



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

**2016**

**YOUR FEEDBACK IS APPRECIATED!**



**RESULTS  
ARE IN!**

**NAVAL AIR STATION WHIDBEY ISLAND**

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

# CNRNW FOOD SERVICE ROAG REQUEST/ISSUE RESPONSE TRACKER

## MWR/FFR FACILITY: BAKERVIEW RESTAURANT

COMMENT/CONCERN	RESPONSE/ACTION
Was not aware this was affiliated with the Navy.	The Bakerview Restaurant is open to All Hands and is open for lunch from 11-1 Monday-Friday and for dinner every Friday starting in June.
Would love to have a salad bar like we had at the O'Club.	The Bakerview Restaurant will be upgrading the salad bar options and services in June to offer fresher and more ingredients.
I feel this restaurant should expand hours to a dinner service. Also resume the breakfast buffet.	The Bakerview Restaurant offers dinner service every Friday. Also, brunches are offered periodically for special events such as Mother's Day, Easter, and Father's Day.
where is this place?	The Bakerview Restaurant is located on Ault Field Road just outside the Langley Gate to the right. It has spectacular views of the base and the Straight of Juan de Fuca. Lunch is open to all hands and authorized civilians and guests.
Would like more on the menu. Daily lunch specials help to mix it up	Currently the Chef is developing new menu items to be rolled out this summer with items like flat bread pizzas and pastas.
Would like to see more dinner options especially on Friday nights. Would like Dine on the Go at the restaurant for lunch items.	The Bakerview Restaurant offers dinner service every Friday. Also, brunches are offered periodically for special events such as Mother's Day, Easter, and Father's Day. MWR is researching the feasibility of expanding Dine on the Go to the Bakerview Restaurant.
MWR food and beverage pricing is ridiculous. What is F&B subsidizing? Average Bakerview lunch tab is \$11 including a drink. I can eat lunch in any major US city and attain a more lively atmosphere, food variety, choices and freshness for a dollar or two less.	We are sorry to hear you feel the prices are too high. MWR conducts a local review of similar services to ensure our prices remain competitive. Any profit from operations goes right back into Sailor program and facilities
Mely and her staff go out of their way to ensure you have a great dining experience!	Thank you for your positive comments. We will be sure to pass them on to the team
Haven't been there in years. Off base and hard to get to during working hours when you only have 30 minutes for lunch.	MWR is exploring the feasibility of expanding Dine on the Go (online ordering) to the Bakerview Restaurant to offer an expedited meal service experience for customers with limited time.

COMMENT/CONCERN	RESPONSE/ACTION
It's almost always closed	The Bakerview Restaurant is open to All Hands and is open for lunch from 11-1 Monday-Friday and for dinner every Friday starting in June.
Limited amount of time for a lunch break makes this option unusable because it is off base. Gate traffic is hit or miss - never go there.	MWR is researching the feasibility of expanding Dine on the Go to the Bakerview Restaurant to offer an expedited meal service experience for customers with limited time.
never been, look unapproachable- thought it was chiefs only. it looks like it would have an incredible view, though.	We hope to have an opportunity to serve you soon, open Mon-Fri for All Hands lunch and every Friday for dinner.
I do not know what or where this is.	The Bakerview Restaurant is located on Ault Field Road just outside the Langley Gate to the right. It has spectacular views of the base and the Straight of Juan de Fuca. Lunch is open to all hands and authorized civilians and guests.
More choices are in order. Need a better salad bar.	Currently the Chef is developing new menu items to be rolled out this summer with items like flat bread pizzas and pastas. Additionally, the Bakerview Restaurant will be upgrading the salad bar options and services in June to offer fresher and more ingredients.
Since the closure of the O-Club, Bakerview is the only restaurant that is able to provide a decent menu albeit, not very healthy options are available. Also, it's located off-base making it inconvenient when the lines to get on base are sometimes extremely long.	MWR is researching the feasibility of expanding Dine on the Go to the Bakerview Restaurant to offer an expedited meal service experience for customers with limited time. Currently the Chef is developing new menu items to be rolled out this summer with items like flat bread pizzas and pastas. Additionally, the Bakerview Restaurant will be upgrading the salad bar options and services in June to offer fresher and more ingredients.
It needs to be promoted. Traffic is way down since the O-Club closed.	MWR is exploring more marketing mediums to increase traffic through the restaurant to include but not limited to implementing Dine on the Go online ordering, Facebook postings of our weekly lunch specials and improving physical signage at and around the restaurant.
open for more weekend brunch.	The Bakerview Restaurant offers lunch Mon-Fri, and dinner service every Friday. Also, brunches are offered periodically for special events such as Mother's Day, Easter, and Father's Day.
Vegan Alternatives are sorely needed	MWR will explore vegan dining options for an upcoming menu update this summer and of course the salad bar is always available.
I do not like having to leave the fence and then getting back on, especially when escorting visitors.	MWR is researching the feasibility of expanding Dine on the Go to the Bakerview Restaurant to offer an expedited meal service experience for customers with limited time. Please consider our sister restaurant, Keglers Bar & Grill, as an alternative.

## MWR/FFR FACILITY: CHIEFS' (CPO) CLUB

COMMENT/CONCERN	RESPONSE/ACTION
Love the lunch menu! customer service cannot be beat!	Thank you for the positive comments. We look forward to welcoming you again soon.
to far away for lunch	If coming off base is a challenge, please give Keglers Bar & Grill, a try located in the CZ.
I would like to see more hours plus weekends, and hopefully open for dinner hours as well no just on Friday	The Bakerview Restaurant offers dinner service every Friday. Also, brunches are offered periodically for special events such as Mother's Day, Easter, and Father's Day. MWR is researching the feasibility of expanding Dine on the Go to the Bakerview Restaurant.
I've been a CPO Club member for 14 years. Staff there is superb!!!!	We greatly appreciate your positive comments and we will continue to do above and beyond.
Ballroom need to be remodeled and include video and sound as numerous official events are held there (i.e. ceremonies, command parties, etc.)	The Ballroom will be getting new carpet in June of this year and an audio/visual upgrade this summer. Additionally, a project is scheduled for FY17 to update additional finishes in the Ballroom.
Looking for more dinner options on Friday nights.	The Bakerview Restaurant offers dinner service every Friday. Also, brunches are offered periodically for special events such as Mother's Day, Easter, and Father's Day
Too much hassle to go "off" base and then back through security.	If coming off base is a challenge, please give Keglers Bar & Grill, a try located in the CZ.
I do not shop here, but I do not hear complaints.	Please try our Bakerview Restaurant or Catering options, both are open to all hands. We hope to see you soon.
More choices are in order, expand the menu.	New menu items are in development that will roll out this summer.
Annette is simply the best, and ensures the CPO Club runs effectively.	Thank you for the positive comments. We will be sure to pass your comments on to Annette.
I've been here twice and the food quality was worse than most restaurants that I go to for lunch. I don't plan to go back.	We strive for excellence in all the services we provide and encourage all patrons that may encounter dissatisfaction at any level to talk with staff or a manager so that we may be made aware of the problem and ensure we adequately remedy the concern.

## MWR/FFR FACILITY: DUFFER'S DELI AT GALLERY GOLF COURSE

COMMENT/CONCERN	RESPONSE/ACTION
Haven't used in years. Heard they no longer offered lunch.	Grab and go menu items are available in the clubhouse including wraps, sandwiches and salads, now offered year round!
I didn't even know they had a Deli at the Golf Course. I heard it is now closed down anyway.	Grab and go menu items are available in the clubhouse including wraps, sandwiches and salads, now offered year round!
Haven't been there in ages. Pretty far away for those of us on base, but the deck is awesome!	We hope to welcome you soon.
I'm sure they had good reason to stop serving some things, but the main menu item I used to go here for is no longer sold so I do not go back anymore. It was a very unique take on a hot dog they called the "What Up Dog". I bet if they brought it back and called it a "Sriracha Dog" or something more 'mouth-watering', it might sell better.	Although the Whats Up Dog is not longer available, we now offer an array of Grab and go menu items are available in the clubhouse including wraps, sandwiches and salads, now offered year round!
A good option to go if you are off base anyway. Very friendly folks, and decent food at a reasonable price.	Thank you for your positive comments. We hope to welcome you again soon.
Zero healthy choices; need vegan offerings	A number of new grab and go items are vegan friendly. Let us know if there is something specific you are interested in us adding to the menu.
I have not eaten here, but the people at the golf course are super nice!	Thank you for your positive comments. We hope to welcome you again soon.

## MWR/FFR FACILITY: ADMIRAL NIMITZ HALL GALLEY

COMMENT/CONCERN	RESPONSE/ACTION
the galley is ok, the chuck wagon for the night checkers is just highway robbery. these young Sailors fork over \$368 of BAS and they eat this chuck wagon food that isn't worth 50Cents and is cold. Un acceptable if you ask me.	Training was held and higher standards are set on the truck. We continue to look at new ways to improve. Thank you for your input.
Fantastic galley. One of the best I've seen in the Navy. Keep up the great work and keep the healthy options coming!!!	Thank you for your positive input. We are happy to hear that you enjoy the galley.
the dinner hours should be 5-7. The people working for the company are overall more friendly and create a better atmosphere then most of the CS's. I choose not to eat red meat or pork, so at dinner sometimes I don't get a main food because I cant eat it. I think extending the turkey burgers/ meat to dinner time would help a lot and overall it is a healthier alternative. The food quality changes daily so that is hard to judge. Lunch and breakfast provide the most healthy choices dinner has very options so I don't not eat there during this time.	Thank you for your input we are looking into our hours of operation to accommodate more sailors. We will take a good look at the menu options and look at providing more variety.
Best galley I have eaten at in 17 years of service!	We really appreciate your positive comment!
Great salad bar!	Thank you for taking the time to submit a positive comment.
Best galley ever! Best burgers on the island!!!	Thank you for the positive comment! We take pride in our burger bar as well as all other menu options.

## MWR/FFR FACILITY: KEGLER'S BAR AND GRILL

COMMENT/CONCERN	RESPONSE/ACTION
Hours are not catered to the sailors who work nights or midcheck. Overall great customer service and really great people. Need more seafood choice that is not fried.	Thank You for your feedback. The hours and services that Keglers Bar & Grill offers our patrons have been closely monitored to track hours of operation that meet the needs of the majority of our patrons. The later night/Midcheck shifts that some of our customers work does not always generate revenue to support extend hours.
Quality of the food is hit and miss. Salads are the best. If you're paying cooking staff \$15/hr they should be able to cook.	Thank You for your feedback. We will review recipes and preparation of all menu items to ensure quality and consistence are the same each and every time you order
Need more choices for healthy meals. Quality of chicken and meat needs attention. More spinach and good veggie alternatives would be great. It's a perfect place for Fast Food but could be much better with more variety. Spinach wraps, salads, etc.	Thank you for bringing to our attention the quality of chicken and meat we are using we will work with our vendor to ensure we are receiving the same quality of meat products even time. We are also looking into healthier options as well to better meet the needs or wants of our patrons.
Lots of fried food, but not some place I could eat on a regular basis.	We do offer wraps, deli sandwiches, pizza as well as freshly made salads as an alternative to fried food.
BRING BACK DELIVERY	Although delivery is not likely to be an option in the future, we do offer our Dine On The Go option which allows you to place your order and have it fresh and ready at the time that is most convenient for you to have ready to pick up.
Great place to eat lunch with my spouse and bring my kids if we want a evening out of the house for family time.	Thank You for your comment and support of not only Keglers Bar & Grill but the Convergence Zone as well.
I had the worst burger of my life a few days ago. I was surprised I didn't get sick.	Thank You for your feedback. We will review recipes and preparation of all menu items to ensure quality and consistence are the same each and every time you order. If you every have this experience again while dining at Keglers Bar & Grill please bring it any of the staff's attention and let them make you something new or refund your money.
service is borderline horrible. at least a few times I've been there, the staff was rude, I mean just how they talked, their demeanor, etc. the food is very expensive, like a chili hot dog costs \$5. not healthy at all.	Thank You for your feedback in regards to your experience. We will work with our team on stronger customer service skills to ensure each and everyone of our guest are treated equally and their experience is enjoyable.
Good food but very slow service.	Lunch time hours are our busiest part of day and orders do take time to prepare as each and every order is prepared fresh when ordered. We do offer our Dine On The Go option which allows you to place your order and have it fresh and ready at the time that is most convenient for you.
Twice I had over cooked wings and when I complained I was told they would try harder.	Please accept our apology for your experience. We have reviewed preparation methods with the team to ensure a quality product. Please let us know if you have seen a change.



COMMENT/CONCERN	RESPONSE/ACTION
Usually get the grilled chicken salad, but lately the chicken hasn't been the best and waaaaayyy too much cheese on it, which melts to a greasy mess. :(	Thank You for your feedback. We will review recipes and preparation of all menu items to ensure quality and consistence are the same each and every time you order and will work with our food vendor to ensure the quality of the chicken is the same product every time we receive.
Hard to get them to answer the phone for call-in orders. I wish I could place an order a day in advance for a bigger order	Dine On The Go has taken the place of call in/delivery orders and offers our complete menu. You can place your order for the day and time that is convenient for you to pick up the order.
More healthy options	We do offer wraps, deli sandwiches, pizza as well as freshly made salads as an alternative to fried food and are looking into other healthier options to add to our menu as well.
The service is crappy, the food is crappy, and I refuse to eat here anymore.	Thank You for your feedback. We will review recipes and preparation of all menu items to ensure quality and consistence are the same each and every time you order as well as ensure the quality of products we are using are the freshest.
Love the convenience of Dine - on the Go	Thank You for the feedback in regards to the Dine On the Go service
The salads are bland and doesn't use the freshest or healthiest greens and vegetables and no salad variety. Although I didn't use the delivery service often, it was nice to have it available when needed. Sorry to see that go.	Thank You for your feedback. We will review recipes and preparation of all menu items to ensure quality and consistence are the same each and every time you order as well as ensure the quality of products we are using are fresh. We do offer our Dine On The Go which allows you to place your order and have it fresh and ready at the time that is most convenient for you to have ready to pick up.
This is an unknown gem that the sailors need to support more.	Thank You for your feedback and patronage of Keglers Bar & Grill
DJ plays music way too loud during sporting events such as supercross.	Thank You for your feedback bartender will monitor the DJ volume to ensure they are playing an enjoyable level for all.
The food all tastes the same. The variety is bland and when I order from there I regret it later because it's not flavor-full and unhealthy.	Thank You for your feedback. We will review recipes and preparation of all menu items to ensure quality and consistence are the same each and every time you order as well as ensure the quality of products we are using are fresh.
I enjoy Kegler's. Not as many choices, but convenient and good.	Thank You for your feedback and patronage of Keglers Bar & Grill
Needs to be open later	Thank You for your feedback. The hours and services that Keglers Bar & Grill offers our patrons have been closely monitored to track hours of operation that meet the needs of the majority of our patrons.
for a bar and grill the health is ok. although it being for sailors id like to more healthy choices	We do offer wraps, deli sandwiches, pizza as well as freshly made salads as an alternative to fried food and are looking into other healthier options to add to our menu as well.
service is hit or miss pending on the bartender. Hanna always is looking after people making sure their time there is enjoyable, while Jill will be talking to people at the end of the bar who are not ordering while there is a line of people trying to get drinks.	Thank You for the feedback and we will pass on your comments to Hannah as well as conducting a refresher training for customer service to ensure all our customers receive the same service every time



COMMENT/CONCERN	RESPONSE/ACTION
More healthy options are needed!!	We do offer wraps, deli sandwiches, pizza as well as freshly made salads as an alternative to fried food and are looking into other healthier options to add to our menu as well.
I think that the hours of the bar and grill could use some changing. the food is pretty much all the same not a lot of variety.	Thank You for your feedback. The hours and services that Keglers Bar & Grill offer our patrons have been closely monitored to track hours of operation that meet the needs of the majority of our patrons.
Great pizza! Love coming here, staff is great!	Thank You for your feedback and patronage of Keglers Bar & Grill we will pass your comment onto the staff.
Could open earlier than 1100.	Thank You for your feedback. The hours and services that Keglers Bar & Grill offer our patrons have been closely monitored to track hours of operation that meet the needs of the majority of our patrons.
I have been there twice in the past couple of months and my order never arrived at my table.	We recently have purchased new pagers to hand to our customers once the order is ready which will buzz when their meal is ready as we discovered our old system was malfunctioning which delayed food being delivered.
The quality is pretty good here and I like the convenience on base. I would like to see a more diverse menu if possible. A breaded chicken sandwich would be good, I only seem to get hamburgers and fries here.	We do offer wraps, deli sandwiches, pizza as well as freshly made salads as an alternative to fried food and are looking into other healthier options to add to our menu as well. And please be sure to try one of our daily specials.
They only decent place to go on base now if you are a government employee or contractor supporting the base. Good food, good price, just need more seating areas!	Thank You for your comments. We do have a project moving forward to increase the seating area for Keglers as well as a complete facelift.
I don't really care about healthy choices at Keglers. when I go there - it's for the cheeseburger supreme	Thank You for your feedback and patronage of Keglers Bar & Grill

## NAVY EXCHANGE FACILITY: ANCHOR GRILLE

COMMENT/CONCERN	RESPONSE/ACTION
I work on Ault Field and do not utilize this service.	As we've done in the last few years, for Whidbey they'd like to provide a point of contact for their respective locations. Any questions, concerns or comments would go directly to Jill Erickson at 360-257-0521 for action.
Never been there. I don't eat when I got to the NEX. Too far to go for lunch.	
Needs more variety. Customer service is questionable.	
Don't even know where it is.	
The staff is always so nice.	
Didn't know about this location.	
The food here is actually not bad. the variety of food is great and I wish it was at the mini nex.	
Haven't attended meals here.	
It would be nice to have a kids menu	
This is probably my favorite restaurant on the entire installation, but it is not convenient at all to the mainside of base. I would eat here a lot more if it wasn't a 10-15 minute drive each way to get here. This makes it completely inconvenient for everyone who has work commitments on the main airbase side. I don't know of anyone from my squadron who is able to make it over there during a work day which is a real shame because their food is really good. If this could somehow be moved to the mainbase side then it would be amazing.	
Usually go to Rice King because they are quicker to assist you when you are ready to order.	
Great cheeseburgers and fries for the money!	
Very bland, and workers are never in a good mood, never once have I been greeted with a smile or a hello at the least.	
Cesar salad uses wilting iceberg lettuce. Recommend checking your produce. On a good note the Mandarin wrap is delicious.	
Great selection of food, large servings, great prices!	
I ate there once, but it's on the SPB and I work on NAS so it's hard for me to get over there, but the food was good.	
Close kind of early	
A good place to eat if you are at the main exchange. No question this is 10 times better than Rice King.	
there are no healthy choices; vegan dish necessary	
Have used this facility a few times.	

## NAVY EXCHANGE FACILITY: FLEET ESPRESSO STAND

COMMENT/CONCERN	RESPONSE/ACTION
I work on Ault Field and do not utilize this service.	As we've done in the last few years, for Whidbey they'd like to provide a point of contact for their respective locations. Any questions, concerns or comments would go directly to Jill Erickson at 360-257-0521 for action.
Never been there. I don't eat when I got to the NEX. Too far to go for lunch.	
Needs more variety. Customer service is questionable.	
Don't even know where it is.	
The staff is always so nice.	
Didn't know about this location.	
The food here is actually not bad. the variety of food is great and I wish it was at the mini nex.	
Haven't attended meals here.	
It would be nice to have a kids menu	
This is probably my favorite restaurant on the entire installation, but it is not convenient at all to the mainside of base. I would eat here a lot more if it wasn't a 10-15 minute drive each way to get here. This makes it completely inconvenient for everyone who has work commitments on the main airbase side. I don't know of anyone from my squadron who is able to make it over there during a work day which is a real shame because their food is really good. If this could somehow be moved to the mainbase side then it would be amazing.	
Usually go to Rice King because they are quicker to assist you when you are ready to order.	
Great cheeseburgers and fries for the money!	
Very bland, and workers are never in a good mood, never once have I been greeted with a smile or a hello at the least.	
Cesar salad uses wilting iceberg lettuce. Recommend checking your produce. On a good note the Mandarin wrap is delicious.	
Great selection of food, large servings, great prices!	
I ate there once, but it's on the SPB and I work on NAS so it's hard for me to get over there, but the food was good.	
Close kind of early	
A good place to eat if you are at the main exchange. No question this is 10 times better than Rice King.	
there are no healthy choices; vegan dish necessary	
Have used this facility a few times.	

## NAVY EXCHANGE FACILITY: FRC AIMD SNACK BAR

COMMENT/CONCERN	RESPONSE/ACTION
There is no parking and it is difficult to access unless you work at FRCNW.	As we've done in the last few years, for Whidbey they'd like to provide a point of contact for their respective locations. Any questions, concerns or comments would go directly to Jill Erickson at 360-257-0521 for action.
Didn't know about this place	
Have not eaten their in over a year.	
kudos to the chef!	
Open longer hours.	
It would be nice if there were a snack bar of equal proportion for the VAQ side of the flight line, maybe in Hangar 5 with the wing. it is just not convenient for the squadrons down this end to walk all the way down there	
too expensive and service needs more help during certain hours	
service is good but during very busy or very slow times, patrons get overlooked	
Get rid of the microwave and install a grill similar to NHOH.	
Everything is super expensive in this place, and it's also incredibly cramped the minute you get inside the door, because some idiot decided it was a good idea to try and cram 50 vending machines right inside the entrance. The customer service provided by the people working here also leave something to be desired. They're rude, condescending, and are incredibly slow (especially during peak hours). The healthy options in here are absolutely HORRID. I might as well go to a vending machine outside in one of the P-ways, I'd probably have more luck finding something healthy than I would in this sweatshop.	
Food is EXTREMELY overpriced, and overall not that healthy. There is a fair variety; however, more selection would be beneficial. Considering all food is prepared via microwave, quality is great; fair rating provided due to preparation means.	
Great cheeseburgers and fries for the money!	
Very bland, and workers are never in a good mood, never once have I been greeted with a smile or a hello at the least.	
Cesar salad uses wilting iceberg lettuce. Recommend checking your produce. On a good note the Mandarin wrap is delicious.	
Great selection of food, large servings, great prices!	
I ate there once, but it's on the SPB and I work on NAS so it's hard for me to get over there, but the food was good.	
Close kind of early	
A good place to eat if you are at the main exchange. No question this is 10 times better than Rice King.	
there are no healthy choices; vegan dish necessary	
Have used this facility a few times.	

## NAVY EXCHANGE FACILITY: HANGAR 6 SNACK BAR

COMMENT/CONCERN	RESPONSE/ACTION
I have not ever been to the Hangar 6 Snack Bar. No parking and is difficult to access. Inconvenient unless you're in a P-3 squadron.	As we've done in the last few years, for Whidbey they'd like to provide a point of contact for their respective locations. Any questions, concerns or comments would go directly to Jill Erickson at 360-257-0521 for action.
Nothing but good things to say about this place. Great people and even better customer service. Great place to grab something to eat before work.	
The staff is very efficient! They are able to handle a number of VP/VQ customers on a daily basis.	
I have been here for seven years and have no idea what this is.	
Didn't know about this place	
I have not ever been to the Hangar 6 Nex but am told that it is very good but also very expensive.	
Hours	
Some food are expensive.	
staff is really nice, ms. Ochoa runs the geedunk well. there isn't much variety though. I recommend mashed potatoes, meat loaf, pot pie, to be added to the menu.	
Need more appetizers.	
Have not eaten their in over a year.	
KEEP IT OPEN	
The best coffee and espresso service in Oak Harbor. They deserve a better décor furniture for their support.	
Wish it had more fresh food.	
Open longer hours.	
More healthy options, not convenient at all unless you work in hanger 6	
It would be nice if there were a snack bar of equal proportion for the VAQ side of the flight line, maybe in Hangar 5 with the wing. it is just not convenient for the squadrons down this end to walk all the way down there	

COMMENT/CONCERN	RESPONSE/ACTION
Not in hangar 6.	As we've done in the last few years, for Whidbey they'd like to provide a point of contact for their respective locations. Any questions, concerns or comments would go directly to Jill Erickson at 360-257-0521 for action.
No healthy options available.	
It's a more toned-down version of the real NEX at the Seaplane base. Not much to be said here. The healthy food selection could be better, as could the personal items section (read: female and personal hygiene stuff). It's also kind of expensive, which isn't okay, and the hours are awful on the weekends. It should be open until at least 9 on Fridays and Saturdays. Other than that, the staff are really nice, and it's always nice and clean in there.	
the prices are jacked up higher than the NEX or the gas station. Also they keep the squadrons for doing any food events for the Sailors close this shack down!	
Is this even open?	
The NEX is not convenient. There is no parking, it gets really packed during lunch time, and takes too long with the lines. Also, the options are too limited.	

## NAVY EXCHANGE FACILITY: HOSPITAL SNACK BAR

COMMENT/CONCERN	RESPONSE/ACTION
I love getting breakfast here. But it is very slow so you can't be in a hurry. I would like to be able to call in and make an order for pick-up but so far I haven't found a number to call.	As we've done in the last few years, for Whidbey they'd like to provide a point of contact for their respective locations. Any questions, concerns or comments would go directly to Jill Erickson at 360-257-0521 for action.
I was not aware that there was a snack bar at the Hospital.	
Staff there are great.	
For a hospital, it could be better. Needs to set a standard for healthy living and be one of the best places to get food in my opinion.	
Somewhat short hours.	
Super great place. I would go there more maybe if they were less expensive, even just a dollar or two would be helpful. I think they may have high prices because the place is so small they don't need to do any more "volume" sales.	
everything is made fresh and it is fast! wonderful place to get food!! I wish all the snack bars were like the hospital.	
There's a snack bar at the hospital?	
food is really good for a nex snack bar. service is a little slow but given the quality, it makes sense.	
Haven't been in a while, but did like the breakfast menu!	
Expensive food combined with ridiculous wait times.	
Great breakfast burritos!	
More healthy options (baked hashbrowns, eggs scrambles without cheese). Food is decent, it is just a long wait which makes it not very convenient	
Always a great options for the long waits at the pharmacy.	
I have only eaten here a couple of times, but it was good each time. The hours were difficult to get in on a couple of other times though. It's not really though about or used unless you're already at the hospital for something else though.	
too small	
I'm shocked that the hospital, of all places, serves so much greasy, fried food! The other option is ready made food, which is dry and not fresh. The hours are not convenient for visitors. it would be nice to provide some means of getting something after hours, like a meal-type vending machine and microwave.	
snack bars on base always overpriced	
The times that I have eaten here, it was not that great. The service is very slow and not a good selection.	
Great venue! Needs more space and workers.	



COMMENT/CONCERN	RESPONSE/ACTION
the best thing about the hospital	As we've done in the last few years, for Whidbey they'd like to provide a point of contact for their respective locations. Any questions, concerns or comments would go directly to Jill Erickson at 360-257-0521 for action.
I had a chow runner get me a burrito once, it was pretty good.	

## NAVY EXCHANGE FACILITY: RICE KING AULT FIELD

COMMENT/CONCERN	RESPONSE/ACTION
Swap out Rice King for a different, more fresh restaurant. Even an NEX type restaurant (like at the Main Exchange) would be better. This RK food always seems stale and soggy. Too overpriced for the quantity and freshness.	As we've done in the last few years, for Whidbey they'd like to provide a point of contact for their respective locations. Any questions, concerns or comments would go directly to Jill Erickson at 360-257-0521 for action.
Meets all of my expatiations for a business of this type. Parking is very difficult during lunch hours.	
I've eaten here a few times and have not been impressed. Lot's of fat and unhealthy food that is way over priced.	
Only been here after work. Pretty crowded.	
Needs to be replaced with better quality food.	
Not the best quality of ingredients. Panda Express does the same type of food, and I don't feel like death afterwards. Would MUCH prefer a Rubio's on base!	
The last three times I've eaten there it upset my stomach; I'll stick to Subway. Something else needs to go in place of Rice King	
Idk how healthy it is but Rice King is good when I just want to quench the cravings.	
it's very subpar quality food. it doesn't taste fresh, tastes like it's been reheated over and over for days. very fatty, salty. I only get it as a last resort. panda Chinese or something like that in Pensacola is better.	
this food sits all day, nobody likes this place. I feel sick everytime I have had it.	
Have not eaten their in over a year.	
Good when I don't find hair in my meal	
please get rid of that place its just horrible...	
Open longer hours.	
More healthy choice, quality isn't great	
As long as I don't get food poisoning again, i'll keep eating here.	
It's ok, but I know most people were hoping the rumors of a Panda Express coming in instead were true. The food isn't nearly as good as a Panda Express and you can tell that it sits out for long periods (dried out chicken, crunchy rice, etc).	
Okay for a quick meal when I am over that way. Prefer Kegler's.	
Quick service but poor quality	
I don't like it	
The food is disgusting and just completely soaked in grease. If NASWI could contract out to a different company, honestly anything would be better.	

COMMENT/CONCERN	RESPONSE/ACTION
I like rice king. It is convenient and good.	As we've done in the last few years, for Whidbey they'd like to provide a point of contact for their respective locations. Any questions, concerns or comments would go directly to Jill Erickson at 360-257-0521 for action.
Sometimes the food is great. Other times it is aweful.	
The orange chicken and general tso chicken sometimes does not taste fresh and sometimes have a rough texture.	
Rice kings food is quite poor, just in general.	
it's good for a place that is fast and convenient but the health option is pretty much gone	
garbage!	
Let's be honest. While there are nice people who work here, they don't offer ANY healthy options.	
I enjoy eating at rice king. it is not my favorite place and the food quality is not always very good. I would enjoy a change of restaurant. taco bell or another fast food restaurant wouldn't be bad	
Could offer mixed veggies or something as an alternate to the carbs.	
Nutritionally, not the best place to eat.	
Rice King gets too busy during lunch time. There is no parking, the line gets too long to get food in a quick manner. The line is shorter than Subway, but with these being the only two options for quick food there is no variety and the only healthy option is subway.	
Fair pricing, if pricing was not so high, I would eat here daily!	
The food is acceptable, but I only eat here on occasion if nothing else is available and I don't want to drive off base. I would like to see a Wonton soup option, cashew chicken, more choices. It seems like there's only 3 choices the few times I went here.	
Worst chicken by far. Very greasy and rubbery. Zero places to sit during lunch, as its just about the only place open on base close to the flight line and it shares a few tables with Subway. Our only available area to eat within walking distance to flight line now that you closed McDonalds. Tiny dining facility too.	
Again; there are no vegan alternatives or healthy choices.	
won't go	

## NAVY EXCHANGE FACILITY: RICE KING - SEAPLANE BASE

COMMENT/CONCERN	RESPONSE/ACTION
I work on Ault Field and do not utilize this service.	As we've done in the last few years, for Whidbey they'd like to provide a point of contact for their respective locations. Any questions, concerns or comments would go directly to Jill Erickson at 360-257-0521 for action.
Never been there. I don't eat when I got to the NEX. Too far to go for lunch.	
Needs to be replaced with better food.	
Have not been to this Rice King	
Not happy with Rice King in general.	
food is not as good as ault field rice king. Flavor etc///	
Didn't know there was one located here.	
same as the other rice king. except nobody eats here. please get something different.	
Have not eaten their in over a year.	
Food needs to be warm more often.	
TRASH! Panda express?	
Food is usually cold or has been sitting out to long.	
Haven't eaten at this one. Only the one on mainside, but there is a rumor that it is lower quality.	
I'm not alone when I say that the quality of food and service do not match the Rice King on Ault Field.	
I don't like rice king.	
don't like it	
The orange chicken and general tso chicken sometimes does not taste fresh and sometimes have a rough texture.	
Not a common venue for me. Did not visit in 2016.	
Not convenient for Ault Field employees, pricing is a little high.	
Same food quality...terrible. Little better atmosphere but certainly not usable during the normal work week! WHY do we have TWO Rice Kings here anyway! Panda Express is WAY better at Lemooore!	
no healthy alternatives	

## NAVY EXCHANGE FACILITY: SUBWAY AULT FIELD

COMMENT/CONCERN	RESPONSE/ACTION
This Subway is awful. Not even open until 0700 when we are usually already briefing for flights at that time. Service is rude and unprofessional. Sandwiches taste like garbage.	As we've done in the last few years, for Whidbey they'd like to provide a point of contact for their respective locations. Any questions, concerns or comments would go directly to Jill Erickson at 360-257-0521 for action.
Meets all of my expatiations for a business of this type. Parking is very difficult during lunch hours.	
This is the best place to get a sandwich besides the Bakerview/CPO club.	
Only been here after work. Pretty crowded.	
Great quality and love the customer service!	
Not a fan of Subway.	
Great place and choices of food. Every now and then there is a tired or disgruntled employee but they are professional. And the food is always good.	
It feeds me.	
they need to make sure their options are fresh. brown salad isn't appealing.	
Subway should open at 0600 on weekdays. Most people have to be at work at 0630 so if subway was to open prior to 0700, people would be able to get breakfast from there if they so chose to.	
food tastes good. service is HORRIBLE. I don't buy here anymore because of an incident a few weeks ago. the manager reached into my bag and took the napkins out. she didn't say anything, didn't ask me, just blatantly disrespected me. I was very mad, I confronted her about it. she said I can't take a handful of napkins. I would've been ok if she had said something, but she completely disrespected me by reaching into my bag after I already bought my food. when I asked her for her regional manager's number, she sarcastically said that the number is on the napkins. she didn't apologize to me, just was very disrespectful during the whole time. I called and talked to one of the managers at the nex about it. I haven't heard back from anyone about this, nobody has apologized to me except the nex manager. it's ridiculous how this kind of behavior is tolerated, this is probably only because it's on base where there's guaranteed business. this would never have happened out in town. EXTREMELY UNSATISFIED!	
This Subway is by far the worst Subway that I have ever been to. I really try to avoid eating there as much as possible. The service is terrible. The employees are rude, especially the female manager! They refuse to make the sandwich the way you ask them to and they never participate in any of the promotions that other Subway's in the area do. Such a disappointment.	
They don't do promotion deals like the other subways. Also the amount of meat that is added to your sandwich is little to none leaving you still hungry after a whole foot long.	

COMMENT/CONCERN	RESPONSE/ACTION
Only complaint here is that they don't follow the sales model of Subways off base, i.e. the National chain runs a deal like \$5 foot long sandwich, but when we ask the folks here, they say they don't honor those deals. Hmm. Sounds like they don't because they don't have to, they can just keep charging sailors the full price instead of the sale price.	As we've done in the last few years, for Whidbey they'd like to provide a point of contact for their respective locations. Any questions, concerns or comments would go directly to Jill Erickson at 360-257-0521 for action.
They run out of food items. They are a lot slower than other Subway's in the area. They do a poor job of making the sandwiches as ordered. They never participate in national promotions. They have higher prices than the Subway's in town. Is my dissatisfaction with this Subway apparent?	
I know no changes will be made to the subway so.. "5 \$ footlong?" total 13.98..?!	
The Subway on base doesn't participate in any Subway promotions ie. \$5 footlong.	
The staff customer service is poor and the food used sometime is not always fresh.	
Open longer hours.	
Not very exciting	
It's a poor excuse for a subway, with painfully slow service and angsty teenagers having attitudes at people wanting sandwiches.	
I feel that they should participate in national Subway promotions, (ie - \$5 footlongs). Owner takes advantage of Sailors because he is only game in town.	
This subway isn't the same quality as ones out in town. I have bread that has sat out on the counter before and is no longer fresh. Also, they never participate in any of the \$5 footlong or deals that are advertised on TV. Additionally, if you want more than 6 thin olive slices on a 6 in sandwich it won't happen (even if you offer to pay more) because they say that they are directed by management to not put more than the bare minimum on your sandwich to save money. (I have never had this same problem at other Subways).	
Slow service but otherwise convenient and healthy. Need more seats in the dining area	
For some reason, doesn't participate in nationwide Subway promotions. They'd prefer to rip off our Sailors here on base in Whidbey.	
Service is usually fair. They always act like you're bothering them. The vegetables are not always fresh and they're not always kept covered. I've noted flies on them.	
the only reason I ever go to subway is because it is closer than anything else	
The dining area is always COLD, especially in the winter.	
subway is good	

COMMENT/CONCERN	RESPONSE/ACTION
24 hours would be very convenient as the subway in kitsap Bangor was.	As we've done in the last few years, for Whidbey they'd like to provide a point of contact for their respective locations. Any questions, concerns or comments would go directly to Jill Erickson at 360-257-0521 for action.
On a Sunday, one worker was there and it was at least 4 hours until closing and he refused to serve me because there wasn't enough service coming in for him to keep the "shop" open.	
I enjoy subway on base.	
When the Subway Chain advertises specials on TV, this particular store never participates or almost never. I understand it is probably up to the owner of the store but, c'mon, you're on a military base. Stop trying to always price gouge.	
Only subway that doesn't follow subway promotions	
This is just an okay Subway. The veggies are always kind of wilted, and they don't have most things a normal Subway should have (i.e. packets of red wine vinegar- they looked at me like I was crazy when I even asked for some). The hours also are awful, much like the regular NEX. They should be open later during the weekends.	
Prices are not competitive with out in town because of lack of competition. get ride of and replace with togos!	
How do you get away with charging MORE for the SAME menu items which are available off base at the local Subway? Answer: Captive audience. Seriously, this needs to be fixed. It's almost borderline price gouging.	
subway is getting to over priced and the food quality is not worth the price. I would like to say a different that is more afford take there place. (chicka-fil-a)	
NEX/Subway parking is ridiculous. Subway on base often doesn't participate in national Subway campaigns, usually making them more expensive.	
The only healthy choice on base at present.	
There are two options for fast food on base. Subway and Rice King. Subway is the only healthy option and Subway in itself is gross and they are overpriced compared to Subways out in town. How is this acceptable?	
Fair pricing, if pricing was not so high, I would eat here daily!	
Price is substantially higher than other Subways.	
They don't have all of the condiments that the other Subways have, and it seems like they don't participate in some of the nation-wide promotions.	
Best place to get a meal near the flight line, really the ONLY place that is worth it! But it has to be take out! NO place to sit during lunch	
The lines have been incredibly long since McDonald's closed. We need more variety with places.	
one of my favorite goto places. staff is so friendly, usually remember my order - which is impressive with the amount of business they do	

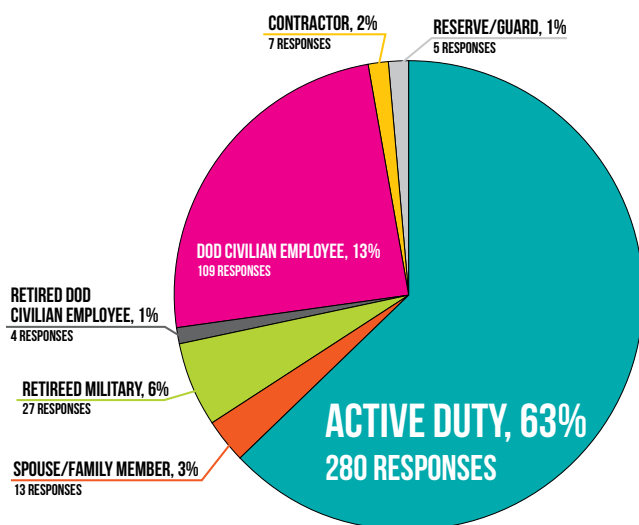




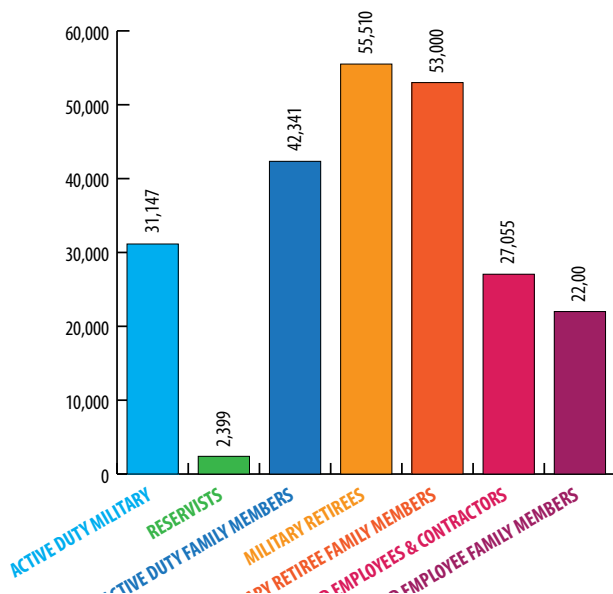
# NAVY REGION NORTHWEST FOOD SERVICE ROAG 2016

Regional Operations Advisory Group

## RESPONSES BY STATUS



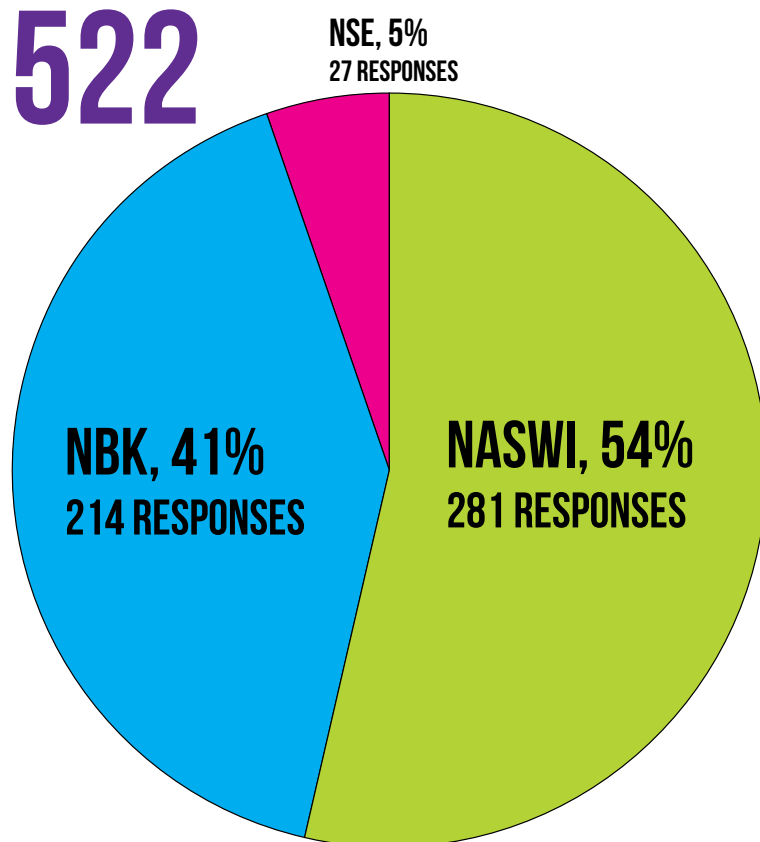
NAVY REGION NORTHWEST DEMOGRAPHICS (FY 2012)  
TOTAL NAVY "FAMILY" IN NW = 233,452



TOTAL RESPONSES:

# 522

## SURVEY RESULTS BY BASE



## RESPONSES BY LIVING LOCATION

