



# The 2012 Wedding Industry Awards

Recognising and rewarding excellence  
in the wedding industry



## Runners up

### Vanilla Catering and Events

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### General Comments (in random order)

"Throughout all the meetings in the year or so before the wedding Vanilla consistently showed attention to detail both in assisting with menu choices, the time plan for the day and many other areas such as tableware. An example of their attention to detail was to lay up a dinner setting where a small child in a high chair was sat to give visual continuity to the table. We felt guided by them throughout the whole daunting process. Vanilla liaised directly with our florist so they had a full understanding of the overall look and table centres being used. Vanilla were very approachable during the planning stages. Vanilla provided a complete service which culminated in a faultless meal and many guests commented on the precision of the level of service. Staff levels were excellent and ensured that each table received their food all together. Food presentation was high, a fine dining experience. Tables looked immaculate. The food, a 3 course meal for just over 140 had roast rack of lamb for main which was cooked exactly as had been described. A trio of desserts finished the meal, again presentation was excellent and their coconut ice cream has become legendary. Wine was kept in ample supply and vanilla provided the evening bar. The bar was always clean and looked tidy. To sum up, if we had the day again, we would not change a thing."

"On the most important day of your life you want everything to run like clockwork. When there are issues which need to be sorted quickly and efficiently you need someone to step up and take responsibility. Vanilla were that team. They were brilliant. We couldn't have asked for better food or service. And to top it all off they're really nice people. We've already recommended Sally and her team to numerous friends."

"The food and service was absolutely outstanding and we still get comments from our guests saying it was the best food they have ever had at a wedding. The service was incredible from the moment we emailed requesting a quote, right up until the last guest left on the day and Vanilla helped pull the whole day together. The entire team was faultless on the day and we are delighted that all our guests enjoyed their meal."

"They were recommended by many venues and when we met Sally and her team they were fabulous at helping us with setting up the venue in addition to producing an extra dish that wasn't on their menu for us. On the day they were fantastic with setting everything up and quietly keeping us aware of what was going on. They really took a lot off us allowing us to enjoy the day. I couldn't recommend Sally and her team highly enough"

“Lovely friendly people, great service.”

“Sally and the team at Vanilla were fantastic to work with. Nothing was too much trouble and they were more than happy to accommodate quite specific requests that we had for the day. The service in the build-up and on the day was impeccable with fantastic attention to detail. The food and in particular the beef as served to perfection and we had some many lovely comments about the food on the day that friends are now looking to use Vanilla Catering for their wedding next year. Such a lovely team and I hope you give them the trophy!”

“Vanilla Catering were recommended (among others) by the wedding venue. We arranged a meet and greet taster session, when we visited the Vanilla offices, discussed the day and tasted some food. The team were very flexible, working around us with regard to what times we could meet and even arranged for the chef to come in on his day off to ensure we could do some tastings. This was provided free of charge too. Nothing seemed too much trouble, and the team (sally especially) were very welcoming- you felt you could trust them with your big day. I had many questions, all of which were answered prior to the day. The day was brilliant. Vanilla catered the whole event from drinks reception, wedding breakfast and evening Hog Roast and cheese board. We have had so many comments about the food- it was wonderful. We went for the roast fillet of beef- too do 100 perfect steaks was incredible! There were plenty of staff on the day- we never waited for anything but at the same time we hardly noticed they were there. Very discreet! Having seen them in action, two of my wedding quests are planning on using vanilla for their wedding and business event. I would definitely recommend Vanilla- and would always consider using them in the future.”

“A great company that we would use again given the chance to throw a big event!”

“Vanilla were wonderful. The food on the day was delicious. The level of service of their waitressing staff was exceptional. We really appreciated having Sally Pickles meet us at our first meeting and take care of all of the arrangements herself and attend the wedding on the day - I think that is why everything ran so smoothly.”

“Vanilla were excellent from start to finish. They have a great team who really know how to make you feel special. From the initial meeting with them, we knew that we wanted Vanilla to look after our catering. The standard of food is out of this world - the presentation stunning! Vanilla are a very personable catering company who you know you can always rely on! Special mention to Sally Pickles for organising our day and to Kit also. They really have a great team and we cannot praise them enough for their efforts. They pay attention to all the little details! I CANNOT RECOMMEND VANILLA ENOUGH FOR THIS AWARD!!!”

“Vanilla remained helpful and supportive during the build up to our wedding and all throughout our special day. When I had any questions they were understanding and patient with me. The quality of the food and service on our big day was outstanding and Sally Pickles, the Floor Manager, was on hand if I needed her.”

“Vanilla really made planning our wedding food easy. They provided us with all the information we needed to make a decision and were flexible in accommodating our requests. The team worked with our other suppliers to ensure a coordinated and successful day!”

“Vanilla Catering were extremely professional and we felt very safe placing our wedding catering in their hands. A special mention should go to Martin who tirelessly helped us through the quoting process so we knew exactly what we were paying for and what we were going to get on the day. Their food was extremely tasty and they offered us a varied menu - great for catering for mixed dietary needs.”

"Thank you for providing such wonderful service and food at our wedding. The attention to detail was also brilliant."

"Friendly, professional family run catering services. Nothing too much trouble. Very accommodating and our day was perfection due to the effort made with timings etc. All our guests loved the food and service!"

"No comment"

"I would not hesitate to recommend Vanilla, they were a pleasure to deal with, the food looked and tasted fantastic, all our guests were amazed at the standard of the food and service on the day and the whole experience of planning our wedding with them was an extremely enjoyable experience! We were able to taste their food before we committed to using them, at a cost that was deducted off our bill (other local suppliers wanted to charge crazy prices on top of their actual quotes for this). Sally Pickles managed our whole order, and she worked very hard to make the day a huge success. We can't thank them enough for making our day even more special."

"vanilla were excellent both in the build up to our wedding, on the wedding day and for a hog roast that we had the next day. They completely took the stress out of the catering arrangements and management of the reception. The staff were really friendly and I cannot fault them in any way - would definitely recommend to anyone getting married."

"Sally, Kit and her team were fantastic, professional, caring, supportive, sensitive and most of all hard working. Our wedding was spectacular and we were absolutely delighted with the service we received."

"Superb service from introduction to take down. Lovely people, excellent food. We have had endless comments on the food, and it is still the talk of the village, two months later."

"Vanilla were truly excellent throughout the whole planning process. They really listened to what we wanted and were flexible and accommodating to this, also offering suggestions and help based on their extensive experience to help make the food even better on the day. The level of service on the day was fantastic-all details were covered, it was well organised and smooth running and most importantly all of our guests (and us) thought the food was delicious. We really did have so many comments on how great the food was from our guests. Food was such an important part of the day for us and it really was lovely. I would 100% recommend Vanilla to anybody looking to book a caterer for any event-they went above and beyond for us."

"We believe that Vanilla should receive recognition for their brilliant wedding catering service. Martin and his team ensured that the day ran smoothly and was stress free from beginning to end. As well as the food being excellent (that hog roast didn't stand a chance against our guests!!), the professionalism and humour of the staff really stood out."

"Vanilla did everything they could to take the stress out of the big day. We had the same manager, Sally, looking after us from the first meeting right through to being there all night for the wedding. They accommodated all our requests including an afternoon cream tea before the wedding breakfast, and worked very well with all the other suppliers. The food was excellent, and many guests commented saying it was the best wedding food they had had. We were pleased that the food on the day (for 160 people) was the same high quality as the tasting menu they had cooked for the two of us months before."

"Martin and co were welcoming and friendly right from when we first got in touch. They were able to cater for my veggi diet and my husband's meat-loving preferences + our lactose intolerant friends! They also dealt with our large number of children and older members of the party very well. It was an excellent suggestion that the eldest were served first. On the day Martin and co were like a well-oiled machine but still retained the personal touch and remained attentive but unobtrusive throughout the meal. The food was absolutely delicious and we had nothing but positive feedback from our guests."

"Using a caterer like Vanilla enabled us to be more flexible with our menu on our wedding. They were able to give us ideas as to what would work well at the venue and also recommend amount of food etc per the size of the wedding. On the day Martin and his team worked so well we hardly noticed they were there and they made everything so easy. They were able to anticipate what we wanted and acted like built in wedding planners! The food was fantastic, all our guests were impressed. We were too busy enjoying ourselves that we didn't get a chance to sample the evening buffet, but it all went which I took as a good sign. We had no problems on the day, service was lovely, food was fantastic, and we certainly wouldn't hesitate booking them again or recommending them."

"They were highly professional, very enjoyable to work with and excellent value"

"Fantastic support throughout the planning of the wedding. Fantastic food and professional service."

"I am really glad we chose Vanilla to cater our wedding reception. Our first impressions of professionalism and genuine interest in us as their customer were completely accurate. During the few days leading up to the wedding, Martin was so helpful and his staff were really friendly. On the day, guests commented on the lovely food and how quick the service was. No one seemed to be left waiting for their food. My father in law even contacted Vanilla while we were away on honeymoon to thank them for the food - that's how impressed he was! I had such confidence in Vanilla's service that I will be recommending them to friends in the future."

"The food that was served was restaurant standard but yet in a marquee in our garden. We have an awkward drive but Vanilla came out (over 30 miles away) to assess it prior to the event and did whatever it took to make it happen. The team and service was such that there were no problems, no wait times and everyone was really wowed by their standards."

"Personable and Professional, we needn't say any more!"

"Vanilla did a superb job of the catering at our wedding. The food was fantastic and we barely even noticed the staff, which is a sure sign of how good they were. During our pre-wedding meetings Vanilla listened to our needs and went out of their way to ensure we got exactly what we wanted on our big day. When there's so much that can potentially go wrong on your wedding day, it's wonderful to have one less thing to worry about. We can't speak highly enough of them and they would be very worthy winners."

"Not a bad thing to say, could not fault them so professional, such good service and food, Martin the manager certainly knows his stuff he helped the day run smoothly and was able help with anything we needed, So much more than just good food!!"

## Why They Booked (in random order)

"We really liked the manager and were impressed with the professional service."

"I had found them online initially and wanted to pick a company that was out of London and more local to the wedding venue. I contacted them and they were super responsive and continued to be throughout the whole wedding preparation. They were a delight to work with and nothing was too much trouble. They were just fab!"

"Excellent staff, great value for money, experience with serving at this venue before, option to taste food before committing to order, locally sourced quality produce, amazing menu options, fantastic presentation. Overall a very professional job was done."

"Food to die for!"

"They offered traditional food with an interesting twist, they take food seriously as we do so they were the perfect choice!"

"Recommended"

"I booked Vanilla because I felt that Sally Pickles was genuinely interested in what sort of day we were looking to achieve, nothing was too much trouble and I felt confident about securing them."

"-Professional approach -We got to taste a selection of their starters and puddings -On hand guidance - Patient and ready to listen - Reliable -Good value for money and all-round service"

"I liked the owner Sally, from the start. She put us completely at ease, she showed myself and my wife some great food and together we generated some great ideas."

"Their product, professionalism and personal touch in tastings"

"We chose Vanilla because they provided affordable, high quality catering."

"Because of the menu offered and the amount of positive recommendations that we had about them from numerous different suppliers. I also found them a pleasure to deal with from start to finish."

"They were recommended to us via my sister in law as she felt strongly that Vanilla were a fantastic catering company to work with especially for weddings."

"My brother and sister-in-law also used vanilla catering and we were amazed by the food and service given. We didn't bother checking out any other caterers before booking them - they were the ones for us! :)"

"Vanilla was originally recommended to us by a family member. We did some research and realised they were competitively priced. We met with Vanilla and one other catering company. Vanilla appeared really professional, which made me trust them with my wedding. We later found other people asking us if we had considered using Vanilla as our caterers - before realising we had already booked them! This included our venue, who had worked with Vanilla on previous weddings and had great success. They are clearly the best in the local area."

"Quality of food, customer service, price and proximity."

"Because they were on Farbridge's list of recommended caterers and because we were very impressed with Sally Pickles' professionalism and the food which we tasted at our first meeting."

"Friendly people, felt confident that they would provide the support that we needed and were not let down!!"

"We visited them at their office after being recommended by our Venue, the menu and food looked so good, Martin was so professional and we trusted him straight away. We attended our friend's wedding who also used them after we booked them and after eating at this wedding we knew we had made the right decision although it did make us change our menu choice somewhat as the food we ate there was 1st class! I would love their mulled wine recipe, amazing! Really would recommend them!"

"Came highly recommended and we were very happy after our first meeting that our wedding was in safe hands. Their friendly but professional manner set us at ease."

"They were recommended by many venues and when we met Sally and her team they were fabulous at helping us with setting up the venue in addition to producing an extra dish that wasn't on their menu for us. On the day they were fantastic with setting everything up and quietly keeping us aware of what was going on. They really took a lot off us allowing us to enjoy the day. I couldn't recommend Sally and her team highly enough"

"They were recommended through one of the reception venues that we looked at (although didn't end up using) and we received quotes from them and several other companies. Their quote seemed to be very competitive and so we went to visit them and have a tasting session. the food was great, Vanilla seemed completely professional and also flexible to our needs - nothing was too much for them to arrange so we decided to go with them for our wedding caterers as well as the caterers for a party the next day to celebrate my parents ruby wedding anniversary."

"The venue recommended them because vanilla had catered for lots of different events at the venue before and knew the facilities and what was achievable. Also the first meeting we got to taste some appetisers and they were amazing!"

"Value for money and professionalism"

"Vanilla had a very professional website and approach when we initially contacted them. The food at the initial meeting was also very impressive."

"as above. Were recommended Knew the venue Relaxed yet experienced and professional"

"Excellent service, reasonable prices for the quality, and great food. They were the only caterer to make the effort to meet all our catering requirements."

"Recommended by others"

"Cost and quality"

"They were one of about six caterers recommended by the reception venue and they had a very comprehensive website. On first meeting and tasting we felt like we were in very good hands and were dealing with a highly experienced and dedicated team, who were not pushy; indeed Martin was keen that we did not make a decision that day. The pricing was also very competitive and the range of food options much better than elsewhere."

"We booked Vanilla because when we were choosing a caterer for the wedding, we visited them at their premises and were really impressed with their knowledge of how weddings work, their professionalism, enthusiasm, ideas, and of course how the food tasted. They were streets ahead of their competitors."

"We emailed a number of catering companies with our requirements and Vanilla had the most comprehensive response and invited us for tastings. The food we tried was the best as was the service given before the wedding. The level of service remained outstanding throughout the whole process."