



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

**2019**

YOUR FEEDBACK IS  
APPRECIATED!



# RESULTS ARE IN!

## NAVY GETAWAYS PACIFIC BEACH

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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*Thank you very much for your recent participation in the 2019 Navy Region Northwest Regional Food Service Advisory Group (ROAG) survey!*

**FOR ISSUES & CONCERNS REGARDING MWR SERVICE OPERATIONS, PLEASE DIRECTLY CONTACT:**

**NAVAL STATION EVERETT**

*MWR Director: 425-304-3531*

**NAVY GETAWAYS PACIFIC BEACH**

*MWR Director: 425-304-3531*

**NAVAL AIR STATION WHIDBEY ISLAND**

*MWR Director: 360-257-5071*

**NAVAL BASE KITSAP-  
BANGOR & BREMERTON**

*Installation Program*

*Manager: 360-396-2474*

**FOR ISSUES & CONCERNS REGARDING NEX FOOD SERVICE OPERATIONS, PLEASE DIRECTLY CONTACT:**

**NAVAL AIR STATION WHIDBEY ISLAND**

*Vending and Food Services*

*Manager: 360-257-0521*

**NAVAL BASE KITSAP**

*Services and Food Manager:*

*360-315-4572*

**NAVAL STATION EVERETT**

*Services/COTR: 425-304-4904*

# NAVY REGION NORTHWEST FOOD SERVICE ROAG

Regional Operations Advisory Group

Every other year, Navy Region Northwest conducts a food service survey to identify, prioritize, and resolve issues that directly impact customers. The feedback gained through the bi-annual survey has helped the Food Service ROAG implement many changes throughout the region.

Based on the input we received from the last cycle, MWR added a mobile Mexican Cantina at NBK Bremerton; the Navy Exchange added multiple "Micro Marts" to offer quick service options in areas where folks can't easily get away during meal periods; and the NASWI and NBK galleys both added fresh smoothie bars, as well as vegan options at all meal periods. Your feedback counts!

Now that the 2019 ROAG survey has ended, we have read every comment submitted and provided a response from each facility manager. You can review our responses to each comment as well as the points of contact for our MWR Food and Beverage managers on [navylifepnw.com](https://www.navylifepnw.com) (<https://www.navylifepnw.com/food-service-advisory-group-roag>) by simply clicking on the ROAG image at the top of the page.

Again, thank you for taking the time to let us know where we met or exceeded your expectations and where we can do better.

We will always strive to do our best in providing good value and customer service to our patrons, your feedback plays a critical role in our quest for continuous improvement.

# FACILITY: NAVY GETAWAYS PACIFIC BEACH

COMMENT	RESPONSE
<i>Was great.</i>	Thank you. We look forward to welcoming you again soon.
<i>This is a great place. Good food, and service along with a fantastic camping spot!</i>	Thank you. We look forward to welcoming you again soon.
<i>The food was so slow, the waitress kept making excuses that the chef was new, he was swamped, ovens broken, food was horrible when it came out.</i>	We apologize for your experience. The team has worked hard over the last six months to ensure food and service quality and speed is consistently good. Please let us know if you feel we have hit the mark the next time you visit. Please ask to see a manager if you ever have any problems. We have added phone numbers on this website so you will know who to contact.
<i>Not very appealing, should make use of ocean views, outdated, need more staff</i>	Thank you for your comments. We are working with the installation and NAVFAC on building updates and are hopeful that we will see changes in the future. We are updating 13 of our 15 Ocean Side Cottages in the next few months. Please come check it out when they are completed.
<i>Nice lounge. Food wasn't bad. It may have been a bit pricier than I was expecting.</i>	Thank you. We look forward to welcoming you again soon. As a Navy Non-Appropriated operations, we must be self-sustaining.
<i>never visited (5 comments)</i>	We are sorry that you have not visited Pacific Beach and look forward to welcoming you soon!

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# FACILITY: NAVY GETAWAYS PACIFIC BEACH

COMMENT	RESPONSE
<p><i>Needs Wi-Fi access. Also needs to have more available on Prime Rib night. Sells out within an hour</i></p>	<p>Thank you for the feedback. We have already worked with the team to ensure that there is enough Prime Rib in the future, we were not anticipating how popular the special was going to be. We are working closely with our headquarters to correct our WIFI challenges. Just this week, we received a plan to upgrade all Wi-Fi at the facility. It may take a few months, but we are very hopeful we will meet your expectations in the near future. We are aware of how frustrating it must be as a customer. We have added phone numbers on this website so you will know who to contact.</p>
<p><i>N/A. Where is this?</i></p>	<p>We are sorry that you have not visited Pacific Beach and look forward to welcoming you soon! Checkout us out on <a href="http://navylifepnw.com">navylifepnw.com</a>. Located on the coast, it is about a 3 drive from NBK.</p>
<p><i>Much improved from the eighties!</i></p>	<p>Thank you for the feedback we have been working very hard and glad you noticed. Hope to see you again soon.</p>
<p><i>ZERO menu items (short of a custom salad) without Meat or Dairy. Forced to travel to Seabrook to eat.</i></p>	<p>Please let us know your dietary restrictions next time you are in and we will be happy to find a way to accommodate your needs. We are always open to customer suggestions and our team is normally very accommodating if they have product in house.</p>
<p><i>keep up the great work</i></p>	<p>Thank you. We look forward to welcoming you again soon.</p>

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# FACILITY: NAVY GETAWAYS PACIFIC BEACH

COMMENT	RESPONSE
<p><i>It used to be good when it was a restaurant. Now it's just a hyped up minimart. Inconvenient. So we are forced to go to Ocean Shores for sit down dining.</i></p>	<p>Thank you for your comments. We are sorry to hear you do not care for the changes. The restaurant in its old form was not sustainable. The new model allows us to offer services year round seven days a week vice having to restrict services in the off-season. Change is hard but we feel our change benefits most all our guests. Understand missing the sit-down service though.</p>
<p><i>I wouldn't know. It's like a 5 hour drive over there with no cell phone service.</i></p>	<p>We are sorry that you have not visited Pacific Beach and look forward to welcoming you soon! Check us out on <a href="http://navylifepnw.com">navylifepnw.com</a>. We are working very hard on the cell phone service. We are working closely with our headquarters to correct our WIFI challenges. Just this week, we received a plan to upgrade all Wi-Fi at the facility. It may take a few months, but we are very hopeful we will meet your expectations in the near future. We are aware of how frustrating it must be as a customer. We have added phone numbers on this website so you will know who to contact.</p>
<p><i>I was bored out of my mind there. Great place to disconnect but might have been a bit too isolated for me.</i></p>	<p>We are sorry to hear that you had limited items of interest in the area. If you have a moment, please let us know what you would be interested in seeing or doing on the coast and we can help provide you with recreation options. There is a lot to do all around the local area, we would be happy to make suggestions should you give it another try.</p>
<p><i>I have only eaten their once but from what i can remember the food was pretty good.</i></p>	<p>Thank you. We look forward to welcoming you again soon.</p>

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# FACILITY: NAVY GETAWAYS PACIFIC BEACH

COMMENT	RESPONSE
<i>Haven't been there since remodel. Liked the bar's atmosphere/service</i>	We are sorry that you have not visited Pacific Beach and look forward to welcoming you soon! Check us out on <a href="http://navylifepnw.com">navylifepnw.com</a> and come see all our updates. We updated the bar furnishings but other than that, it remains the same friendly bar.
<i>Have not been there (5 comments)</i>	We are sorry that you have not visited Pacific Beach and look forward to welcoming you soon! Check us out on <a href="http://navylifepnw.com">navylifepnw.com</a> . Pac Beach is located on the coast about three hours from NBK.
<i>GREAT FAMILY VACATION IVE STAYED IN THE HOTEL AND HOUSES.</i>	Thank you. We look forward to welcoming you again soon. We are getting ready to update 13 more of our Ocean side Cottages. Come check us out this summer.
<i>Great breakfast!</i>	Thank you. We look forward to welcoming you again soon.
<i>Food quality needs improvement.</i>	Thank you. If anything is not prepared to your liking, please let us know and we will remake it for you.
<i>fantastic food</i>	Thank you. We look forward to welcoming you again soon.

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# FACILITY: NAVY GETAWAYS PACIFIC BEACH

COMMENT	RESPONSE
<p><i>Due to my experience several years ago to eat there, the french fries and other deep fried food and less healthy burgers lowers the score to "Unsatisfactory". Placing some veggies in the burgers do not help upgrade the score plus the bun/burger served has undesirable carbs and this brings the overall score down. If quinoa, no-sugar/salt pumpkin and/or sweet potatoes are served in lieu of burgers and fries, then, I score this meal "Highly Satisfactory".</i></p>	<p>We have made a lot of changes since you last visited and hope you will come out to see us again soon. Check us out on <a href="http://navylifepnw.com">navylifepnw.com</a></p>
<p><i>Didn't eat there.</i></p>	<p>We are sorry that you have not visited Pacific Beach, we look forward to welcoming you soon! Check us out on <a href="http://navylifepnw.com">navylifepnw.com</a>. Pac Beach is located on the coast about three hours from NBK.</p>
<p><i>Clam Chowder is amazing. Salads, not so much. Very little Vegetarian and no Vegan options, out of veggie patties.</i></p>	<p>Thank you. We look forward to welcoming you again soon. Please let us know what you would like to see on the menu and we will see how we might incorporate your requests. Our team can generally satisfy your vegan requests and are very accommodating if we have the products in-house.</p>

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# FACILITY: NAVY GETAWAYS PACIFIC BEACH

COMMENT	RESPONSE
<p><i>AWFUL FOOD - limited food and time - when there is nothing else around.</i></p>	<p>Thank you for your comments. If you have a moment, please contact us so we can better understand your concerns. The team take great pride in the food and service we produce and would be interested in knowing what went wrong. We have added phone numbers on this website so you will know who to contact.</p>
<p><i>Pacific Beach is a hidden bargain.</i></p>	<p>Thank you. We look forward to welcoming you again soon</p>
<p><i>PAC Beach - needs a face lift... food options are awful. bar tender is high as a kite!! Some staff reek of booze!</i></p>	<p>Thank you for the feedback. The installation is looking at options to refresh the physical plant. If you have an opportunity, please contact the Pacific Beach Manager. We would like to know more details on your comments about staff and product. The team member you are referring to has a medical condition but is quite capable and has had many compliments from our guests. We have added phone numbers on this website so you will know who to contact.</p>