

**From:** PERKINS, Stephen

**Sent:** 30 November 2017 11:26

**To:** LAMING, Lord <LAMINGH@parliament.uk>; WOODALL, Carl <WOODALLC@parliament.uk>

**Cc:** [REDACTED] <[REDACTED]@parliament.uk>

**Subject:** RE: Long Table menu

Dear Lord Laming,

There was one dish sent back by [REDACTED] saying it was undercooked and cold ( lamb Kofta) the chef probed the food , it was cooked and to temperature , however he did reheat the food.

I have personally spoke to [REDACTED] this morning to find out if all ok last night and she said it was all fine, however the usual Members were not dining in the restaurant.

I also discussed with her how she handles the complaints in regards to the kitchen staff replacing the meals, her responsibilities with the members, reporting any issues to her line manager and for both front and back of house staff needing to work as a team. I have also spoken to [REDACTED] about this.

I do feel we are experiencing a domino effect at the moment, with different opinions, like and dislikes on the food served from the Long Room.

[REDACTED] [REDACTED] and I will be monitoring the situation carefully, we don't want Members complaining and take this very personally as we are all very passionate to provide Members a quality food service.

I apologise that Members are coming directly to you.

Kind regards

Stephen.

**From:** LAMING, Lord

**Sent:** 29 November 2017 15:51

**To:** PERKINS, Stephen ; WOODALL, Carl

**Cc:** [REDACTED]

**Subject:** RE: Long Table menu

Stephen, I fear it has been reported to me that food was again sent back today because it was cold or not fully cooked. If the message I have been given is incorrect I will, of course, tell the people concerned. Herbert.