

From: PERKINS, Stephen
Sent: 22 June 2016 10:02
To: [REDACTED]@parliament.uk>
Subject: RE: Lunch in Peers' Dining Room

Dear [REDACTED]

I have spoken to the Executive Chef about your disappointing lunch for which he apologies. We strive to provide excellent food and service and welcome the constructive feedback.

With regards to the steak, we can only put this down to the long time you waited so the steak carried on cooking and should not have served.

The scallop dish menu descriptor was confusing and I would have also expected more than one scallop, it should have read "Cornish Scallop & Prawn Boudin Blanc with Sea herbs, not just "Seared Cornish Scallop"

The Chef is putting in new procedures to ensure the menu descriptors are correct and service speeds up to ensure this is not repeated.

If there is any way I can recompense you for the unsatisfactory food you received please contact me so we can discuss further.

Thank you for the feedback on the River Restaurant , it is much appreciated.

Kind regards

Stephen

From: [REDACTED]
Sent: 17 June 2016 16:54
To: PERKINS, Stephen
Subject: Re: Lunch in Peers' Dining Room

Dear Stephen, Many thanks. I like look forward to whatever you may be able to discover. By the way I hugely appreciate the new salad bar and the cooked food in River Cafeteria. Best, [REDACTED]

Sent from my iPhone

On 17 Jun 2016, at 16:25, PERKINS, Stephen <[REDACTED]@parliament.uk> wrote:

Dear [REDACTED],

Thank you for your letter, I was disappointed to hear about your experience in the Peers' Dining Room and apologise for any inconvenience this caused you and your guests.

I am going to investigate and will respond again early next week.

Kind regards

Stephen Perkins

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www.parliament.uk/lords