



NAVY REGION NORTHWEST
FOOD SERVICE
ROAG
Regional Operations Advisory Group

2016

YOUR FEEDBACK IS APPRECIATED!



RESULTS
ARE IN!

NAVAL BASE KITSAP
BANGOR, BREMERTON, NAVHOSP, KEYPORT

THE FOOD SERVICE REGIONAL OPERATIONS ADVISORY GROUP WOULD LIKE TO THANK ALL THE
PARTICIPANTS OF THIS YEAR'S SURVEY. YOUR FEEDBACK IS GREATLY APPRECIATED!

CNRNW FOOD SERVICE ROAG REQUEST/ISSUE RESPONSE TRACKER

MWR/FFR FACILITY: ALL AMERICAN BREMERTON

COMMENT/CONCERN	RESPONSE/ACTION
Outstanding cook and staff. We eat here all the time	Thank you very much for the positive comments. We strive to provide the best service and quality at the best price possible. We look forward to serving you again.
More sections on the grill menu. Like to see grill chicken sandwiches and wraps on the menu. Great soup and salad bar.	Thank you for the menu feedback. We are always looking for new menu ideas and welcome any specific suggestions. Feel free to contact the Installation Program Manager (IPM) at 360-476-8591 for any other ideas and to let us know how we are doing.
line to get in for lunch could be managed better, otherwise, always clean with fresh salad. some of the hot items have been overcooked/dry.	Thank you for the candid feedback . The Installation Program Manager (IPM) is evaluating product, service and staffing levels to adjust to customer needs. Let us know if we are improving. Feel free to contact the IPM at 360-476-8591
I am not familiar with their full range of hours so I cannot fully judge that.	We are open for Breakfast, Lunch and Dinner weekdays. Weekends are Brunch and Supper. Specific hours of operation can be found on our website www.navylifepnw.com
Unusual spice in the Mexican dishes. Chicken and rice dishes tend to be a little too salty. Great clam chowder. Wonderful salad bar. I like the very small desserts. Nice beverage station with juice or soda. Friendly and helpful cashiers and servers.	Thank you very much for the positive comments and candid feedback. We strive to provide the best service and quality at the best price possible and look forward to serving you again.
I wish they had more vegetarian options like soups, and entrees. Sometimes the broccoli and other veggies in the salad bar is wilted but other than this we love it!!	Thank you for the menu feedback. We are always looking for new menu ideas and welcome any specific suggestions. Feel free to contact the Installation Program Manager (IPM) at 360-476-8591 for any other ideas and to let us know how we are doing.
I really like the All American, wish the salad bar was larger. The service is hit or miss, I've been one time and the lady that assisted me with long hair at the front counter was great. I went another time and had a lady with short hair assisted me and she was kind of rude when I asked questions about the menu. Overall a great place, maybe some customer service training.	Thank you very much for the positive comments and candid feedback. We strive to provide the best service and quality at the best price possible. We look forward to serving you again.

COMMENT/CONCERN	RESPONSE/ACTION
parking is always an issue / salad bar is great / good value / very clean and pleasant atmosphere	Thank you very much for the positive comments and candid feedback. In case you were not aware, there are parking spaces dedicated to the All American directly outside the restaurant. We strive to provide the best service and quality at the best price possible and look forward to serving you again.
Hours are lame due to the schedule of our ship. Staff seems friendly and food is decent.	Thank you for commenting on hours of operation. Hours of operation are set to meet the needs of the majority of people, however we would welcome your feedback on what hours you would like to see. Feel free to contact the Installation Program Manager (IPM) at 360-476-8591.
The vegetarian option on most days is an iceberg salad. I can't imagine the cheese or creamed veggies are healthful	Thank you for the menu feedback. We are always looking for new menu ideas and welcome any specific suggestions. Feel free to contact the Installation Program Manager (IPM) at 360-476-8591 with your menu ideas and to let us know how we are doing.
The only thing I would change, is options for kids meals.	Thank you for the menu feedback. We are always looking for new menu ideas and welcome any specific suggestions. Feel free to contact the Installation Program Manager (IPM) at 360-476-8591 with your menu ideas and to let us know how we are doing.
This galley is the best ever since opening. We don't have to go back to the ship and IT'S FREE.	The Bremerton All American is NOT a galley, it is an MWR restaurant who's prime mission is to feed E4 and below RIK Sailors living in the UH. It is open to all Active Duty, Families, DoD civilians, contractors, and guests.
Please have 2 lines for RIK like me and cash people to speed up line like the Bangor galley. Love this place but lines are sometimes too long.	Thank you for your kind comments and candid feedback. We recently added an additional register to help with traffic flow. Please contact the Installation Program Manager (IPM) at 360-476-8591 and let us know how we are doing.
Food choices tend to be bland. Add some more spices, especially for Mexican and Italian foods. Also the Burgers brought to your table vs. go up to the window for the main menu gets to be confusing. Please think it over and see if a better solution for all can be found. Also, the Salad Bar is too wide, I have to constantly go from one side to the other and back to get the ingredients I want, then the dressing, then the croutons.	Thank you for the menu feedback. We are always looking for new menu ideas and welcome any specific suggestions. Feel free to contact the Installation Program Manager (IPM) at 360-476-8591 with additional menu ideas and to let us know how we are doing.
There menu is too small seems like I'm always stuck ordering the same thing. The choices they do have are not very good.	Thank you for the menu feedback. We are always looking for new menu ideas and welcome any specific suggestions. Feel free to contact the Installation Program Manager (IPM) at 360-476-8591 with additional menu ideas and to let us know how we are doing.

COMMENT/CONCERN	RESPONSE/ACTION
<p>The All American Restaurant has been the best addition at NBK Bremerton. This is a best site for lunch time as it provides the best bang for your buck. My favorite eating place on base.</p>	<p>Thank you very much for the positive comments. We strive to provide the best service and quality at the best price possible. We look forward to serving you again.</p>
<p>There aren't any real true healthy choices other than eating at just the salad bar and that's not cost effective. They need a photo or description of the daily meal at the checkout or online so people can see/ understand what it is prior to getting to the counter. the names are always very cryptic and don't tell you what the dish actually is.</p>	<p>Thank you for the menu feedback. We are always looking for new menu ideas and welcome any specific suggestions. Feel free to contact the Installation Program Manager (IPM) at 360-476-8591 with additional menu ideas and to let us know how we are doing. With regards to descriptors, we have made changes in how things are described. Please let us know if that makes the item clearer.</p>
<p>I can't speak enough about how great this place is. I have been working on NBK Bremerton for the last few weeks and this place has become by go-to. It's better than the places out in town and an excellent value.</p>	<p>Thank you very much for the positive comments. We strive to provide the best service and quality at the best price possible. We look forward to serving you again.</p>
<p>Although it's bright, the interior is a little too "cookie cutter" for my taste. It has no distinct ambience. Perhaps décor with a Northwest feel? Regular menu is limited (although it tastes fine). Good variety of specials but most don't appeal to me. When I do order the special, it's usually pretty good.</p>	<p>Thank you for the menu feedback. We are always looking for new menu ideas and welcome any specific suggestions. Feel free to contact the Installation Program Manager (IPM) at 360-476-8591 with additional menu ideas and to let us know how we are doing.</p>
<p>Since active duty can eat for free, it makes it difficult to eat here and order anything other than the special of the day during weekday lunch time</p>	<p>Thank you for your nice comments and candid feedback. All Active Duty do not eat for free, only those E1-E4 living in UH. We recently added an additional register to help with traffic flow. Please contact the Installation Program Manager (IPM) at 360-476-8591 and let us know how we are doing.</p>
<p>Good food at a reasonable price. Would like to see more grill menu items.</p>	<p>Thank you for the menu feedback. We are always looking for new menu ideas and welcome any specific suggestions. Feel free to contact the Installation Program Manager (IPM) at 360-476-8591 with additional menu ideas and to let us know how we are doing.</p>
<p>Expand choices of the general menu, add a buffet line, need sweet tea selection, turn on closed captioning on TV's, specials need serious work, seems to be the same stuff all the time, service is hyper friendly and good. get rid of the long tables and break them into 4 tops.</p>	<p>Thank you for the candid feedback . The Installation Program Manager (IPM) is evaluating product, service and staffing levels to adjust to customer needs. Let us know if we are improving. Feel free to contact the IPM at 360-476-8591</p>

COMMENT/CONCERN	RESPONSE/ACTION
need to stay longer hours	Thank you for commenting on hours of operation. Hours vary based on Port loading schedules, demand and historical data. You can find hours of operation at www.navylifepnw.com
good alternative for coffee	Thank you very much for the positive comments. We strive to provide the best service and quality at the best price possible. We look forward to serving you again.
Love the main morning Barista, she's fantastic.	Thank you very much for the positive comments. We strive to provide the best service and quality at the best price possible. We look forward to serving you again.
I haven't been here myself but I've heard stories that will keep me away.	We look forward to welcoming you soon. Please contact our Installation Program Manager (IPM) 360-476-8591 to share the stories you are referring to. We absolutely want to address any product or service concerns.
We don't use the Liberty program and didn't know about Café.com	We look forward to welcoming you soon.
Never used it. It seems implied that only Navy Sailors can go inside.	If you are on base, you can come to Café.com. We look forward to welcoming you soon.
don't drink caffeinated products	We have decaffeinated products as well. We look forward to welcoming you soon.
This is a very good morning stop. It has very good service. Love the morning coffee drinks.	Thank you very much for the positive comments. We strive to provide the best service and quality at the best price possible. We look forward to serving you again.
Great Coffee	Thank you very much for the positive comments. We strive to provide the best service and quality at the best price possible. We look forward to serving you again.
Don't know where this is.	We look forward to welcoming you soon. Café.com is located in NBK - Bremerton inside the Liberty Center (Sinclairs) across from Delta Pier

MWR/FFR FACILITY: TRIDENT INN GALLEY

COMMENT/CONCERN	RESPONSE/ACTION
Need to stay longer and give more variety of main entrée on lunch and dinner.	Thank you for your input we are looking into extending the hours, and adding extra items to the menu.
Some of the best food in the Navy.	We are glad that you enjoy the meals. Please come and visit us again.
Too far from parking; makes for a miserable walk in foul weather and too long of a walk for a short lunch break. Vegetables usually over cooked and mushy.	We held training on the vegetable issue. A long walk is great after a delicious meal!
They don't have any vegetarian options.	We are in the planning stages of developing vegetarian options and look forward to your feedback once released.
good salad bar / good value when open to civilians / had scampi shrimp and steamed broccoli last time I was there and both were cooked perfectly although difficult to do so cafeteria style so kudos!	Glad you like everything .
As a civilian, I do not believe I can use this facility.	Per NAVSUP P-486 Chapter 2. 2001(2) Civilians are not authorized to eat in the general mess except during monthly special meals. Thank you for your input.
great DF - should win the Ney award	Thank you very much!
Stop serving rice for breakfast. Hash browns are for breakfast, rice is a side dish for lunch or dinner.	Thank you for your comment. We have many requests for rice for breakfast, we also frequently offer hashbrowns as well.
Best galley ever! Salad bar is super awesome!	Thank you for your support and patronage.
where is this never eaten there	We are located down the walkway from the base movie theatre.
Food offered in the SWFPAC limited area from the Galley is subpar sometimes.	We are formulating a plan to provide better options at our satellite facilities. The NEX is also working a plan at this time, thank you for your patience.
Haven't eaten there in years, but it continues to be at Ney award quality.	We do our best and live up to our motto, "YOU ARE ONLY AS GOOD AS YOUR LAST MEAL".
When the Petty officer Advancement test comes around there should be special hours to accommodate the special testing times that allows both the advances, and the staff to have a good breakfast provided.	The galley will open at 0545 on exam days to better support our customers.

COMMENT/CONCERN	RESPONSE/ACTION
<p>There needs to be better options for weekend Dinner. Just because there are less people there doesn't mean they should skimp on quality. Other's don't have a choice of where to eat or the money to do so</p>	<p>Thank you for your comment. We will look into ways to better the weekends menu.</p>
<p>Best in the west</p>	<p>I will share that info with the staff.</p>
<p>I live on NBK-Bangor, and I still have no idea how to get to the galley. Never been there.</p>	<p>www.navylifepnw.com is a great place to start. We are located down the walkway from the movie theatre.</p>
<p>Federal Civilians, and retiree dependents being allowed to eat there would be nice.</p>	<p>Per NAVSUP P-486 Chapter 2. 2001(2) Civilians are not authorized to eat in the general mess except during monthly special meals. Thank you for your input.</p>
<p>As a civilian, when able to eat at Galley, the food and service is typically great.</p>	<p>Thank for the feedback.</p>

MWR/FFR FACILITY: INSIDE OUT CAFE & LOUNGE

COMMENT/CONCERN	RESPONSE/ACTION
I recently had the MWR cater an event with boxed lunches. We received great reviews regarding the quality and quantity of the salads and sandwiches. Some said the price (\$12) was a little high for lunch, but 24 people out of 60 participated. Participants thought a price between \$8-10 would be reasonable.	Thanks for your feedback. We are glad you enjoyed your catered box lunches. Our menus are all costed using a required formula. The catering team would be happy to customize any order to meet your budget. Please feel free to contact our team at 360-535-5926
need to stay longer and lower the prices on the menu	We will continue to monitor customer needs so that we are available at the right times for the majority of customers. Please contact the Installation Program Manager if you have a specific time/day that you are interested in us reviewing 360-473-8591.
Bring back the Tuna Sandwich and the Nacho Supreme special.	We have brought back the tuna revised into a Tuna Melt with bacon. You can also get tuna in a wrap if you so desire. Just ask your cashier. Nacho Supreme Tuesday is back.
A little too loud sometimes. Healthy Choices: It has been a while, so I don't remember the menu to well.	We have Gluten free breads and dressings available at all MWR food service locations. If you don't see what you need on the menu, please ask us or let us know. Any item can be converted into a lettuce wrap
It is too dark in there.	Good news! We are starting a remodel project later this year that will address lighting.
salad bar would be great and/or some salad choices that don't have chicken for vegetarians plus the new menu no longer has tuna wrap option. service is slow even when it is not very crowded. prices are a bit high considering the quality and atmosphere	Thank you for the candid feedback . We have added Tuna back to the menu. Salad bars are problematic for a facility like the Inside Out, however, we have several plated salad options available. The Installation Program Manager (IPM) is evaluating product, service and staffing levels to adjust to customer needs. Let us know if we are improving. Feel free to contact the IPM at 360-476-8591
I wish they had more gluten free options, and gluten free salad dressings without artificial sweeteners.	Please let us know when placing your order and we will happily accommodate your dietary needs. Gluten free breads are available at all MWR food service locations, as well as salads with gluten free dressings. If you don't see what you need on the menu, please ask us. Odds are we can make something to your liking outside of what is listed on the menu.
I was saddened to hear about the problem at the Café as I think they one of the best hamburger and fries around. Maria Tarver, MWR, and her team do a great job and I hope the Café can reopen and be even better!	Thank you! We look forward to welcoming you again soon.

COMMENT/CONCERN	RESPONSE/ACTION
I believe the workers need to be more outgoing and friendly. Not like they are drones.	Thank you for the candid feedback . The Installation Program Manager (IPM) is evaluating product, service and staffing levels to adjust to customer needs. Let us know if we are improving. Feel free to contact the IPM at 360-476-8591
Has potential to be a much better restaurant than it is.	Thank you for the candid feedback . The Installation Program Manager (IPM) is evaluating product, service and staffing levels to adjust to customer needs. Let us know if we are improving. Feel free to contact the IPM at 360-476-8591
I haven't been back since I was served bad salmon. they replaced it, but I don't think the food is very fresh there	Thank you for the candid feedback . The Installation Program Manager (IPM) is evaluating product, service and staffing levels to adjust to customer needs. Let us know if we are improving. Feel free to contact the IPM at 360-476-8591
Service seems to have declined in recent years.	Thank you for the candid feedback . The Installation Program Manager (IPM) is evaluating product, service and staffing levels to adjust to customer needs. Let us know if we are improving. Feel free to contact the IPM at 360-476-8591
The food services don't have any consideration for people with food allergies. Since food allergies are on the rise, this really needs to change for the NEX food services to compete with outside food services, especially in this area. So, it would be nice if gluten free options were available, such as bread and buns, in addition to more healthy options such as a salad bar, a vegetable dish, etc. And either avoid dairy-based sauces, or offer the sauce on the side for people allergic to dairy.	Thank you for your candid feedback. Please let us know when placing your order and we will happily accommodate your dietary needs. Gluten free breads are available at all MWR food service locations, as well as salads with gluten free dressings. If you don't see what you need on the menu, please ask us. Odds are we can make something to your liking outside of what is listed on the menu.
I rarely go here but it is nice every once in a while.	We look forward to welcoming you back soon.
This location is more expensive than all the others. They should add a salad bar, and the hours are totally inconvenient unless you are going during your lunch break from a local boat.	Thank you very much for the candid feedback. We strive to provide the best service and quality at the best price possible. Salad bars are problematic for a facility like the Inside Out, however, we have several plated salad options available. Operating hours are determined based on demand. We will continue to monitor customer needs so that we are available at the right times for the majority of customers. Please contact the Installation Program Manager if you have a specific time/day that you are interested in us reviewing 360-473-8591.
Why did they unexpectedly close?	Thank you for your patience as we worked through some emergency maintenance needs. We are now open and look forward to welcoming you back.

COMMENT/CONCERN	RESPONSE/ACTION
Service can be too long during lunch rush. A few times, I have given up and gone elsewhere.	Thank you for the candid feedback . The Installation Program Manager (IPM) is evaluating product, service and staffing levels to adjust to customer needs. Let us know if we are improving. Feel free to contact the IPM at 360-476-8591
The menu is lacking.	Thank you for the menu feedback. We are always looking for new menu ideas and would welcome any specific suggestions. Feel free to contact the Installation Program Manager (IPM) at 360-476-8591 to share additional ideas.
Only okay. Lots of greasy food. Barely any healthy options.	Thank you for the menu feedback. We are always looking for new menu ideas and welcome any specific suggestions. Feel free to contact the Installation Program Manager (IPM) at 360-476-8591 to share additional ideas.
It would be great if a salad bar similar to All American's could be added. Also, have sweet potato fries been considered? Delicious!	Thank you for the menu feedback. Salad bars are problematic for a facility like the Inside Out, however, we have several plated salad options available. We are always looking for new menu ideas and welcome your suggestions. Feel free to contact the Installation Program Manager (IPM) at 360-476-8591 to share additional ideas.
I eat here every now and then. The burgers are excellent (better than Red Robin), but the hours and location are not very convenient	Thank you very much for the positive comments. We strive to provide the best service and quality at the best price possible. We look forward to serving you again. Operating hours are determined based on demand. We will continue to monitor customer needs so that we are available at the right times for the majority of customers. Please contact the Installation Program Manager if you have a specific time/day that you are interested in us reviewing 360-473-8591.
WOULD LOVE TO SEE WEEKEND HOURS ADDED AND OPEN LATER ON WEEKDAYS.	Operating hours are determined based on demand. We will continue to monitor customer needs so that we are available at the right times for the majority of customers. Please contact the Installation Program Manager if you have a specific time/day that you are interested in us reviewing 360-473-8591.
Great establishment, I enjoying eating there often	Thank you very much for the positive comments. We strive to provide the best service and quality at the best price possible. We look forward to serving you again.
Have not eaten recently, but food is typically satisfactory. Service can be improved.	Thank you for the candid feedback . The Installation Program Manager (IPM) is evaluating product, service and staffing levels to adjust to customer needs. Let us know if we are improving. Feel free to contact the IPM at 360-476-8591

MWR/FFR FACILITY: NAVAL HOSPITAL BREMERTON GALLEY

COMMENT/CONCERN	RESPONSE/ACTION
Need longer hours, need variety of food to choose and better quality service from the staff.	The Terrace Dining Room's serving hours (0600-0800 & 1100-1300 M-F) were established to feed the majority of patrons while minimizing labor costs and food waste. The dining room currently operates on a 28 day cycle menu with a minimum of three (3) entrees to choose from during each Lunch meal. The salad bar currently contains 29 fresh vegetable and/or fruit items to choose from with 18 different salad dressing options. Customer service is always a primary focus for our department. Customer service issues or concerns can be conveyed to CS2 Marie English at marie.a.english.mil@mail.mil
Where is it? I was there 3 days during my child's birth and no one knew of a galley, only Subway	The Terrace Dining Room is located eastern corridor of the first floor just past the Subway sandwich shop.
there should be an evening meal served for the patients and staff at night and over the weekends.	Due to a lack of patronage, the dining room was closed for evening and weekend meals in July 2005. Patron requests for evening meals through our alternative meal access program is minimal (1-2 per day) and would not warrant the labor or food production costs to re-open the dining room beyond our current meal periods.
Very Nice to use	Thank you. We appreciate your patronage.
wish it opened at 1000 or 1030 to help early lunchers or cut down on long line of 30-40 people in line at 1100.	The Terrace Dining Room's serving hours (0600-0800 & 1100-1300 M-F) were established to feed the majority of patrons while minimizing labor costs and food waste. The Subway sandwich shop and vending machines are located within 25 feet of the dining room for patrons during 'off-peak' meal hours. Both these options offer a variety of healthy foods and beverages. The dining room SEATING area is open from 0600-1830 for patrons to consume their food and beverages.

MWR/FFR FACILITY: PIZZA HUT/TACO BELL

COMMENT/CONCERN	RESPONSE/ACTION
need to stay longer, and have more tables available	All feedback will be passed along to Franchise owner.
Staff not always at the front counter. Product consistency been really bad during the past 3 months. Example burritos have to much sour cream or guacamole and very little meat.	
I won't even go here anymore, please they are so slow. Customer service fail!	
I would visit more often but the service is slow.	
I have not tried this restaurant.	
I used to frequent, but the staff were rude, and often messed up the orders.	
When I can't make it to the NACFAC cafeteria in time.	
I can't eat there because there is nothing healthful	
Don't expect to order a pizza and get it during your lunch break. Maybe if you preorder it for the next day.	
I would not recommend eating here.	
Too long to wait during lunch time. Faster to go to Target for a personal size pizza.	
Would be better as a Pizza Buffet	
They are very slow, so when we have to go inside the bowling alley and wait for slow service it is a pain.	
This is a convenient stop. It's often crowded, the people are friendly and food are good.	
Good food needs more help at times	
The food was alright, just made kind of sloppy and messy.	
good for when bowling or alternative fast food choices on base	

COMMENT/CONCERN	RESPONSE/ACTION
Need a deep clean in the area, looks dirty	All feedback will be passed along to Franchise owner.
THIS IS NOT BOWLING ALLEY FOOD. GET RID OF IT! IT'S DIRTY, AND THE EMPLOYEES AREN'T VERY FRIENDLY.	
Could you find a smaller place for this? I don't think you've yet reached critical point where all the mass collected into such a small location would create a black hole. Also, could you make it even darker, it would help if we didn't see the food. As it is now, its dim enough to be just annoying.	

MWR/FFR FACILITY: SAM ADAMS RESTAURANT AND BREWHOUSE

COMMENT/CONCERN	RESPONSE/ACTION
good cook and staff	Thank you very much for the positive comments. We strive to provide the best service and quality at the best price possible. We look forward to serving you again.
Great Wings!	Thank you very much for the positive comments. We strive to provide the best service and quality at the best price possible. We look forward to serving you again.
now that it is closed for lunch, don't eat there as much.	Thank you for commenting on hours of operation. We are in the process of evaluating reopening for lunch during the week. If the decision is made to reopen, we will be sure to get the word out to you. Sam Adams is still opened in the evening starting at 4pm. We hope to welcome you then.
I am copying and pasting my Yelp review of one of my experiences here: Worst service I've ever had....or do I even call it service? Because there was none!!! We had to ask for our drinks numerous times, after we were sitting there for ten minutes and had to get up ourselves and find our own menus to look at. Another fifteen minutes go by and the "waitress" still hasn't came and checked if we'd like to order and had to go find her. She was just constantly hunched over the bar or other tables flirting with men the entire time. We order finally, she's snobby. We wait 28 minutes for our food, after watching it sit on a tray ready to go for 7 minutes. It's cold. Really cold. They take it all back and microwave it bringing back smushy, wilted, overcooked vegetables on my burger (lettuce, tomato, onion, avocado) . I'm paying for microwaved wilted food.. They took that back and are now making me another order. It's been 56 minutes.....not to mention my husband had to just get up to fill up my Pepsi.....	Thank you for the candid feedback and please accept our apology for your experience. The Installation Program Manager (IPM) is evaluating product, service and staffing levels to adjust to customer needs. Let us know if we are improving. Feel free to contact the IPM at 360-476-8591
Need better Hours, especially weekends ESPECIALLY Football Sundays	Thank you for commenting on hours of operation. Hours vary based on Port loading schedules, demand and historical data. You can find hours of operation at www.navylifepnw.com
They might as well just make this a bar and stop selling food. Poor quality in service and food is subpar.	Thank you for the candid feedback and please accept our apology for your experience. The Installation Program Manager (IPM) is evaluating product, service and staffing levels to adjust to customer needs. Let us know if we are improving. Feel free to contact the IPM at 360-476-8591

COMMENT/CONCERN	RESPONSE/ACTION
Insufficient healthy options for us to expect sailors to eat here on a regular basis.	Thank you for the menu feedback. We are always looking for new menu ideas and would welcome any specific suggestions. Feel free to contact the Installation Program Manager (IPM) at 360-476-8591 to share your ideas
More healthy/vegetarian options. The standard salad and veggie burger gets old. The veggie burger is very mushy. The service is fine, however it takes twice as long to get a side salad then someone who orders hamburger. I like the ice tea options.	Thank you for the menu feedback. We are always looking for new menu ideas and would welcome your suggestions. Feel free to contact the Installation Program Manager (IPM) at 360-476-8591 to share your ideas
Not many vegetarian options but the vege burger is darn good.	Thank you for the menu feedback. We are always looking for new menu ideas and would welcome any specific suggestions. Feel free to contact the Installation Program Manager (IPM) at 360-476-8591 to share your ideas
At the times I have visited, the floor has been sticky, there has been no silverware, and the wait for food has been atrociously long.	Thank you for the candid feedback and please accept our apology for your experience. The Installation Program Manager (IPM) is evaluating product, service and staffing levels to adjust to customer needs. Let us know if we are improving. Feel free to contact the IPM at 360-476-8591
A really nice place and good service.	Thank you very much for the positive comments. We strive to provide the best service and quality at the best price possible. We look forward to serving you again.
parking is hard	Thank you for your comments on parking. As with most of NBK - Bremerton, parking is an issue all around. In case you were not aware, there are parking spaces reserved for Sam Adams just across the street by the ball fields and opposite the entry door.
I like Sam Adams. It's a good atmosphere in the middle of the day.	Thank you very much for the positive comments. We strive to provide the best service and quality at the best price possible. We look forward to serving you again.
Appreciate them supporting the "Project Athena" meeting.	Thank you very much for the positive comments. We strive to provide the best service and quality at the best price possible. We look forward to serving you again.
Worst SAM ADAMS ever!!!	Thank you for the candid feedback and please accept our apology for your experience. The Installation Program Manager (IPM) is evaluating product, service and staffing levels to adjust to customer needs. Let us know if we are improving. Feel free to contact the IPM at 360-476-8591

COMMENT/CONCERN	RESPONSE/ACTION
Majority of the time, will not find someone to take order, especially during non-peak lunch hour.	Thank you for the candid feedback and please accept our apology for your experience. The Installation Program Manager (IPM) is evaluating product, service and staffing levels to adjust to customer needs. Let us know if we are improving. Feel free to contact the IPM at 360-476-8591
Poor maintenance of the facility.	Thank you for the candid feedback and please accept our apology for your experience. The Installation Program Manager (IPM) is evaluating product, service and staffing levels to adjust to customer needs. Let us know if we are improving. Feel free to contact the IPM at 360-476-8591
I love having food delivered while watching a movie!	Thank you very much for the positive comments. We strive to provide the best service and quality at the best price possible. We look forward to serving you again.

MWR/FFR FACILITY: SAM ADAMS EXPRESS

COMMENT/CONCERN	RESPONSE/ACTION
great staff	Thank you very much for the positive comments. We strive to provide the best service and quality at the best price possible. We look forward to serving you again.
Didn't know it was there, I have never been there.	We look forward to welcoming you soon. Sam's Express is located in NBK - Bremerton just outside the Liberty Center (Sinclairs) across from Delta Pier
Needs a menu with better choices. You can have a salad with meat, but it costs more than a burrito with meat. Chicken needs to be spicier. Include Pork. Basically, they should emulate the menu of the popular Casadores Taco Truck that was recently kicked off because the Wendy's opened up.	Thank you for the menu feedback. We are always looking for new menu ideas and would welcome any specific suggestions. Feel free to contact the Installation Program Manager (IPM) at 360-476-8591 to share your ideas
have eaten only once last year	We look forward to welcoming you again soon.
This is a good lunch time option. Great burritos!	Thank you very much for the positive comments. We strive to provide the best service and quality at the best price possible. We look forward to serving you again.
Great service	Thank you very much for the positive comments. We strive to provide the best service and quality at the best price possible. We look forward to serving you again.

NEX FACILITY: DEERHAVEN CAFETERIA

COMMENT/CONCERN	RESPONSE/ACTION
There is no vegetarian options.	Will review.
Love Taco Salad Wednesdays! Great Ladies behind the counter.	
Being gluten free, there are three things I can eat there. The food is mostly fried and fatty, anyway, but some of the specials are often healthy. I just can't eat them. There is a real opportunity to offer healthier options here, with some simple changes. For example, use GF soy sauce and offer GF bread for sandwiches. Bring back premade salads and offer salad dressings without artificial sweeteners. Have you ever thought about partnering with a local farmers market to bring in fresh healthy ingredients? Those ladies can really cook - and they have a great attitude. You should give them better ingredients to work with.	Working to add more grab-and-go healthy choices.
This place needs a menu overhaul!	Working to add more grab-and-go healthy choices.
I wish we had more salad choices. the workers are super friendly and attentive. the food doesn't seem fresh, but better than other NEX options. more variety would be better.	Working to add more grab-and-go healthy choices.
<p>"The NEX food services don't have any consideration for people with food allergies. Since food allergies are on the rise, this really needs to change for the NEX food services to compete with outside food services, especially in this area. So, it would be GREAT if:</p> <ol style="list-style-type: none"> 1) you would add oatmeal to the breakfast menu. 2) provide gluten free options, such as bread, buns, and soy sauce. 3) Carry soy milk so that those allergic to dairy can get a latte in the morning. 4) Add more healthy options such as a daily salad bar, a vegetable main dish, etc. <p>The best food this café puts out is the Philippine food the cook makes once or twice a week, but these specials sell out before noon. So, the cook should be allowed to make Philippine food more often and they should make much bigger batches, since you're losing money by running out before noon."</p>	Will review.

COMMENT/CONCERN	RESPONSE/ACTION
Need more healthy choices - protein + vegetables. More salad bars and available salads. Vegetables.	Working to add more grab-and-go healthy choices.
Never been	
Love the staff and location. I go there roughly 3 times a week.	
The atmosphere in the cafeteria is dismal. They have not kept current with the times; haven't significantly changed their menu in 10 yrs.	Working to add more grab-and-go healthy choices.
Best place of the whole lot! Good Specials. Taco Salad on Wednesdays. Chicken Gumbo is good. The gals treat you great. the only problem is that it closes at 1230 and sometimes that meeting goes long.	
The prices are outrageous and they charge you for every thin make fries and a drink a combo price to any sandwich. they charge al la carte way too much	Prices are based on food and labor costs.
more advertisement needs to be put out for this location	
It might be good to have some outside signage so people are reminded that this nice option exists.	
The choices are limited however the workers try to turn sandwiches into salads. The people beg for the return of a salad bar but they never seem to get it. The workers are good and very friendly. They seem to work very hard in this cafeteria with limited staff. Please bring back a salad bar - there's no reason the taco salad bar on Wednesdays cannot be used throughout the week. I know the old salad bar location was taken over by another Command, but come on, give us a salad bar. I'd eat here more often if we had one. At least try it for the summer.	Will review.
Nice	

NEX FACILITY: BANGOR DELTA PIER CAFETERIA

COMMENT/CONCERN	RESPONSE/ACTION
Prices and service are subpar at best. This place and others like it (the overpriced café at TTF, and at SWFPAC). Did you know that they cut 1/8 inch sausage patties in half diagonally to fit it on a sandwich and then charge you full price? The workers attitude are less than desirable.	Prices are set based on food and labor costs.
Too many ship board sailors, lines way to long for a 30 minute lunch. Cafeteria workers overloaded. If you go late no salads left. To many fried food choices and "fake" meats or very low quality meats the sausage patties are gross as well as the rest of the meats. Set up of line is dumb, you have to back track on people to get your drinks and some condiments. Cashing out is slow due to computerized register.	NEX mission is to serve active-duty sailors. Currently working on "express" grab and go area, should be set up by mid- June. Also, rearranging island area to reduce bottle-neck. Working with MWR to add food truck for lunch.
Each time I have gone here it was offering mostly prepackaged foods. No salads a lot of burger and fries type foods.	Adding more salads, sandwiches, etc. in grab and go area.
They need to come up with a better way to track orders. I've seen people wait too long for food, because the little old Asian lady forgot their order. They should have a salad bar.	Adding additional cashier for lunch rush. Adding more salads, sandwiches, etc. in grab and go area.
This is by far the worst place to eat on Bangor!! We'll start with variety. They do have a good variety of food when they feel like cooking it for you. Many things on the menu are sometimes not available. Quality is fair because the cooks do not take in any pride of what they are cooking. Food sits in juices, hot wells, and warming stations for far too long. Service is the worse! Long waits, rude cooks, and many times the cooks are not speaking English which makes me think they are maybe talking bad about me? As for healthy choices; I ordered a chicken wrap and it came with French fries. It came out to 4.95. When I asked for no fries the price did not change!! As a former cook from a high end eating establishment, I notice the small things when it comes to food and handling standards and it is very disturbing that they are ignoring these rules to be followed. Using utensils for everything, from grabbing or cutting raw meat to slicing vegetables. I rarely see anyone wash their hands, wear gloves, or hair nets. I will never eat there again, but what is disturbing to me is that this place serves our men and women in uniform and they deserve a lot better than this.	Re-training will be done on health guidelines. Fresh items being added.

COMMENT/CONCERN	RESPONSE/ACTION
Cooks do not wear gloves or head nets. Staff has AWFUL attitude. Staff speaks in foreign language most of the time which is uncomfortable. Prices are terrible. Not enough attention to the eating area, the tables, chairs and floor are dirty most of the time. Table legs are broken and wobbly. Only one TV of the two are on. Zero customer satisfaction. The nice ladies keep quitting from abuse from the rotten egg. The debit machine is painfully slow which causes a constant backup in the line and during rush hour my food is cold by the time I pay.	Common seating area is not managed by NEX, issues are forwarded to building manager; working with them on janitorial service in that area. Staff is being cross-trained from other locations to assist.
more advertisement needs to be put out for this location	
more meat and veggies in salad	
The staff is nice and friendly. I buy a latte about once a month. I haven't eaten a meal there in many years since I don't work there.	
Fast Service	
Greasy. Grease everywhere. Rude staff. I don't care to be yelled by the cooks about ordering a burger. I can't remember being in this place and not having the staff be rude to me. Not really any healthy options. The coolers are often filled with expired items. Case in point, about a month ago, I had a cottage cheese that was 3 months expired. The prices are really high. It seems like a pain burger and fries is about 8 bucks, which is about the same price as the food at All American. The burger is not that good at all and I don't get a salad bar. Rip-off. The POS is really slow and does not show what you have ordered, so it is impossible for me to verify my order on the screen or receipt.	Registers are very slow due to data lines, researching solutions. Will be adding an offline register for express grab and go area. Will review process for managing expiring products.
prices seem a little high, and variety seems lacking, but with the limited choices available on lower base, it will do and is convenient	
Have only eaten there a few times.	
Ships force sailors using the cafeteria during the limited 30 minute time period IMF has to get food, eat and get back to work. Need more pre-packaged grab and go choices	NEX mission is to serve active-duty sailors. Currently working on "express" grab and go area, should be set up by mid- June.

COMMENT/CONCERN	RESPONSE/ACTION
The wait times for service is terrible, and some of the staff openly discuss problems with customers. I would be willing to pay more for better quality food; however the current choices are mostly fried in grease. Hire a chef that can cook scratch made food.	Will do refresher training on customer service. Adding more salads, sandwiches, etc. in grab and go area.
Very convenient	
Overpriced, dirty, they are lucky the health department doesn't come by. Lousy service, almost never opens on time, slow to start lunch, home of the worlds slowest cash registers. This place only stays open due to no competition, if there were other choices this place would be out of business.	The health department inspects monthly, issues have been minor and corrected on the spot.
gluten free choices - more healthy choices highlighted	
Need more healthy choices. Salad bar would be great.	Adding more salads, sandwiches, etc. in grab and go area.

NEX FACILITY: ESB CAFETERIA

COMMENT/CONCERN	RESPONSE/ACTION
The service and attitude are less than desirable.	Will do a customer service refresher training.
more advertisement needs to be put out for this location	
Nice	

NEX FACILITY: IMF REFIT CAFETERIA

COMMENT/CONCERN	RESPONSE/ACTION
<p>"It is so unfortunate to have such a great amenity that is so convenient to my work location that is so unpleasant to go into. I probably eat more food from the cafeteria than I do from anywhere else because I spend most of my waking hours at work. The main issues for me are the long lines, food safety and cleanliness and the atmosphere.</p> <p>The lines got so bad that we can no longer take our lunch at the set lunch time due to the lines. We are given 30 minutes for lunch. I have waited 25 minutes in lines to get and pay for my food. First you go in and wait in line to place your order, then you have to go get in the pay line that is surprisingly longer than the order line. My food is done faster than I can pay for it. The lines are so long, there isn't enough room for them in the cafeteria, so they extend out into the eating area and circle around. The customers conversations consist of asking what line you are waiting in. There is also lines within lines because there is also a line for the sandwich and wrap station that gets mixed into the pay line.</p> <p>The cleanliness of the food area is awful. There is an area of green sludge coming from under the sandwich counter that has stopped me from ordering a sandwich or wrap. The bottom of all of the counters are just caked with years of dirt. I couldn't tell you the last time they were cleaned. The problem is that the workers come and open those dirty covers to access the areas under the counters with their gloves on and because they have gloves on they turn around and continue to handle the food they were just working with and they don't change gloves. I no longer order salads because I have watched Sue countless times working on making the salads chopping the veggies, without gloves on then stop and help someone at the register and handle money and either not wash her hands at all or just run some water over her bare hands and then go back to chopping the veggies for the salad. Just last week she was cleaning and chopping onions with bare hands. No more paddy melts or oly burgers for me. There are ""healthy options"" to order, but unfortunately I won't order anything that isn't cooked or deep fried because I know that stuff hasn't had a chance to be touched by Sue. I am down to a wrap for breakfast and chicken nuggets for lunch now because I know that Sue hasn't touched anything that goes into that stuff. I haven't witnessed the newer people do the same thing, but they haven't been there very long.</p> <p>The last issue is the yelling. Sue yells across the cafeteria so much that I can hear her all the way down the hall in my office from the moment the gates open until they close at 1300. She went on vacation for a week a little while ago and there was a marked difference in the noise level. As a customer, it would be amazing if I could actually hear the person I was speaking to instead of only being able to hear her yelling. Her yelling just makes everything feel stressful. When you walk in and see long line and hear her yelling at her workers it just make it feel like you are in a bad situation. That is an everyday thing at lunch time in this cafeteria.</p> <p>There are some great things about the cafeteria. Mark is amazing. He takes everything in stride and is a really great cook. He keeps his cool way better than I could in that situation. He has a way with us customers that my husband and I actually look forward to seeing Mark everyday just to see what he is going to say today. The newer employees are really trying to do a good job. I think if they were allowed to stay in one place long enough to figure out how it works, it would be much better for them. I always wonder if the reason why this cafeteria goes through so many workers is because of Sue and her yelling and degrading them all day. She really treats them very badly and it is a shame. We don't treat our employees that way. Please make it better!"</p>	<p>Will conduct retraining on sanitation guidelines. Space is inspected monthly and has had very few issues which are corrected on the spot.</p>
<p>Same as delta cafeteria food quality is low and if late no salads left. To many fried foods. Don't have the ships force line problems at 7000. But still slow for a 30 minute lunch</p>	<p>Working to add more grab-and-go healthy options.</p>

COMMENT/CONCERN	RESPONSE/ACTION
<p>Cooks do not wear gloves or head nets. Staff has AWFUL attitude. Staff speaks in foreign language most of the time which is uncomfortable. Prices are terrible. Not enough attention to the eating area, the tables, chairs and floor are dirty most of the time. Table legs are broken and wobbly. Only one TV of the two are on. Zero customer satisfaction. The nice ladies keep quitting from abuse from the rotten egg. The debit machine is painfully slow which causes a constant backup in the line and during rush hour my food is cold by the time I pay.</p>	<p>This is the same comment as Delta, not sure which cafeteria referring to. NEX does not manage the common seating area, but will pass along to building manager.</p>
<p>Go back to having the salad bar or learn how to make a salad from WINCO. The quality of meat is poor; the sausage and beef patties have a lot of byproducts. The workers are badgered by the boss causing poor customer service, a lot of turnover and customers should not have to listen to the drama.</p>	<p>Working to add more grab-and-go healthy options. Will conduct retraining on customer service.</p>
<p>I always bring a heavy coat when I plan to eat there, it is really cold. The staff is friendly and nice. I normally pack my own food though I may eat there once a week out of necessity. Long wait times during peak times keep me from eating there often. I would love it if it was more like a Panera Bread restaurant with healthy quality soups, salads, and sandwiches.</p>	
<p>Great food Desperately needs more help</p>	<p>Finidng staff has been an issue, adding an extra cashier for lunch rush.</p>
<p>My comments are for the Building 7000 cafeteria, not sure if this is it or not. I am highly unsatisfied with the service and prices at this cafeteria. I have stood and waited for 20 minutes to get an order in (our lunches are 1/2 hour) because the line cook is gabbing and then have to stand in line again to pay. The computers are so slow and antiquated. Some of the newer employees are nice but Sue with her screaming is not tolerable and often drives me out of the cafeteria with no purchase. The prices are stupid and follow no logic why do we pay \$7 for a special...</p>	<p>Adding an extra cashier for lunch rush. Will conduct retraining on customer service. Cash registers are new, but data lines are very slow - researching solution.</p>
<p>At times, the line to pay for the food takes up to 10 minutes to get through, and that is on top of the 5-10 minutes or more to order and get the food. That doesn't allow much time during a 30 minute lunch period to eat comfortably. Plus, the Point of Sale systems are incredibly slow, which causes most of the backup to pay. Need something faster and more user friendly.</p>	<p>Cash register data lines are very slow - researching solution.</p>
<p>same as Delta pier, but the staff is much nicer.</p>	
<p>I would like and have previously suggested baked potato bar, daily salad bar vice the overpriced sparse salads that they currently serve. Food is Greasy. service time is awful. It is not uncommon to waste have of a 30 minute lunch in line to order, and the other half in another line to pay. I have gotten bad rotten vegies in my salad. I have seen counter rags used to wipe the steam pipe on the espresso machine and reported that to the supervisor. this facility needs better service and less chatter from the staff. They talk a lot, which disrupts the flow and production of the food, constant turnover of employees getting sent to Delta pier cafeteria, leaves no level of urgency or experience to cover this site.</p>	<p>Finidng staff has been an issue, adding an extra cashier for lunch rush. Will conduct retraining on customer service</p>

COMMENT/CONCERN	RESPONSE/ACTION
prices seem a little high on some items, and variety seems lacking, but with the limited choices available on lower base, it will do and is convenient	Prices are set based on food and labor costs.
<p>The credit card reader is WAY TOO SLOW. It takes longer to pay than it does to have our food cooked and prepared. I believe that a lot of people (me included) bring their own lunches instead of waiting in line to pay. The payment line is usually much longer (people and time) than for both the hot grill and cold wrap bar put together. I noticed that the total number of people purchasing food declined significantly (30-40%) within a couple of weeks of when the new, SLOW card readers were introduced. As an Industrial Engineer, professionally trained and experienced in identifying ways to increase productivity and throughput, I can confidently state that the single most important thing that could be done to improve this cafeteria would be to speed up the card reader / cash register. My low rating for "Service" is due solely to this issue -- the people are uniformly helpful, courteous, and friendly. I am proud to take my PSNS colleagues into our IMF cafeteria, and have always heard favorable comments from those colleagues after eating here. Keep up the good work -- but SPEED UP THE REGISTERS!!!!!!</p>	Cash register data lines are very slow - researching solution.
Slightly better than the Delta Pier.	
"gluten free choices - more healthy choices highlighted on menu more soup choices is desired."	Adding more grab-and-go healthy options.
Mostly fried foods. Need a salad bar or other healthy food options and brewed Ice Tea would be nice.	

NAVY EXCHANGE FACILITY: MCDONALD'S

COMMENT/CONCERN	RESPONSE/ACTION
Don't know hours.	Will pass along all feedback to Franchise owner.
This place sucks they mess up orders consistently and the location is horrible.	
Being gluten free, about the only thing I can eat there is the salad without meat and eggs with no bread. Because of the poor GF selection I rarely go there.	
Why are we stuck with having a McDonald's? Can we get a Burger King on base?	
If you order a salad without the meat. It would be nice to get a cheaper meal.	
DIRTY! You need to ask for the 2 for 5 deal, even if you specifically order 2 of the same item. Employees attitudes, suck. Hours suck. They took away the military discount. This place just sucks overall.	
It's a McDonalds. Also, someone took my lunch at the counter once. I ordered, they gave me a number, but as I was waiting, someone snatched it up. They also need that coke fountain with 1,000 choices.	
Drive thru is very slow especially at lunch	
It's a McDonalds. You know what you're going to get. I use the drive through when I'm in a hurry. They seem to be clean inside and the people are friendly.	
Need more trash cans around area	
Just a regular McD's. Nothing special.	
not great service, orders frequently wrong 1 of 4 times in drive through. they are not a clean store, specific examples: serving thawed meat and French when freezer was broken for three days. I have seen employees use utensils, food wraps, food that has fallen on the floor. I personally confronted the store manager and threatened to call the health department if the freezer was not fixed immediately. I would also alert the health department on deficiencies when they came to inspect. I managed the corrections personally to make sure things got fixed. service is usually not good, unless an inspection from corporation is pending, then they blow labor on those days to make sure they pass, and then have 2 openers in the store alone for 2-3 hours unsafely overworking those employees until more help comes in. this is bad service because people have to wait too long and get upset. in no way do they even come close to adhering to corporation customer service times, they print receipts and erase the order to stop the time, to artificially boost the appearance of good drive through times.	Restaurant is inspected monthly and has very few issues.
good McDonalds, busy at lunch, slow in evenings	Will pass along all feedback to Franchise owner.
Quality is sometimes lacking, but will fix it if you bring it to their attention	
Just once, I'd like to get an order at the drive through that wasn't screwed up. Dining area needs to be cleaned on a more regular basis.	
Eat here when not at Subway. Best price for Diet Coke . Friendly staff, recognize me :)	Will pass along all feedback to Franchise owner.

NAVY EXCHANGE FACILITY: STARBUCKS (NEX BANGOR)

COMMENT/CONCERN	RESPONSE/ACTION
great staff	Will pass along all feedback to Franchise owner.
ate there once. Don't drink coffee	
They really really really need to add gluten free lunch options (not just snack foods). I miss being able to get a meal there but have to be gluten free now.	Will pass along request for gluten free options ot owner.
I had sour milk in my beverage. I had 2 sips and then dumped the whole thing out.	Starbucks will always replace a drink if a customer is not satisfied.
Always busy/full whenever we are there.	Will pass along all feedback to Franchise owner.
they don't take the coupons so that stinks	
Earlier hours would be nice and workers could stop in too.	Already opens at 6AM weekdays
Great coffee	Will pass along all feedback to Franchise owner.
This base should have a Drive-Through. It's kind of a pain to have to go inside the NEX to get a cup of coffee. Usually when I am going here it is like 0530 in the morning on my way to work. It would save me time if there was a drive through.	
basically what you would expect from a Starbucks in a convenient location	
Want more gluten free options	Will pass along request for gluten free options ot owner.
Longer hours please	Did a trial of later closings when NEX extended hours, but sales did not warrant the extension.
more healthy choices - gluten free options	Will pass along request for gluten free options ot owner.
Cesar salad uses wilting iceberg lettuce. Recommend checking your produce. On a good note the Mandarin wrap is delicious.	Will pass along all feedback to Franchise owner.
Great selection of food, large servings, great prices!	
I ate there once, but it's on the SPB and I work on NAS so it's hard for me to get over there, but the food was good.	
Close kind of early	
A good place to eat if you are at the main exchange. No question this is 10 times better than Rice King.	
there are no healthy choices; vegan dish necessary	
Have used this facility a few times.	

NAVY EXCHANGE FACILITY: SUBWAY BANGOR

COMMENT/CONCERN	RESPONSE/ACTION
I like the 24 hours open.	Will pass feedback to owners.
Don't know hours.	
Would go there more often if I could get in and out quicker. Lunchtime lines can be way too long.	
They provide great service, however, they should bring the seafood sensation back.	Will forward request to owners.
I have not tried this restaurant.	Will pass feedback to owners.
Too long a wait during the lunch hour.	
Should not charge more for salads over subs	
This is my favorite place - it's the best Subway I've eaten at - the people are friendly and the options seem to be better at this location than in town.	
I have only been a couple of times due to long lines during lunch time. The sandwiches are much better at the Commissary Deli next door.	
Great food ,Fast service	
Horrible. Plus, why would I eat here when the subs that are made in the commissary are the best sandwiches I have ever had. Think of it this way, it's hard to sell a Ford Pinto next to a Ferrari Dealer.	
long lines, needs more help in peak hours.	
good Subway	
Great having the 24 hr option	
Same as Bremerton	
Made mistake--filled out wrong Subway before. Pickup sandwich for all lunches-they have memorized my sandwich :) Fast, dependable, convenient	

NAVY EXCHANGE FACILITY: SUBWAY BREMERTON

COMMENT/CONCERN	RESPONSE/ACTION
need longer hours	Already 24 hour operation
So busy at lunchtime! Workers seem to be very tired by lunchtime.	Will pass feedback to owners.
It's 24hrs and its subway. It's exactly the experience you'd expect from a place like this. Can get watching people from the NEX shopping or staring at you while you eat.	
The subway have great service! They should bring the seafood sensation back.	
The prices at this Subway, should be the same as the prices off base, but they aren't.	Will research with franchise owner
Salads should cost the same as subs. And whatever happened to the \$5 footlong?	\$5 Footlong is a promotion, it runs often but not all the time
crowded at the peak lunch and dinner times	Will pass feedback to owners.
Subway has no variety and hard bread, you should change them with a smash hit subs like you have in Japan.	
Love the fact that the Sub ways is Open 24hours a days 7 days a week.	
Love the food	
Subway has never been anything special for me. It's only okay.	
I have eaten at Bremerton Subway a few times when going to the commissary or NEX	
Parking and available dining space are issues.	Issue of non-customers parking in NEX lot has been communicated to base.
I get almost every lunch at Subway and have for years. They have memorized my sandwich :) Great folks, fast, dependable	Will pass feedback to owners.

NAVY EXCHANGE FACILITY: SUBWAY NAVAL HOSPITAL BREMERTON

COMMENT/CONCERN	RESPONSE/ACTION
Outstanding server/staff. Great job ladies	Will pass along to owner.
Used twice. Eating area too small. Throughput is way too slow.	
Very important that they have healthy gluten free options.	
very very long wait lines.	
Hardly ever eat there and would do Galley first, so was looking for an NA as response. However, I would probably give same response as the Other Subway @ Bremerton.	
This Subway should be open 24hours a day seven days a week for patients and staff.	
Love the food	
I have eaten at this location a few times when going to NavHosp for appointments	
need help to speed line along more quickly	

NAVY EXCHANGE FACILITY: TORPEDO ALLEY GALLEY

COMMENT/CONCERN	RESPONSE/ACTION
soup held in warmer case did not seem very warm i.e. up to food handler guidelines criteria? I only tried it on one day, however.	Will pass along all feedback to Franchise owner.
more advertisement needs to be put out for this location	
nice	
Just love that they will create "off menu" items if asked. Always cheerful about it, too. Great people!	
Haven't eaten there since 2010; was ok then.	
Love this place	
Do not use. Didn't even know they had a location. Always went off base.	

NAVY EXCHANGE FACILITY: TTF CAFETERIA

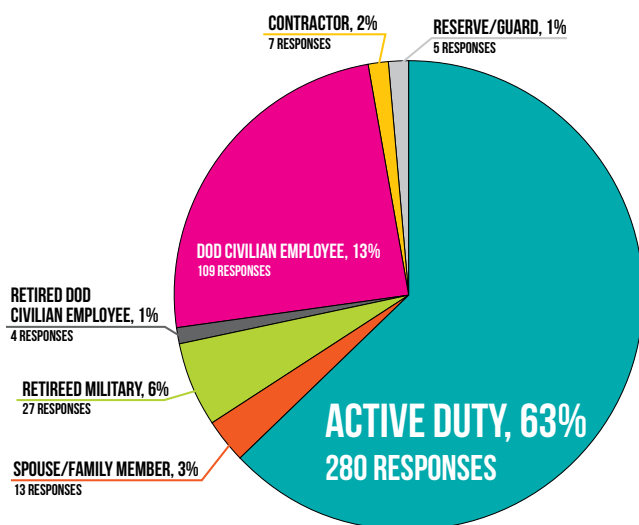
COMMENT/CONCERN	RESPONSE/ACTION
Prices are way too high.	Prices are set based o food and labor costs.
Great Food	



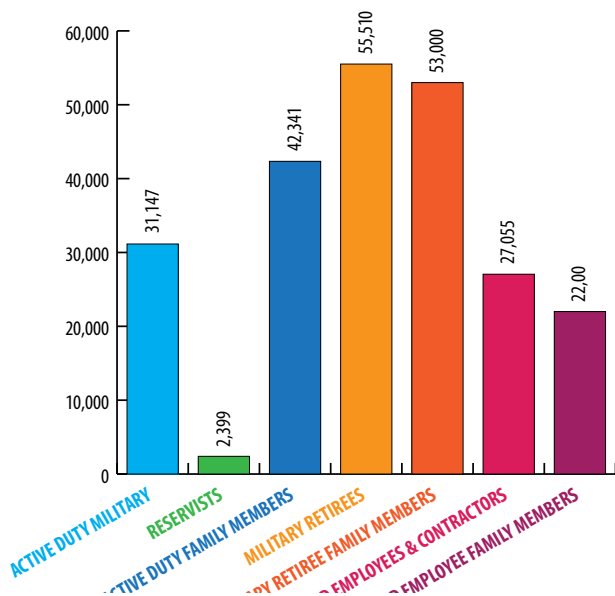
NAVY REGION NORTHWEST FOOD SERVICE ROAG 2016

Regional Operations Advisory Group

RESPONSES BY STATUS



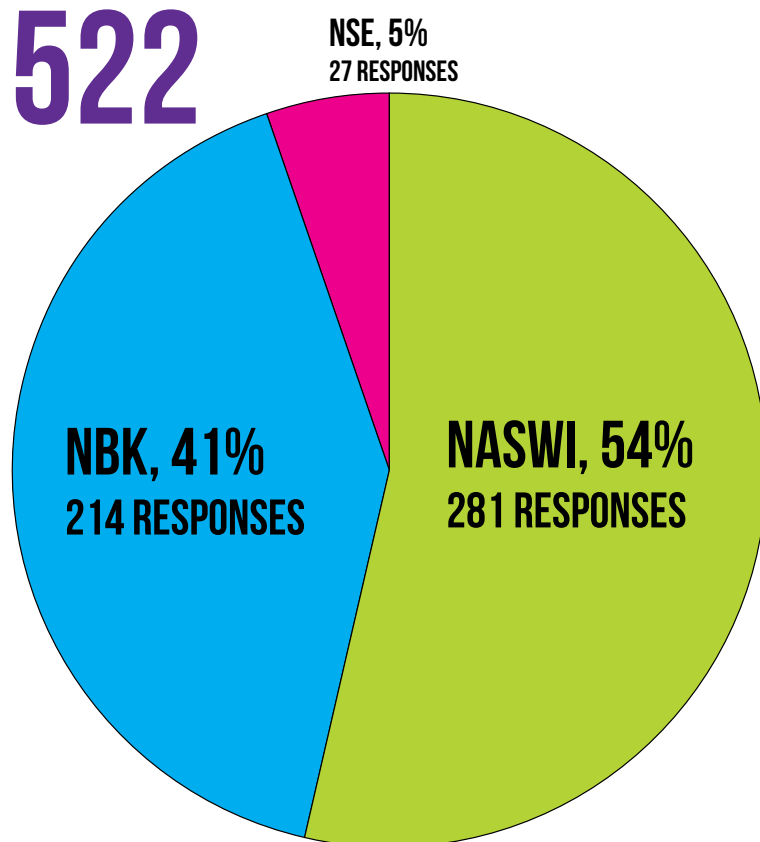
NAVY REGION NORTHWEST DEMOGRAPHICS (FY 2012)
TOTAL NAVY "FAMILY" IN NW = 233,452



TOTAL RESPONSES:

522

SURVEY RESULTS BY BASE



RESPONSES BY LIVING LOCATION

