

2011 Food Service ROAG Survey Summary FAQ's

What is the difference between NEX and MWR food services?

The mission of both the NEX and MWR is to provide authorized customers with quality food service, goods and services at a savings, and to support quality of life programs for active duty military, retirees, reservists and their families.

As it pertains to food service, NRNW NEX operates businesses they directly run as well as manage contracted food services (i.e. McDonalds, Starbucks).

NRNW MWR also has a mix of both but a majority of the MWR businesses are directly run. From a customer's perspective, the expectation should be the same from both entities. The Food Service ROAG will always ensure comments are directed to the appropriate organization.

Galleys

Why are military retirees and DoD civilians no longer eligible to eat in the galleys?

In 2004, CNIC sent out a policy directing all ashore galleys to stop allowing retirees and civilians to eat in the galleys due to funding appropriations. In addition, Naval Supply Systems Command (NAVSUP) defined ashore galleys as a food service operation on a Navy Installation that is funded through appropriated dollars. They are designed, staffed, and operated specifically to provide meals to active duty personnel. Authorization to feed civilians (i.e. federal employees, retirees, dependents, guests, etc.) is unwarranted and contrary to the congressional intent for funding the feeding of sailors. However, Installation Commanding Officers may authorize, at his/her discretion, to open the galley to retirees and other civilians for special event days, such as Thanksgiving, Christmas, Africa-American, Asian Pacific Heritage Day, etc.

Parking (NBK Galley) is quite a distance to eat here. Parking (NASWI Galley) is always an issue.

Unfortunately parking is an issue throughout the base. The NBK Bangor galley is centrally located to accommodate personnel living in the Unaccompanied Housing. We apologize for the small parking in front of the NASWI galley. There are other lots located across the street from the galley that are within walking distance. We also advocate carpooling to minimize parking woes if convenient.

Can the galley meal hours be extended? Limited hours do not support Squadron on base and many workers.

Galley operating hours are designed to benefit the majority of customers. Extending the hours for relatively few people would increase contract costs which are not budgeted for. It is recommended that departments provide chow relief to watch-standers to ensure that they are able to utilize the galley during operating hours. For personnel who have shift hours and are unable to utilize the galley meal hours, it is recommended that they request Basic Allowance for Subsistence (BAS) through their chain of command.

At NASWI galley, we serve Grab and Go meals. We are open 30 minutes before and after breakfast and lunch meals.

The main menu including the Grab and Go menu at NASWI galley is limited. The Meals on Wheels and dinner are not up to par on some days.

Our menu, including the Grab and Go menu is on a 21 day cycle, was approved and graded 100% by the NAVSUP Dietitian. Burgers are always offered at the Grab and Go meals while other main entrees are cycled. We have addressed the quality of food products to our staff and will continue to monitor the quality as required at every meal.

Small portions and food temperature at NASWI galley are issues.

We follow the portion to serve based on the Armed Forces Recipe card. You can always come back for seconds. We have addressed the concern of food temperature on the line. We will strictly enforce the monitoring of the food temperature as required and have provided our staff with heat temperature guns to help with compliance.

Running out of main entrees including fresh fruits and vegetables at dinner.

Although we serve alternate food products when one or two of the main entrees run out, we have increased our portions to prepare on main entrees that have high acceptability with our customers. We have also instructed our staff to carefully monitor the salad bar to ensure that we don't run out of fruits and vegetables.

Restrictions on clothing are ridiculous.

Clothing restrictions are dictated by Navy guidelines that we strictly follow.

Sometimes, what was advertised on the website menu was not served on the line.

We apologize for the experience and inconvenience. Sometimes, there are circumstances that prevent us from serving what was advertised and we have to make substitutions. One of those reasons is the failure of the food prime vendor to deliver the product we have requested.

The Meals on Wheels Truck doesn't make it to the hospital until 1300.

Please visit the galley from 1100-1300 if food is desired earlier. You can request box lunches 24 hours in advance for easy pick-up.

Note: We encourage our galley customers to voice their concerns and issues and participate in the Menu Review Board meeting. We advertise the meeting quarterly.

Morale, Welfare & Recreation (MWR) Dining

How are the hours of operation determined for MWR dining facilities?

Hours of operation are determined by business volumes. MWR dining operations are self-sustaining, meaning they do not receive any appropriated funds. Therefore, facilities tailor their hours of operation to the days and times that customers utilize the facility in sufficient numbers to generate a modest profit.

How are meal prices determined for MWR dining facilities?

Pricing is reviewed at minimum of once per year. Prices are determined based on a competitive set review and what it costs to produce the menu item. This is done to ensure that we offer the very best product and service at the very best price in the area for comparable venues.

How is staffing determined for MWR dining facilities?

The facility manager looks at expected volumes of business for each day and staffs accordingly, plus a bit more for good measure. Long wait times should not be the norm at any facility, although there can certainly be "rushes" that hit the facility unexpectedly. Rarely should this cause significant delays, but admittedly it does happen. If you are experiencing regular delays, please let the facility manager know to make sure we are adjusting appropriately.

Unhappy with service or food provided.

If your service or the meal is not to your satisfaction, please let us know! The server, cashier or manager will make it right for you on the spot. If you prefer to send in a review, please go to www.navylifepnw.com and give us your thoughts on the ICE survey.

Customers who have allergies or requesting gluten free foods.

Please let us know about any dietary restriction and/or allergy concerns when your order. We are happy to accommodate your needs.

How do MWR dining facilities decide what to put on the menus? How often do the menus change?

Menu items are reviewed at least once per year. Our point-of-sale system captures which items are sold at which locations. This helps us to determine which items on the menu are most popular. We also include special interest items and calculate how well they are received. There is a lot of talk about "healthy options". Ironically, burgers, fries and pizza still are the best-sellers across the board.