

Dear Mr Paul Buzasi,

I am writing to thank everyone at the Antoinette Hotel who made our wedding reception on 27 May go so well. It was a perfect day.

Guests commented on the quality of the food and how good the hotel looked. Particular praise was given for the evening buffet and the DJ.

Thanks to our MC Peter who looked after us very well on the day, ensuring everything ran smoothly. Thanks should also go to the kitchen staff for the wonderful food and for the waiting team who were so efficient.

We'd like to give special credit to Lorraine Fare who dealt with all the arrangements, although she was away on the day itself.

From the moment we first walked into the hotel we were impressed with Lorraine's professionalism and "can-do" attitude. Having visited other venues where staff were stand-offish or disinterested it was a refreshing change to get such a warm welcome.

Planning a wedding is a stressful business but our reception at the Antoinette was one area where my husband and I never had any worries because we knew we were in Lorraine's capable hands.

We would heartily recommend the hotel as a wedding venue and we'll no doubt be dropping in for Sunday lunches.

Yours sincerely,



Caroline and Brendan Clancy

Cc: Lorraine Fare

Peter Hartnell Esq. AHCIMA  
Antoinette Hotel  
Beaufort Road  
Kingston Upon Thames  
Surrey  
KT1 2TQ

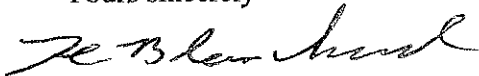
Dear Peter

**Eoin and Caroline's Wedding Reception**

My thanks to you personally for the attention given to the wedding reception, every detail required by Eoin and Caroline at the planning stage was implemented. The day itself ran extremely smoothly and compliments were given to me for the choice of hotel and the meal that was expertly prepared and served to an extremely high standard. Judging by the number of people on the dance floor the DJ had chosen a good balance in music.

Once again thanks for your help and we look forward to using the hotel again for future occasions.

Yours sincerely



Keith Blanchard

Re: Wedding party

Dear Sir/Madam

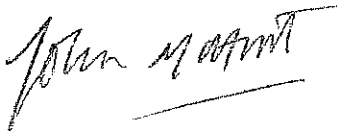
On Saturday 3<sup>rd</sup> April the hotel hosted our wedding celebrations. I would just like to thank you for hosting what was an excellent and very enjoyable event. Everything ran extremely smoothly and the hotel staff were courteous and friendly at all times.

In particular I would like praise Peter Hartnell and Lorraine Fare for organising the celebrations so successfully and for their professionalism throughout. Peter or Lorraine were always available before and during the day, they were always helpful and friendly, and I cannot fault the service they provided.

I would highly recommend the hotel to anyone who is organising an event and is looking for a venue. I was very impressed with the level of service we received and how fair the overall expense was.

Once again, thank you very much indeed.

Best wishes

A handwritten signature in black ink, appearing to read "John Moffatt", written in a cursive style. A horizontal line is drawn underneath the signature.

John Moffatt

*Dear Peter,*

*I enclose the cheque to pay the balance for Lucy and Robs' Wedding last Saturday 1<sup>st</sup> May.*

*We want to thank you for the wonderful reception. The room looked marvellous, the colour co-ordination was amazingly accurate and even matched the carpet! The top table looked magnificent and the floral arrangements a real masterpiece. Everyone remarked on the delicious food and the way it was presented with such plentiful portions. The people who served at the tables were so helpful and courteous.*


*The evening reception was amazing and the buffet fit for a king. Please thank Jim the DJ for his patience with all the guests asking for requests, his choice of records were well appreciated.*

*My son in law and daughter said that it had been a 'dream wedding day' and it was, thanks to you and all the arrangements that you organised for both the receptions.*

*We shall be recommending Hotel Antoinette very highly in the future.*

*Thank you personally for the smooth running way you organised things and your hard work on the day.*

*Yours sincerely,*

A handwritten signature in black ink that reads "Sue Heaver". The signature is written in a cursive style with a long, sweeping underline that extends to the right.

*Sue Heaver*

*Enc.*

# Trinifi

Peter Hartnell  
Food and Beverage Manager  
Hotel Antoinette  
Beaufort Road  
Kingston upon Thames  
Surrey  
KT1 2TQ

Dear Peter,

Please find enclosed the completed questionnaire, as requested. We are so sorry it has taken us a while to reply, but we moved house and have only just managed to get organised.

Incase you are unable to read the writing, we have included the customer testimonial again here, with a few additional comments that we would like included:-

"The hotel and staff came to our rescue. They saved us from almost having the wedding nightmare of the year at another hotel. They restored our faith completely in hotel wedding receptions and thanks to the great venue, excellent staff, and superb food, we had a wonderful wedding day and were even able to relax as we felt we were in very safe hands. We would highly recommend the Hotel Antoinette."

We would also like to take this opportunity to thank you and your staff once again for helping to make our wedding day memorable in the nicest possible way! Never before (nor since unfortunately!) has such a variety of gluten free food been available, nor of such a high quality. The food did not even taste gluten free! Thank you for the great effort you went to, to meet and exceed our very specific dietary requirements. The "normal" buffet food, we were told by our guests, was also superb, but we would have been best served to take your advice Peter, and order less as we had so much food left over on the night due to 12 "no-shows"!!

We would also like to acknowledge and thank you and all of the hotel staff for their professional, and at the same time friendly, and helpful customer service, before, during and after the wedding. The only thing that could have made our wedding more perfect would have been if you could have turned the water into wine!!! (excuse the biblical reference....).

Kind regards,

  
Mark & Catherine Buchan

cc: A. Buzasi, H. Buzasi; Directors