

From: PERKINS, Stephen
Sent: 28 November 2017 14:04
To: LAMING, Lord <LAMINGH@parliament.uk>; WOODALL, Carl <WOODALLC@parliament.uk>
Cc: [REDACTED] <[REDACTED]@parliament.uk>
Subject: RE: Long Table menu

Dear Lord Laming,

Update on PDR actions:

- The menu had the wrong vegetarian dish advertised on the evening menu which was served and while this is a highly unusual error, we have put in place an additional double check between the front of house manager and chef to ensure this would be picked up in future and not repeated
- Due to the cold weather and drafts occurring in the PDR kitchen and the lift has not helped, however the hot plate is now turned up to its maximum of 110 degrees c and [REDACTED] has contacted maintenance to review the hot plate and heating light system. The food is now covered with extra probing of the food to ensure the food is staying hot and also flashing the food under the grill if the temperature drops. Vegetables are now being cooked longer so they are not too crisp and the duty sous chef will carry out more checks on the quality of food being served.
- The front of house management team in the Peers Dining Room and Long Room ([REDACTED] and [REDACTED]) have been spoken to ensure that any complaints received at the time of the food being served are dealt with in the most professional and pro-active manner with the chefs so that customers leave satisfied that action has been taken and their complaint has been acknowledged and acted upon appropriately.

Regards

Stephen

From: LAMING, Lord
Sent: 28 November 2017 11:49
To: PERKINS, Stephen [REDACTED]; WOODALL, Carl <WOODALLC@parliament.uk>
Cc: [REDACTED] <[REDACTED]@parliament.uk>
Subject: RE: Long Table menu

Stephen, many thanks. Please keep me up to date. Best wishes, Herbert.

From: PERKINS, Stephen
Sent: 28 November 2017 11:30
To: LAMING, Lord <LAMINGH@parliament.uk>; WOODALL, Carl <WOODALLC@parliament.uk>
Cc: [REDACTED] <[REDACTED]@parliament.uk>
Subject: RE: Long Table menu

Dear Lord Laming,

I apologise for the complaints you have received recently. I have spoken to [REDACTED] and [REDACTED] to investigate further and take appropriate actions to improve the food standards and communications between front and back of house staff in menu briefings.

Please be re-assured we do take Members complaints seriously, I would also comment all our food safety practices are carried out to a high standard and would not pose a risk to anyone's health.

Apologies once again.

Kind regards

Stephen