



NAVY REGION NORTHWEST
FOOD SERVICE
ROAG
Regional Operations Advisory Group

2017

YOUR FEEDBACK IS
APPRECIATED!

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RESULTS ARE IN!

NAVAL BASE KITSAP-BANGOR
NAVAL BASE KITSAP-BREMERTON

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

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NBK-BREMERTON CUSTOMER COMMENTS AND RESPONSES

COMMENT TEXT	RESPONSE
Advertising - signs	MWR/FFR Marketing currently offers the following advertising and marketing channels: NavyLife PNW website, NavyLife PNW App, NavyLife FFR Facebook pages, <i>Experience NavyLife</i> Quarterly Publication, <i>Currents</i> E-Newsletter, @NavyLife Instagram, @NavyLife YouTube Channel, NavyLife Newspaper, Indocs, Info Fairs, SoundBites, posters, flyers, brochures, and public announcements. We will look into posting more banners for special events.
Alternate fight locations. Would be willing to pay cover charge. Possible transportation to and from events.	Thank you for the input on a cover charge. At this time, the best and most central location to allow the most guests to view fights in Bremerton is Sam Adams Brewhouse and based on your feedback we have secured a six fight UFC series starting in January 2018. We look forward to welcoming you and, with your support and patronage, expand programming to best meet your needs. We will also look at opportunities to have the proposed Bangor transportation stop at Naval Hospital Bremerton/Jackson Park to provide an way for Sailors to get to Sam Adams.
Events on Facebook vice just posts.	Facebook events on the KitsapFFR Facebook page. Please like us on facebook.com/KitsapFFR to stay up to date on what is happening. Be sure to turn on post notifications to know when events are created as soon as they happen.
Family-friendly restaurant wanted on base.	Families are welcome at all of our facilities. All American Restaurant located at NBK Bremerton is particularly family-friendly and is open 7 days a week including holidays. Families are also welcome at Sam Adams.
Possible laser tag or trampoline gym on base for entertainment.	Based on funding, we will consider programming a laser tag event. Risk management will most likely not allow MWR to host a trampoline, however, the LIBERTY program has taken single active duty personnel to a trampoline gym in Tacoma and can certainly be considered for a future trip.

COMMENT TEXT	RESPONSE
<p>Publication has too much information in it.</p>	<p>Naval Base Kitsap has a lot of great programs, events, activities, and offerings which is why there is so much content. Due to feedback from this panel, Marketing is looking into different publication layout options that may help with the streamlining of content.</p>
<p>Marketing should be by the POD, CIA and in the Barracks.</p>	<p>Regarding CIA, some MWR/FFR Marketing materials are allowed in the CIA but only at certain food service locations. Marketing works with Public Affairs and CNIC to distribute advertising electronically out to eligible patrons. Regarding UH (Barracks), Marketing provides the barracks with Navylife publications, digital ads via common area TVs, and posters. Due to Unaccompanied Housing feedback, residents will soon have their own section within the Navylife PNW App (available on Android phones and iPhones), giving them immediate access to all Liberty and Housing events, activities, and memos.</p>
<p>Requesting swim lessons back at Bremerton pool.</p>	<p>There has not been enough support to justify this program at Bremerton, however, Bangor pool offers swim lessons and is available to you.</p>
<p>Sam Adams improvements requested. Clean the patio and make it more inviting. Add more lighting. Bottomless fries. Banners with location.</p>	<p>We have cleaned up the patio and added lighting. Let the Sam Adams manager know if we are hitting the mark. We are happy to announce bottomless fries starting in the New Year! Thank you for the suggestion.</p>
<p>Would like the bowling atmosphere to be improved. Suggested tournaments, high games of the month, plaques on the wall</p>	<p>If you are interested in a more robust bowling program, Olympic Lanes at Bangor is NBK's bowling center and offers a lot of what was suggested in the meeting. The Rec Center team will look at your programming suggestions to see how we can enhance what is offered in Bremerton.</p>
<p>Olympic lanes possibly having café-style, or bar and grill</p>	<p>MWR has started working on a bar & grill concept. The concept is currently being developed by headquarters. More to follow in the next year.</p>
<p>Sam Adams - better Happy hour</p>	<p>The Sam Adams team is experimenting with different happy hour-style concepts. Please let the manager know if we are hitting the mark and if you have something specific you would like to see.</p>
<p>Possible family restaurant at Jackson Park?</p>	<p>This would require both space being available and contractor interest. At this point, a restaurant at Jackson Park is unlikely.</p>

COMMENT TEXT	RESPONSE
Mini storage on base. Showed some interest.	MWR is currently working on a location at Bangor to establish a mini storage service.
Larger refrigerators in the barracks, if requested.	Refrigerator sizes are based on floor space in the room and availability of common area kitchens. Unaccompanied Housing will evaluate the refrigerator sizes in all buildings to see if the right size is being used or if there is room to increase the size of the refrigerator and will pursue larger refrigerators, if possible.



COMMENT TEXT	RESPONSE
Possible Taco trucks?	The NEX contracted Taco truck that was on base was a temporary fix while Wendy's was being constructed. Based on demographics and annual sales figures, there is little opportunity to add more food service programs on base.
Mini Mart - has strange and overpriced items.	Merchandise assortments are reviewed often and items that do not sell are discontinued. If any item is sold for less outside the gate the NEX is happy to price match.
Requesting a food court.	There is not adequate space within the NEX for a food court. Based on demographics and annual sales figures, there is little opportunity to add more restaurants.
Vending machines are overpriced. Would like a variety in the machines. Would like the iced coffee back in the barracks.	We try new products often but they only earn their space through sales. We will add the Starbucks Cold Brew back to the barracks.



COMMENT TEXT	RESPONSE
Galley's food is very plain.	The Galley is constantly trying to improve and welcomes your input. We added hamburgers, grilled cheese and chicken tenders as options at dinner based on your feedback.



NBK-BANGOR CUSTOMER COMMENTS AND RESPONSES

COMMENT TEXT	RESPONSE
<p>Inside Out hours extended.</p>	<p>Starting mid-January, the Inside Out Café will add dinner service weekdays and be opened on weekends for both lunch & dinner. We look forward to welcoming you and, with your support and patronage, expand programming to best meet your needs.</p>
<p>Possible bar/night club requested.</p>	<p>With the expanded hours of operation mid-January, the Inside Out Café will start serving alcoholic beverages. MWR Recreation and the Food & Beverage team will look at opportunities to do occasional night club-themed events for the future.</p>
<p>Two drink maximum concern at Sam Adams.</p>	<p>There is not a two-drink maximum at Sam Adams. However, drink stacking is prohibited by Navy instruction, which may be were the confusion lies.</p>
<p>Advertising for events - no lower base advertising</p>	<p>Our MWR/FFR Marketing team has limited lower base access. Printed advertising is distributed at certain facilities and monthly outreach events are held at both SWFPAC and IMF. To concentrate marketing efforts effectively, printed materials are posted in high traffic areas where lower base personnel frequent. Due to feedback from this panel, Marketing is working on a Navylife education campaign where we will showcase all the channels our patrons can use to find information!</p>
<p>Sailors would like to maybe alternate fight locations. Not just show at Bremerton</p>	<p>Food & Beverage and the Recreation Division will partner to create a program that includes transporting Bangor guests to Bremerton to watch the fights. Depending on available funding, we will see if a Bangor Recreation Center /Inside Out Café fight is possible. At this point, based on feedback in Bangor and Bremerton regarding a cover charge, we have secured a six fight UFC series starting in January 2018 at Sam Adams.</p>

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Create Facebook events on Facebook, not just post events on page.	Facebook Events are utilized on the KitsapFFR Facebook page. Please like us on facebook.com/KitsapFFR to stay up to date on what is happening. Be sure to turn on post notifications to know when events are created as soon as they happen.
Rental program needs a scan/drop box for items.	Outdoor Rentals has moved to Bangor Plaza (Bldg 2720) and is now opened 7-days a week. We hope this will help address the concern. If not, please see the Outdoor Rental representative to see if we can better accommodate you. Rental items must be checked in with a staff member in order for the equipment to be inspected in front of the patron upon return.
Gym hours not long enough.	Effective 1 October 2017, the Naval Hospital Bremerton Fitness Center and Bangor Lower Base Fitness Center are now unmanned with 24/7 access, in addition to the Keyport Fitness Center.
Possible massage therapists.	MWR currently has one massage therapist and can certainly consider a second if the one that is contracted has limited availability.
Galley food complaints of cold food and no effort in preparation at dinner.	This was addressed the same day and we believe it is fixed. Please let the Food Service Officer know if we are meeting the mark, or provide ICE comments to help us better serve you.
Events should take place on weekends vice weekdays.	MWR targets weekends for large events to get maximum participation. This feedback has been passed along to MWR's event programmers. Please be sure to submit an ICE Comment with any feedback or requests you may have, http://ice.disa.mil/ . Your comment card ratings are used to improve the products and services available to you!
RIK feeder on lower base. Too long of a walk during lunch.	We are gathering information to ensure that we have the support/funding to justify an RIK feeder on lower base.
Sunday Brunches at Inside Out.	With the Inside Out Café extending hours in mid-January, we will look at opportunities to do Sunday brunches. Historically, brunch has had limited participation outside of special events such as Easter or Mother's Day. Currently, our All American Restaurant at NBK Bremerton offers brunch Saturdays, Sundays and Holidays.



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NEX café at lower base is overpriced on salads, sandwiches, burgers.	Food prices are based on food and personnel costs. Prices will be reviewed annually beginning in January to ensure business viability.
Vending machines need to have universal pricing. (Monsters, Red Bull)	Items are priced based on cost of goods and are the same in all vending machines.
Micro-mart with fresh fruits, vegetables with realistic prices.	Mini Mart carries some produce and vegetables.
Possible Mini NEX on Keyport.	There was a Mini Mart at Keyport years ago but the sales did not offset the expenses and it was closed.



COMMENT TEXT	RESPONSE
No Galley or food options on Keyport except for overpriced food trucks.	Food trucks are temporary while a long term vendor is sourced to fill the closed cafeteria. Standing up a Galley at Keyport is not viable.



COMMENT TEXT	RESPONSE
Housing issue - no kitchen in the barracks	Unaccompanied Housing Management at both the installation and Region request special project renovations during every budget cycle. These projects include kitchens. Unfortunately, there are no SRM projects currently scheduled. There are several buildings on Bangor that include common area kitchens (converted lounges or buildings converted to market-style). This includes 2201, 2202, 2205, 2208, 2303, 2305, 2306, and 2307 (8 of 19 buildings).