

Naval Base Kitsap- Trident Inn Galley

Month: July 2019

#	Meal	Suggestions/ Comments	Food Service Officer's Response
1	Breakfast	Signage was not great - we had to ask where you are. Well done-like the smoothie option for breakfast. - VADM Jackson	Thank you for your feedback, we apologize for the inconvenience. We will work with installation to take a look at these issues and coming up with a solution to this problem.
2	Lunch	The food quality is always lacking. For example, my burger buns are stale and fries are burnt.	Thank you for your feedback. It only helps us become better as an operation. We will look into these issues with our galley watch captains and look into a solution or new technique to solve the problem.
3	Lunch	Bigger servings!	Thank you for your feedback. The serving size is based on our recipe cards for amount serve. You may come up for second helpings.
4	Lunch	Servings are too small.	Thank you for your feedback. The serving size is based on our recipe cards for amount serve. You may come up for second helpings.
5	Lunch	I hate the chow hall. This is the third day in a row my meal has been undercooked.	Thank you for your feedback. We will get with the watch captains and take a look at the where the issue may be and come up with solution. Please do not hesitate to come find the Galley Watch Captain, your feed back is needed to provide the best service possible.
6	Lunch	I discovered today that there were two kinds of chicken fried steaks, 1) steak, battered and fried like chicken, 2) steak that was fried white chicken.	Thank you for your feedback. We will see if we can a find substitute so that we are able to solve this problem.
7	Lunch	Fresh fruit. They can't even do grapes right. Food that wasn't made several hours previous.	Thank you for your feedback. We will get with the veg prep and take a look so ensure that fresh fruit is checked and put out daily.
8	Lunch	Chicken fried steak is very tough and flavorless. Soups are both putting in taste. No amount of salt or pepper could save this meal and trust me, I have a lot of salt. I don't understand how this galley and my boat have the same source of food and the quality is so vastly different.	Thank you for your feedback. Shore based Galley are no longer authorized to use deep fat fryers and we are trying different alternative replacements for some of our products. Thank you for your feed back and we will resolve this issue very soon.
9	Lunch	Every time I see the espresso machine down I question my will to live. Please keep it coming through lunch. Please I beg you.	Thank you for your feedback. We are looking into another substitute machine, due the ingredients no longer being carried on the catalog. We are keeping every one informed on our menu boards when you enter the Galley. Thank you for your input.
10	Lunch	My day revolves around your espresso machine. Please, please, please fix it. I love you.	Thank you for your feedback. We are looking into another substitute machine, due the ingredients no longer being carried on the catalog.
11	Lunch	Burger tasted off, buns were very dense, rice undercooked, and refried beans were very runny. Expected better from an award winning galley.	Thank you for your feedback. We will take a look at the where the issue is and come up with solution.
12	Lunch	No complaints. Just make more vanilla pudding. Keep up the good work.	Thank you for your feedback. It only helps us grow and become better as an operation.
13	Lunch	Cook the food better.	Thank you for your feedback. We will take a look at the where the issue is and come up with solution.
14	Dinner	Why isn't dinner as good as lunch?	Thank you for your feedback. We will take a look at the where the issue is and come up with solution.