



NAVY REGION NORTHWEST  
FOOD SERVICE  
**ROAG** 2017  
Regional Operations Advisory Group

YOUR FEEDBACK IS  
APPRECIATED!

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# RESULTS ARE IN!

## NAVAL STATION EVERETT

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



COMMENT TEXT	RESPONSE
All American - there was confusion by pricing that was posted (evening Menu).	Thank you for pointing that out. Evening menus were removed from the wall near the cash register that day. Individual dinner menus have been placed behind the counter until the dinner service.
Wants coffee vending/ espresso options	The Commons did have an espresso contractor, however the operation was closed in August 2015. The level of support made it financially unsustainable. Subway does offer coffee for purchase and MWR is looking at how we can set up espresso service at the All American.
Grab n go options at the All American for breakfast/lunch	All breakfast and lunch items are available to go. Due to the type of facility, grab n go items are not likely to be added. The NEX does offer this type of service through their Micro Mart.
Subway was perceived as being in the bottom of the food quality with items like processed chicken breast, paper thin bacon- wants fresh deli options found at Firehouse Subs or Quiznos	Based on your feedback, The All American has added a daily made-to-order deli sandwich. Let the manager know how we are doing with it.
Access to the All American; no easily accessible parking near the building	There are several large parking lots available within walking distance to the All American.
Would like to have burgers as an option everyday at All American	Great news! Burgers are available Monday through Friday on our made-to-order line.
Would like more vegetarian options at All American	A veggie burger is available on our made-to-order line Monday through Friday for lunch and we have expanded our salad bar offerings. Please let the manager know what kind of options you would like to see and we will work to include them in the menu rotation.
Squat racks/comfort plates, would like more dumbbells downstairs	Recently we added two squat racks downstairs, in addition to the two Olympic lifting platforms. There is also a full line of dumbbells available.

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Navylifepnw App - Low amount of patrons were aware of the app.	The app is a great resource for all things Navy Life PNW, and is available through the Google Play Store (Android) and the App Store (iPhone). It is also available by going to <a href="http://Navylifepnw.com">Navylifepnw.com</a> .
Very few sailors were aware of the Quarterly publication.	The publication is located in all FFR facilities (The Commons, All American, UH buildings, FFSC, CDC, Pierside Grille, etc.), and the Medical Building. It is displayed and made available at special events. The link to download a copy of the publication is also available at <a href="http://navylifepnw.com/magazine">navylifepnw.com/magazine</a> .
Sailors suggested colorful flyers, event posters placed near the gym desk, posting events on Facebook, Instagram and email to stay informed of upcoming events.	Great idea! Thank you for reminding us of all the traffic that flows through our fitness center and the opportunities to promote our events. There are colorful flyers and posters placed at the gym desk. Events are posted on Facebook, both in advance and post event with great pictures available for download. If you would like to receive emails you can subscribe at <a href="http://navylifepnw.com/subscribe">navylifepnw.com/subscribe</a> . We also use Instagram <a href="https://www.instagram.com/navylifepnw">@navylifepnw</a> or download our app at the Google Play Store (Android) or the App Store (iPhone).
Quality of life meetings have low attendance. Sailors not aware of meetings.	Recommendation is for Sailors to contact their Command Quality of Life (QOL) representative to get feedback on QOL issues. Both MWR and NEX attend these meetings quarterly, so it is a great venue for voicing needs.
Currents Newsletter - none of the attendees receive it.	The <i>Currents</i> newsletter is a bi-weekly newsletter emailed to subscribers, with reminders of events coming in the next few weeks. You can subscribe by signing up at <a href="http://navylifepnw.com/subscribe">navylifepnw.com/subscribe</a>
Need more/better directional signage to the pool and back hallway work out rooms	Thank you! We have now added new directional signage leading to the Aquatic Center and exercise spaces.
Plain walls could be used for flyers and event information	Thanks for the suggestion. As funding becomes available, we will look at adding displays for marketing purposes.
Ski/Equipment rentals	This service is offered at several ski locations (check with Community Recreation before you go to make sure they are participating). Show your ID card for a discount.
What bars are on station at NSE?	The All American has a lounge that serves alcohol and has two large flat screen TVs. Tremors Sports Bar is opened only for special events, for example Super Bowl on February 4 <sup>th</sup> and Margarita Day on February 22 <sup>nd</sup> . It was closed in early FY17 due to lack of support, which made it financially unsustainable.



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<p>Grab-n-Go fresh food offered at the NEX is priced too high.</p>	<p>We are reviewing the assortment and have sent this feedback to headquarters for consideration.</p>
<p>Sailors interested in Food trucks on base specifically near work locations (IMF). Also mentioned food trucks on Fridays during the summer, not winter.</p>	<p>NEX is recruiting food trucks and has one interested.</p>
<p>Sailors interested in placing NEX orders using ship to store option but unaware that this was available.</p>	<p>NEX will advertise in Plan of the Week emails.</p>
<p>Sailor experienced not being able to find maternity uniform in her size.</p>	<p>NEX can special order or transfer from another store upon request.</p>
<p>Sailors mostly unaware that NEX offers price match to local competitors and 14 day price guarantee (excludes box stores)</p>	<p>Please bring your original NEX receipt to the store and ask about price match if you find a better price.</p>
<p>Question was asked as to why there are no alcohol sales at the Fleet NEX?</p>	<p>Mandated by Navy to move alcohol from smaller locations.</p>



COMMENT TEXT	RESPONSE
<p>NASWI Galley has lower prices and more options including smoothies.</p>	<p>The All American is not a Galley and does not receive the same level of funding as Galleys, which is why the cash price for a meal is not the same.</p>