

Item #	Date	Suggestion	Referred to	Action	Date of Action:
MS 151	24/04/2019	Website email entrée & main presented at same time at lunch & poor attitude from chef. Front of house supervisor rectified situation.	MM	Emailed member thanking her for feedback & informing we will investigate with our contract caterer. SCC also emailed customer apologising & informing of process reinforcements with staff.	30/04/2019
MS 152	24/04/2019	Website email entrée & main presented at same time at lunch & poor attitude from chef. Front of house supervisor rectified situation.	MM	Emailed member thanking her for feedback & informing we will investigate with our contract caterer. SCC also emailed customer apologising & informing of process reinforcements with staff.	30/04/2019
MS 153	11/05/2019	Website email stating she was refused service Friday night not warranted, suggest staff training needed and another patron should have been ejected earlier.	OQ	Replied by email thanking Member for her feedback & informing we will investigate the matters she has raised.	13/05/2019
MS 154	15/05/2019	Feedback form suggesting free biscuits, pool tables & karaoke.	OQ	Phoned and thanked Guest for her suggestions.	16/05/2019
MS 155	24/04/2019	Website email battered fish not cooked through and cold chips on 2 separate occasions, ceaser salad made wrong, attention to customer complaint at time non existent.	MM	Apologised & thanked Member for her feedback informing that we will follow up with our contract caterer and request them to reply to her feedback.	26/04/2019
MS 156	19/05/2019	Feedback form requesting Badge Draw to be announced to Bingo in the function rooms.	OQ	Telephoned, thanked Member for his request, resolved that Badge Draw be announced via PA or in person to Bingo patrons in the function rooms.	21/05/2019
MS 157	22/04/2019	Reservation for Good Friday in restaurant was not to be found on the night.	CH	Phoned Guest and apologised, thanked him for feedback and informed that we will investigate.	23/04/2019