



VALENTINES

Sent: Friday, 1 January 2016 2:25 p.m.  
To: andrew@valentines.co.nz  
Subject: Attn Hamilton Valentines

Good afternoon,

I had a booking this afternoon at Valentines Hamilton, only the second time I have visited.

There were 3 adult diners one of which was semi-disabled & intellectually handicapped.

We were greeted by an absolutely lovely gentleman who made eye contact, spoke very politely, smiled & walked us to our seats which were right by the dining area as to help our disabled friend.

Throughout our meal this particular gentleman brought us water, cleared our plates & advised us if there was anything we needed to feel free to let him know.

I'm sure he was probably like that to everyone but I felt he was our own personal server & went above & beyond & at the very least was very genuine & had the best customer service I've received in a while.

So I would just like to say a big THANK YOU. It was a great lunch on a day I really couldn't cook (some kind of headache )

I will be sure to tell everyone I know about the great service & lovely guy with the beautiful long hair I met today

All the best & thanks for a delightful experience. Happy New Year!

Olivia Collett

Sent from my iPhone