!

As a Welshman in London don't often get the chance to enjoy Cawl these days - and the dessert was lovely too!.

My Compliments to you All.

Sincerely,

[redacted]

Type of feedback: * Praise

Sent: 07 March 2012 18:59
Subject: 2012.03.07 Portcullis Cafeteria - praise - new desserts

[redacted]

We love to receive feedback from our customers as it helps us to shape our future offer. The team really value your feedback.

Kind regards

[redacted]

Sent: 02 March 2012 12:45
Subject: Catering feedback form intranet

Comments: Just to say that the Teisen sinamon on St David's Day was by far the best pudding I've had in a long run! Thanks very much to all the team at the Portcullis Cafe (and especially the pudding chef). I've been extolling the virtues of this one to all and sundry in PICT so if it makes a reappearance at some point (hint hint) there'll be increased orders from the 4th floor... (Also thought that the Red thai chicken curry earlier in the week was very good.)

Thanks all,

[redacted]

Type of feedback: * Praise

Sent: 27 March 2012 12:26
Subject: 2012.03.27 Generic - suggestion about soya milk

Hello!

Thanks very much for getting back to me.

It happens with both the coffee and tea purchased from Bellamy's (although they no longer provide soya milk) and at Debate in PCH and Despatch Box. I think they use the green (organic) alpro milk brand.

Really appreciate your reply, and sorry if this seems like a niggly suggestion but just think it could be a big benefit.

All best,

[redacted]

Sent: 27 March 2012 10:34

Subject: FW: Catering feedback form intranet

Dear [redacted],

Thank you for your comments regarding the soya milk.

I have discussed the issue with our Executive Chef who is going to conduct some tests on the soya milk that we use.

When they are complete I will write again to inform you of the results.

In the meantime it would be beneficial for us to know what beverage you purchased and from which outlet.

Regards

[redacted]
Special Projects Manager
Catering and Retail Services
House of Commons
London SW1A 0AA

Sent: 26 March 2012 16:57
Subject: Catering feedback form intranet

Comments: it would be really good if the brand of Soy Milk was changed to one that didnt curdle when you added it to tea or coffee.... especially as it is provided solely for the purpose of being added to hot tea and coffee!

This brand seems to work:
http://www.tesco.com/groceries/Product/Details/?id=267312458

Type of feedback: * Suggestion

Sent: 26 March 2012 18:22
Subject: 2012.03.27 Generic - question about traffic light fat content

[redacted]

Thank you for your recent enquiry.

Please find below how we determine our fat content in our main course cafeteria dishes, these classifications are an indication only, and unfortunately at present unable to give any scientific breakdown of fat and calorific intake. We like the rest of the catering industry as a whole are looking towards giving our customers better information in the future. Though due to our size of operation IT capability and weekly changing menus this is something we cannot deliver **accurately** at present.

However saying this we have continued to reduce the amount of added fat within our dishes, preferring to cook with lighter oils rather that fats such as butter lightening dishes with low fat yoghurt instead of cream and choosing less fatty cuts of meat. This is often evident on some of our pork and steak recipes where it will state lean thus removing all of the fat from the produce; however I would like to point out that identifying **fat c**ontent in this way is not entirely accurate it

does give our customers an informed choice over the week and highlights where there is potential higher fat level in the dishes on sale.

I hope this goes some way to explain our position at present, I would be happy to discuss this further if you wish I can be contacted on [redacted] or by e-mail below.

Regards,

[redacted]

Executive Chef

Green **Healthier Option – Low Fat**

Denotes lean cuts of meat or fish etc with no fats added during cooking process. Cooking method oven baked or grilled.

Fish cuts are either grilled or poached.

Amber **Medium Option – Medium Fat**

Less lean cuts of meat or fish etc that are usually braised or in a sauce. Sauces would not contain cream or flour but would have been thickened with herbs & spices.

Red **High Fat Content**

Meats, fish etc with a higher fat content and products such as sausages & burgers. Any battered or breaded product which would have been deep fried. Flour may have been used in thickening of sauces

Sent: 26 March 2012 17:05
Subject: RE: Parliament Bar and restaurants

Thanks you for your enquiry [redacted].

I am forwarding it on to [redacted], our executive chef, who will be in touch.

Many thanks.

[redacted]

Sent: 20 March 2012 11:39
Subject: Parliament Bar and restaurants

Hi,

I'm not sure if this is the correct email address to be contacting, but I was wondering if you could tell me the criteria for classification on the Parliament bar and restaurant menus for the red, amber and green colour coding. At the bottom it says that they are high fat, low fat and medium fat respectively – but we were wondering the criteria for these classifications eg: is low fat less than 10% fat?

Thanks for any help,

Kind regards,

[redacted]

Sent: 07 March 2012 16:47
Subject: Re: food and service

Sorry [redacted] did nt mean to offend. Its not the fact that the food is problematic its more that sometimes its odd and esoteric! I won't tweet about it again. Please tell your staff I apologise if I offended them as they are really nice and helpful.

Sent: Wednesday, March 07, 2012 04:35 PM
Subject: food and service

[redacted]

The Catering Team have seen comments on Twitter. I'd like to take this opportunity to let you know that we love to receive feedback from our customers as it helps us to shape our future offer.

We strive to provide excellent food and service. If something is not right when you are in one of our venues then please speak to the supervisor, manager or chef in the outlet, who will welcome the opportunity to put things right for you there and then.

We also have a designated email address for feedback [redacted] or you may call our office on ext. [redacted] and they will put you through to the appropriate manager.

Kind Regards,

[redacted]