Gmail Colin Powell <colin.vicki@gmail.com>

RE: Folkmog (Morgan Car Centre) NTCL Lunch Sunday January 11th 2026

1 message

Info <info@greatellinghamcrown.co.uk> 23 November 2026 at 17:49
To: Colin Powell <colin.vicki@gmail.com>

Hi Colin,

I would like to start of by agreeing with you that yesterday was one of our most embarrassing moments. As someone apart of the staff team who has served your group every time you have joined us I can't believe what we let you endure yesterday. We indeed did let you down and I sincerely apologise.

I myself did not arrive until 1pm yesterday and was disappointed when I walked in to see that we were already behind with your food knowing that you had agreed to have everything done by 2:15. Other members were made aware of this agreement but unfortunately this was clearly not communicated very well. Unfortunately, the kitchen did decide to hold back on the starters and our FOH team clearly did not make it clear that they should've been sent out there and then.

I am sorry to hear the room was cold, I have been informed that the radiators were turned on straight away at 10am but they do sometimes take a while to kick in. we would be happy to come in earlier to ensure the room has enough time to warm up for you. For the food I am again sorry that this is what you had to experience as I must say we don't normally receive that comment and we will definitely be keeping a closer eye on the temperature of things.

I am glad to hear you would still like to join us on the 10th of January and I can ensure you that we will make sure that things are done to our best ability's. I am more than happy to give you a shorter menu to pre order from. I do tend to suggest that with such a large number of people as it makes things much smoother. Admittingly this would definitely help make things easier and with set prices also helps for everyone. We are more than happy to apply these things to your future booking to ensure that both ours and your standards are hit.

We have logged the incident with Byron and I do hope he is okay. We were not fully aware of how bad the chairs were and we apologise for our mistake of not being more cautious with them. If there are any further injuries with Byron then please let us know.

Again, I am so sorry that this was the experience we allowed you to have hear yesterday and I hope when you join us again, we will be much better for you.

Kind regards

Tamzin