

Please follow this link to read our feedback on 'Best of Bradford' –

<http://www.thebestof.co.uk/local/bradford/business-guide/feature/midland-hotel/76280/review>

Hey Katrina, I was really pleased with how the event turned out. Everyone loved it and thought it looked amazing! Thank you for letting us have the venue, Kind Regards Stephen Bradshaw  
Thanks for that. I find it so easy to develop an affinity with the Midland; and I've no doubt it's related to your first class staff, the service they always so willingly provide and their approach to customer relations under your leadership.

You certainly know how to pick the staff. Thanks again.

No reply expected - in ten minutes we'll be en-route to Manchester Airport for Corfu and a fortnight cruising the Adriatic / Greek Islands.

Regards. Joe Froggatt.

Hi Kate,

Many thanks to you and your staff for your help last night, it was very much appreciated.

I'm sure that we will be seeing you in the future.

*Kind regards*

*Daphné*

**Subject:** Society of Dyers and Colourists

Hi Kate

First of all, I apologise for not coming back to you in writing earlier (since 13/14 May) but I went away on holiday more or less straight afterwards.

I would like to thank you and all the staff at the Midland for all your efficient organisation and attention to us over our recent events at the hotel. I have had nothing but compliments about all aspects of the Midland Hotel - food, service, rooms etc. etc.

I don't really want to pick our names as everyone was great but particular thanks to Simon, the other manager in the evening dinner (can't remember his name D....?), Joanne and, of course, yourself.

Barbara

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**Barbara Carney**

PA to Chief Executive

**Society of Dyers and Colourists**

Subject: RE: 23rd May

hi Kate

the party went really well.

the staff were all very friendly and very accomodating, the room was ideal and the food was devoured by all.

all twelve members of the party went away very happy especially the 'birthday girl' and all are singing the praises of the midland hotel.

please can you thank all the staff and many thanks especially to you for making Mary's birthday such a special one and making my job as 'party organiser' such an easy one.

best wishes

Gail

Dear Gary

Thank you very much for all your help with our booking last week.

Everyone was very impressed with the hotel and the staff who were all extremely helpful. And thank you also for making such an effort to recognise my birthday – that was a huge and very pleasant surprise!

Please pass on my thanks too to Joanne, who was invariably helpful and efficient throughout the booking process.

Best wishes.

Lindsey

**Lindsey Cran**

**Events Manager**

**Royal Television Society**

**Subject:** RE: Hanson School - Leaver's Ball

Kate,

I would just like to thank you and the staff on the night for a wonderful evening. The students and staff who attended all commented on the wonderful arrangements and feeling for the whole event.

Gary - as last year was a star! (I'd like to think his Business education had something to do with that!)

Personally, I would like to thank you for your help and apologise if one or two arrangements changed a little later than I would have liked!

Kind regards

Vickie

Hi Kate

Just a quick note to say thank you to you and all your team for providing us with a truly exceptional evening. The food and the service by the staff was superb and by not hearing one complaint or criticism, I can only assume that all were more than happy tonight.

We will also be very sorry to see Mario leave the hotel as he has become a good friend to many Brethren over the years and to me also over a shorter period. Therefore could you once again, pass on our regards and wishes that he has a long and happy retirement.

Once again Kate, thank you for a superb evening.

Kind regards

Neil Roberts

Purveyor - Victoria 2669

Hi Gary,

I received a very nice text from the producer last night as they were travelling to Cambridge – the crew had a wonderful stay in Bradford, the hotel rooms and service were exceptional, thank you very much.

Best wishes, Helen

**Helen Smith** International Marketing & Communications Executive **Welcome to Yorkshire**

**Sent:** 11 April 2011 13:48 **To:** info@midland-hotel-bradford.com **Subject:** Worcester Cricket Society

Hello Joanne/Michela

Please accept a huge thank you from all our party for an excellent stay with you at the Midland. The service and attention to our party was exceptional. You seem to have a happy and well trained team and much of the credit must go to your manager Mr Peacock.

Once again many thanks

Roger

Dear Gary Greetings I am writing to express my gratitude to you and to your entire staff team for making the Victoria Lodge Ladies After Lodge Evening on Monday 11 April 11 a massively enjoyable and fun evening. The High Sheriff of West Yorkshire, Professor Brenda Costall, David Atack International Artist and my other distinguished and honoured guests have asked to add their thanks to mine and have wished that I convey these to you.

So many of the 90 guests were relishing the exquisite decor of The Midland Hotel in general and The French Ballroom in particular were suitably impressed. Your entire staff team and specifically mentioning Mario and Kate Sheppard brilliantly lead by yourself, Gary, far exceeded all expectations.

Please convey these sentiments to them. kindest regards

Manoj N L Joshi Worshipful Master Victoria Lodge 2669

**Subject:** RE: 31st March

Hi Katarina

Thank you. The conference last week was very successful.

We have received feedback from delegates on the venue, food etc and the vast majority felt these were excellent, with the remainder stating they were good. We received many, many comments about how good the lunch was and several about the friendly staff.

I would like to thank yourself for the planning and organising of the event and also the Duty Manager (Simon?). We made a couple of big last minute requests which he managed to fulfill with a smile and minimal fuss. We really did feel that nothing was too much trouble for him and the team there that day and I believe that this helped our day to be such a great success.

Many thanks to you and the team and I hope we can do business again in the future

Best wishes

**Alison Smith** IAG Development Co-ordinator

**Sent:** 07 April 2011 10:00 **To:** sales@midland-hotel-bradford.com **Subject:** Bevan Healthcare team event

Dear Kate,

Just to let you know, the event yesterday was a huge success. The team were very impressed with the room, facilities, food and efficiency of the staff. The service you and team provide is excellent, and I would have no hesitation in recommending the hotel to other teams/business.

Special thanks to Aldo for his professionalism and excellent service, nothing was too much trouble.

On a personal level, room 139 was lovely, a good recommendation

Kind regards

Gina

Hi Gary , Kate, Many thanks for your hospitality and amazingly efficient organisation today. Its was truly a pleasure to work with such a friendly and helpful team. We as Positive Bradford should use every opportunity to promote the Midland Hotel as one of Bradford's own gems.

Saleem

Saleem Kader (Managing Director) Bombay Stores Wholesale, Woodhead Road, Bradford, West Yorkshire, BD7 1PB

**Sent:** 17 March 2011 14:04 **To:** rooms@midland-hotel-bradford.com **Subject:** RE: Serious 4 God Group

Hi Hannah,

I just wanted to send you an email to say thank you very much to you and your team at The Midland Hotel for Tuesday night when we stayed with you.

Your hospitality on arrival was great, thank you for looking after us so well, we weren't expecting a drink, that was great! The dinner and breakfast was lovely, the food was really nice, and your colleagues were very friendly and gave us enough time to eat and relax.

Thank you very much for to you and your team for all your hard work.

Kindest regards,

Lucy

**Lucy Jones**

**Serious4God Event Coordinator**

**Sent:** 07 March 2011 13:05 **To:** sales@midland-hotel-bradford.com **Subject:** RE: Bradford Insurance Institute Dinner - 4th March 2011

Kate,

Thanks Kate the Dinner was a great success. The food and service was excellent and everything was very well organised.

Could you please pass on thanks to everyone involved on behalf of Institute.

Also thank you for the raffle prize – we raised just under £800 the proceeds of which will be split between The Insurance Charities and MacMillan Cancer Support.

Liz Brown FCII

Sydney Packett & Sons Ltd

Insurance Brokers

**Hi Kate and Team**

**I just wanted to thank you again for helping yesterday go so well! As usual – helpful and friendly and welcoming!**

**Many thanks, and have a great weekend all of you.**

**Sue**

**Sue Szekely**

**JRF Bradford Programme**

**Executive Assistant**

Dear Kate

Thank you for arranging everything for our 'POT' event last night. Everybody said what a lovely venue - good food and helpful staff.

Michael & Elaine de Villiers won the free lunch for two in our raffle and will no doubt be visiting you soon.

I will be in touch shortly regarding our Charter Dinner next month but we are very much looking forward to coming to the Midland again.

Best wishes

Sandra

Sandra Howard

PA to the Dean & Administrator

Bradford Cathedral

**Andy Preston [LION] has endorsed your work as General Manager at Midland Hotel.**

**Dear Gary,**

**I've written this recommendation of your work to share with other LinkedIn users.**

**Details of the Recommendation: "As a professional speaker and trainer, I travel A LOT, and use an awful lot of venues. I can say without hesitation the service provided by Gary and his team at the Midland was exemplary.**

**Every aspect of what I needed was taken care of, without hesitation, and in some cases - even before I asked! Outstanding.**

**In an industry where poor or average service is the 'norm', Gary and his team stand out as exemplars of what service 'should be'.**

**I'd happily recommend Gary, his team and the Midland to all my contacts and would go out of my way to hold an event or stay at the Midland again whenever I'm in the area, They are THAT good."**

**Service Category: Hotel/Venue**

**Year first hired: 2010**

**Top Qualities: Good Value, On Time, High Integrity**

Dear Kate,

Can we pass on our sincere thanks to you and the wonderful staff at the Midland Hotel for making the wedding of Matthew and Naomi Cansfield so special and memorable. The organization of the whole event was excellent from beginning to end and we felt very cared for throughout the planning of the event, and the Wedding Day itself. All the staff went out of their way to assist wherever they could and our every need was anticipated.

Numerous guests commented on the venue and the fabulous food and we would have no hesitation in recommending your hotel for weddings. Matthew and Naomi both had a great time.

Once again thank you especially, for your time, effort and patience!

kind regards

David and Joanne Cansfield.

**Dear Denise**

**Just wanted to let you know what an absolute fabulous time we had on Saturday. Thank you (and all your wonderful staff) for all the hard work that went into making our day so very special.**

**Without exception you gave us 100% what we asked for. There is not a single thing I could have asked to go any better. In fact the only regret we have is that we didn't have time to try out the big Jacuzzi bath in the bridal suite! So we have decided to book it for our 1st anniversary!!!**

**Every single one of our guests said what a wonderful day it was - and also what a wonderful hotel. Some of them - who live in Bradford - had never been inside the Midland before and they were quite amazed at its splendor.**

**Anyway we are just packing for the honeymoon now - 2 weeks in Santorin. Try not to work too hard while we're sunning ourselves on some wonderful beach!**

**Thank you, thank you, thank you so very much to you all.**

**Lots of love**

**Maureen and Dennis**

Hi Katarina,

Just a quick email to say thank you so much for yesterday, everything went according to plan and all of the staff were extremely helpful.

Thanks again and I look forward to working with you again in the future.

Kind Regards

Rosie

Regeneration Academy

Leeds, York & North Yorkshire Chamber of Commerce and Industry

**Hi Gary, No problem at all, and a big thanks for the hospitality you afforded our staff. Will said we could not have had a better view. For what it's worth, I really admire your stance re the media and the banner - being so close to the demo, you would have been forgiven if you had wanted to keep a low profile. The fact that chose not to speaks volumes in my book. I don't know about you, but I feel very positive about the city and its future after the way everyone pulled together. Of course I would rather the EDL had not come, but it gave us a chance to show how we have moved on and that is a massive positive to have come out of all this. All the best and thanks again**

**Brian Nuttney**

**Deputy Editor**

**Newsquest (Yorkshire & North East) Ltd.**

Gary

Thank you very much once again for your generous help in allowing us to use your balcony for our coverage of the events in Bradford on Saturday.

I wanted to let you know that I overheard in the ladies a couple of the wedding guests saying how well it had gone and the event had gone really well, and that the demos had not spoiled the couples' day!

Our coverage was in the end minimal as the event was relatively low key.

Your staff were very good too.

Thanks again

Ann

Ann Sedivy

Senior Producer

BBC News

**Hi Gary,**

**I just wanted to drop you a line to say a huge thank you to you and your team for the warm welcome you gave to our management team last week. The quality of both the service and the facilities were excellent and we are really grateful for your support.**

**I also thought I'd drop you a line with some exciting news! TLG and Osborne Clarke have just been shortlisted for the national Charity Times awards for our partnership between TLG's London Centres and Osborne Clarke in the city. It would be great to win at the awards event in September, but just to be short listed is a great achievement.**

**I look forward to talking some more in the autumn about how we can add further value to the great work of you and your team.**

**Warm regards,**

**Tim Morfin [www.tlg.org.uk](http://www.tlg.org.uk)**

Hi Kate,

Everything was perfect, thank you very much. As ever, the food was fantastic - and everyone commented on it. The staff were wonderful, and attended to our every need. The setting speaks for itself, of course!

Thank you to all concerned - and don't forget to send that invoice!

Kindest regards,

Tess

Tess Wilkins

Director of Specialism

BELLE VUE GIRLS' SCHOOL

**Dear Denise,**

**Thank you for all your help and support for both myself and Leon but more importantly to my new parents in law. You were so helpful and we could not have asked for the day to go any better. All of our friends and family had an amazing day and they thought the venue was so beautiful (as it is).**

**We have some gorgeous photos of our three wedding events so once they are organised we will send you some.**

**Thank you again**

**Emma and Leon**

**(Mr and Mrs Ghulam )**

Hello Katarina

Thank you for your email. The event was hugely successful and some of that was down to the staff at the Midland Hotel - many thanks!!

Nothing was too much trouble and everything that was asked for was delivered. I would certainly be recommending the Midland as a very special conference venue -everything was perfect.

Best wishes

Carol

Carol Satterthwaite

Education Consultant

**Yes it was Kate, thanks for all your help. I got over myself about half way through the night and enjoyed it myself too - the room looked fantastic, I am sure people must have been impressed by all the staging!!**

**Best wishes**

**Pauline**

**Pauline Thorpe**

**Business & Community Engagement Adviser**

**Education Bradford**

**Bolling Road**

**Bradford**

**BD4 7EB**

Dear Kate,

On behalf of the Student Law Society we would like to say what a fantastic job you and all the Midland Hotel staff put on last night.

We had a hugely successful and much enjoyed event, which we're sure, would not have been possible without your hard-work and co-operation!

Can we also take this opportunity to personally thank the DJ who accommodated all of our requests, as well as the gentleman in the bow-tie who was on hand last night.

It was a fantastic evening, all the students, lecturers, performers and friends and family had only great memories to take away.

Thank you again and we hope to work with you some point in the future.

With Kind Regards,

Muhammad Ali, Danielle Day and Rebecca Thornton.

Bradford University Student Law Society Committee 2009-10

**From: Bob Parker**  
**Sent: 21 April 2010 08:48**  
**To: gm@midland-hotel-bradford.com**  
**Subject: RE: The Arches**

**Hi Gary,**

**Just to say that it all went very well with my meeting last Friday and many of my fellow Town Centre Managers were very impressed with the Midland.**

**On the arches, Highways know they belong to the railways, but not which bit – Network Rail or Railtrack. I'll check with Chris, he was out yesterday.**

**Hope alls well with your daughter.**

**Regards,**

**Bob**

**HOTEL:Midland Hotel**

**SUBJECT:Feedback**

**MESSAGE:A wonderfully evocative hotel with that extra special addition of totally professional staff who have personalities! In my experience, this combination is sadly lacking in most of today's hotels. Warm, friendly and extremely accommodating. Thank you**

**Hi Kate,**

**The evening was a great success, thank you for all your help in organising the event. The meal, room, service etc. was excellent and the casino went down a treat. I just felt a bit sorry for your DJ, as everyone went to the casino rather than dance, but once the casino closed people danced so may be next time we won't have the casino for as long. The overnight stay was good and the breakfast fantastic.**

**We have carried out a staff survey and up to now everyone is in agreement with the above!**

**Thanks again.**

**Julie.**

**Julie Carroll**

**Personal Assistant Direct Line: 01274 841102 [www.sovereignhealthcare.co.uk](http://www.sovereignhealthcare.co.uk)**

Bev Holmes, The Pulse would just like to say that as a business person I use a lot of venue's for different meetings and service is paramount to me when I'm working. I have had the pleasure of the service of Justina in the last couple of weeks and she is brilliant, she reads a scenario really well. I do hope you value her.

Hi Michela,

Thank you for your email, it is much appreciated.

Myself and the team would like to say a big thank you to you and your staff for all the great service you have provided us with, it does not go un-noticed and booking with you is always easy and convenient.

Thanks again,

**Josie Ashdown**

Company Business Administrator

Thomas Cook UK

Dr Mark Abani

Agnieszka in Reception is a credit to you. Her calm and polite manner kept what could have been an uncomfortable check in very civil. I stay in a lot of Hotels and it was by far the best check in experience I have had.