

Ritu Agarwal
30 Marlcroft Avenue
Stockport
SK4 3LZ

1st November 2010

For Whom it may concern,

Re: Deepak Manjath and Pankaj Sharma

Event: Wedding of Ritu Agarwal and Ven Samarasinghe

Venue: Thornton Manor, Thornton Hough, Cheshire

From my first meeting to the last, Deepak and Pankaj were wonderful to work with.

They were genuinely interested in the whole event and were helpful at each stage of the planning and execution. This involved a visit to the venue with the Chef, as well as countless meetings and phone calls. They always went the extra mile whenever necessary and this set them both apart from any of their competitors.

They were always contactable and responded back within 24 hours. This was outstanding service and provided me with confidence and peace of mind that the catering would go well for my wedding.

Their outstanding knowledge of food and drink was evident in the development of the menu for a lunch buffet and seated dinner. Whenever they were not sure (which was very rarely) the Chef was always consulted.

Their polite and respectful attitude together with their outstanding service and professionalism helped to secure the catering contract with the venue. The venue is extremely strict and has a selected list of caterers for clients to choose from. However as I was unhappy with the quality of caterers provided, I managed to set up a meeting with Deepak and the venue owner. This resulted in a trial dinner and the catering contract. They were impressed with Deepak and Pankaj, and the standard of food and service provided.

Their staff was well managed and organized on the day. They both remained calm, professional and resourceful regardless of any time pressures, obstacles or difficult people they had to handle.

There was excellent communication throughout the day with the Chef and his team, venue staff and my brother. This was apparent in the following situation.

The wedding ran late due to unforeseen circumstances, however they both ensured smooth communication to the catering team and the food was prepared and arranged accordingly. The main room was turned around within the hour for the dinner not to be delayed any further. This all resulted in an excellent and happy and day for Ven and I.

Throughout the whole process they were consistently professional and delivered to the highest standard, in all aspects required of them.

Since the wedding our friends and relatives have recounted their favourite dishes from the day to us alongside the usual tales. They were all impressed with the quality of service and the food.

In the future I am looking forward to many other occasions where I will be able to work with Deepak, Pankaj and Dilli again. We not only had a successful working relationship but they also became my friends in the process.