



NAVY REGION NORTHWEST
FOOD SERVICE
ROAG
Regional Operations Advisory Group

2019

YOUR FEEDBACK IS
APPRECIATED!



RESULTS ARE IN!

NAS 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!



navylifepnw.com
f y i

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: BAKERVIEW RESTAURANT

COMMENT	RESPONSE
<p><i>I was extremely dissatisfied with the closure of the Baker view Restaurant. When it was open Monday through Friday, I ate there at least 2 days a week, often 3 days or more. When service was reduced to Tuesday-Friday, I still ate there twice a week. When service was reduced to Fridays only, I ate there every Friday. There was no notice that it was going to close. I was eating there on the last day it was open and one of the staff told me. Ask asked diners at three other tables and none had any idea that it was the last day the restaurant was going to be open.</i></p>	<p>The Bakerview Restaurant, as a Navy program, does not receive appropriated funding to operate and must remain self-sustainable. A major impact has been the OPM decision on a \$15.00/hour minimum-wage based on the City of SeaTac's minimum wage changes in 2014. The overall impact was approx. 41% increase to our staff wages. That decision coupled with the lower level of patronage, rendered the Bakerview Restaurant unsustainable.</p>

FACILITY: M.T. MCCORMICK'S O'CLUB

COMMENT	RESPONSE
<p><i>Bring back the O club lunches & catering!</i></p>	<p>The O'Club, as a Navy program, we do not receive appropriated funding to operate and must remain self-sustainable. A major impact has been the OPM decision on a \$15.00/hour minimum-wage based on the City of SeaTac's minimum wage changes in 2014. The overall impact was approx. 41% increase to our staff wages. That decision coupled with the lower level of patronage, rendered the O'Club lunch program unsustainable.</p>

FACILITY: CPO CLUB

COMMENT	RESPONSE
<p><i>Dining here use to be awesome, great views, and facility, seafood buffet every Friday, Sunday brunch wide variety of menu options. You need to let the local community choose menu , you need to advertise locally and internet to get more interest. You need to reopen restaurant seven days a week for lunch and dinner, create jobs for navy wives. This is a true loss if not utilized to its full potential.</i></p>	<p>The Baker view Restaurant, as a Navy program, does not receive appropriated funding to operate and must remain self-sustainable. A major impact has been the OPM decision on a \$15.00/hour minimum-wage based on the City of SeaTac's minimum wage changes in 2014. The overall impact was approx. 41% increase to our staff wages. That decision coupled with the lower level of patronage, rendered the Bakerview Restaurant unsustainable.</p>
<p><i>Historically based. They killed the CPO club here at NASWI. And while satisfactory is not good or better, it's better than extinct.</i></p>	<p>The Bakerview Restaurant, as a Navy program, does not receive appropriated funding to operate and must remain self-sustainable. A major impact has been the OPM decision on a \$15.00/hour minimum-wage based on the City of SeaTac's minimum wage changes in 2014. The overall impact was approx. 41% increase to our staff wages. That decision coupled with the lower level of patronage, rendered the Bakerview Restaurant unsustainable.</p>
<p><i>I thought the CPO was closed.</i></p>	<p>The Bakerview Restaurant, as a Navy program, we do not receive appropriated funding to operate and must remain self-sustainable. A major impact has been the OPM decision on a \$15.00/hour minimum-wage based on the City of SeaTac's minimum wage changes in 2014. The overall impact was approx. 41% increase to our staff wages. That decision coupled with the lower level of patronage, rendered the Bakerview Restaurant unsustainable.</p>

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FACILITY: CPO CLUB

COMMENT	RESPONSE
<p><i>It is still a poor business decision to close O Club completely as a lunch option, and have minimal services at Bakerview. The O Club was used almost daily by patients and staff at Naval Health Clinic.</i></p>	<p>The O'Club, as a Navy program, we do not receive appropriated funding to operate and must remain self-sustainable. A major impact has been the OPM decision on a \$15.00/hour minimum-wage based on the City of SeaTac's minimum wage changes in 2014. The overall impact was approx. 41% increase to our staff wages. That decision coupled with the lower level of patronage, rendered the O'Club lunch program unsustainable.</p>
<p><i>It remains a questionable business decision on closing O Club for lunch and having minimal lunch service at Bakerview. The O Club was used daily by patients and staff at Naval Health Clinic. Driving through the gate to Bakerview for lunch isn't worth the trouble.</i></p>	<p>The O'Club, as a Navy program, we do not receive appropriated funding to operate and must remain self-sustainable. A major impact has been the OPM decision on a \$15.00/hour minimum-wage based on the City of SeaTac's minimum wage changes in 2014. The overall impact was approx. 41% increase to our staff wages. That decision coupled with the lower level of patronage, rendered the O'Club lunch program unsustainable.</p>
<p><i>Need to bring back bakerview restaurant services!</i></p>	<p>The Bakerview Restaurant, as a Navy program, we do not receive appropriated funding to operate and must remain self-sustainable. A major impact has been the OPM decision on a \$15.00/hour minimum-wage based on the City of SeaTac's minimum wage changes in 2014. The overall impact was approx. 41% increase to our staff wages. That decision coupled with the lower level of patronage, rendered the Bakerview Restaurant unsustainable.</p>

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FACILITY: CPO CLUB

COMMENT	RESPONSE
<p><i>The Bakerview Restaurant was "Highly Satisfactory" before it was reduced to only serving lunch on Friday. It was still "Good" or better, until it was closed without notice last month.</i></p>	<p>The Bakerview Restaurant, as a Navy program, we do not receive appropriated funding to operate and must remain self-sustainable. A major impact has been the OPM decision on a \$15.00/hour minimum-wage based on the City of SeaTac's minimum wage changes in 2014. The overall impact was approx. 41% increase to our staff wages. That decision coupled with the lower level of patronage, rendered the Bakerview Restaurant unsustainable.</p>
<p><i>The bartenders are the best.</i></p>	<p>Thank you. We look forward to welcoming you back soon.</p>

FACILITY: KEGLER'S BACK ALLEY BAR

COMMENT	RESPONSE
<i>Good atmosphere</i>	Thank you. We look forward to welcoming you back soon.
<i>Great customer service and a great selection of drinks.</i>	Thank you. We look forward to welcoming you back soon.
<i>I don't drink. They have mean root beer float!!</i>	Thank you for the nice comments about our root beer float!
<i>I have not used this facility.</i>	We're sorry you have not visited the Back Alley Bar and look forward to welcoming you soon.
<i>I love that no kids are allowed. I wish it had a coffee bar and more functional seating to hang out and relax for a bit.</i>	Thank you. We are looking at the layout of the Back Alley Bar and see what we can do about different seating arrangements.
<i>Its good.</i>	Thank you. We look forward to welcoming you back soon.
<i>only been in there once in 6 years</i>	We're sorry you have not visited the Back Alley Bar and look forward to welcoming back you soon.

FACILITY: KEGLER'S BAR & GRILL

COMMENT	RESPONSE
<i>Great customer service and great food!</i>	Thank you. We look forward to welcoming you back soon.
<i>great pizza</i>	Thank you. We look forward to welcoming you back soon.
<i>Bring back combo meals at Keglers with the soda fountain drink included and not sold separately.</i>	Thank you for your recommendation on combos. We will talk with our team about your suggestion.
<i>Darn near nothing for vegetarians.</i>	Thank you for your comments. Please let us know what type of food items you are interested in seeing on the menu, and we will see how we might incorporate them in the next menu review. We have added phone numbers on this website so you will know who to contact.
<i>Decent prices and fairly quick service</i>	Thank you. We look forward to welcoming you back soon.
<i>Employees are friendly and food is good</i>	Thank you. We look forward to welcoming you back soon.
<i>Food is minimally tasty, and I have encountered horrible customer service on several occasions.</i>	Thank you for your comments on the food and service. The team takes pride in the food and service. If you meal is not prepared properly, please let us know and we will happily remake it for you. Please ask for a manager if you ever have an issue. We have added phone numbers on this website so you will know who to contact.

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FACILITY: KEGLER'S BAR & GRILL

COMMENT	RESPONSE
<p><i>Food is okay, but is very greasy and unhealthy. If it's remotely healthy, it takes forever.</i></p>	<p>Thank you for your comments on the food and service. The team takes pride in the food and service. If you meal is not prepared properly, please let us know and we will happily remake it for you. Please ask for a manager if you ever have an issue. We have added phone numbers on this website so you will know who to contact.</p>
<p><i>It feeds me when in a bind. I wish it was open earlier and had a coffee bar. It is expensive.</i></p>	<p>Thank you for your comments on the food. As a Navy program, we do not receive any funds and must be self-sustaining. A major impact has been the OPM decision on a \$15.00/hour minimum-wage based on the City of SeaTac's minimum wage changes in 2014. The overall impact was approx. 41% increase to our staff wages. We strive to provide the best quality product for the price. We are always open to customer suggestions. We will talk to our team about the possibility of adding coffee as a future service.</p>
<p><i>It works in a pinch</i></p>	<p>Please let us know what you feel we can do to take the food from good to great! We have added phone numbers on this website so you will know who to contact.</p>

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FACILITY: KEGLER'S BAR & GRILL

COMMENT	RESPONSE
<p><i>Kegler's is good. The atmosphere is not as nice as the Bakerview or Officer's club was. I don't like that the soda machine is now behind the counter. It is very inconvenient to have to wait in line again to get a drink refilled. It was much more convenient to be able to refill it myself.</i></p>	<p>Thank you. We look forward to welcoming you back soon. We are sorry to hear that moving the soda machine is inconvenient, but hope that the team is able to quickly take care of you when you need a refill.</p>
<p><i>Keglers needs delivery service, not all of us can get off for lunch break, to go get our food. They also need solid hrs i.e. 1000 to 2000</i></p>	<p>Keglers Bar & Grill has a preorder pickup option, www.dineonthego.com. If you have not used it before, we recommend giving it a try. We are looking adding delivery to the program. More to follow in the new year.</p>
<p><i>Like the new decor. John and maury did a good job. Limited hours. No more pizza/food delivery on base. No advertisements/flyers around base. I do not see any enthusiasm or effort to get the word out or promote. Just two little 2x4" ads in quarterly magazine. I see the new wind-flags (pizza) (burgers) . Every building/facility on base could have a bulletin board or display saying come to keglers! Menu flyers...</i></p>	<p>Thank you for the kind words and thoughts on marketing. We will get with the marketing team to push the word out better. Thanks for the great ideas. We have added phone numbers on this website so you will know who to contact.</p>

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FACILITY: KEGLER'S BAR & GRILL

COMMENT	RESPONSE
<p><i>Limited menu During certain hours, the lack of delivery Options for on base, customer service is hit and miss are some reasons I would rate it lower</i></p>	<p>We have tried delivery in the past with little success, but will revisit the opportunity to provide this service. Thank you for the recommendation, we will work with the team to see if we can offer this service in the future as long as it is self-sustaining.</p>
<p><i>Most of the food is good. The pizza is always sub-par, way to doughy. Thin & crispy might be nice.</i></p>	<p>Thank you for your comments, please let the staff know when you have issues, agree, thin crust would be a nice change, let's see what we can do.</p>
<p><i>Pizza is fabulous.</i></p>	<p>Thank you. We look forward to welcoming you back soon.</p>

FACILITY: ADMIRAL NIMITZ HALL GALLEY

COMMENT	RESPONSE
<i>BEST!</i>	Thank you for your comment!
<i>Great food and healthy choices. Best customer service in the Navy. Great people and service overall.</i>	Appreciate the positive feedback.
<i>Has everything I need!</i>	Thank you for your comment!
<i>Great food selections- Crepe station, Smoothie bar, the best salad bar in the region!</i>	Thank you for your comment!
<i>Love the Crepe station, smoothie bar and the salad bar! The best!</i>	Thank you for your comment!
<i>Portions size are lacking and the cucumbers were overly ripe and not crisp.</i>	We have looked into the portion sizes that are served, as well as the freshness of the cucumbers. The portion sizes are based on the Armed Forces Recipe cards. Thank you!
<i>It really sucks that Appropriated Funds personnel can't eat at the Galley. I can eat at JBLM.....!</i>	Per NAVSUP and CNIC, Ashore Galleys are defined as a food service operation on a Navy Installation that is funded through appropriated dollars. They are designed, staffed and operated specifically to provide meals to active duty personnel and active reserve personnel. The Installation CO may authorize discretion for opening the galley to retirees and other civilians for special event days such as Thanksgiving, Christmas and cultural heritage days.

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FACILITY: ADMIRAL NIMITZ HALL GALLEY

COMMENT	RESPONSE
<p><i>Takes too long to charge credit cards. Otherwise, Best. Galley. Ever.</i></p>	<p>Credit card system has been updated and is much quicker than before. Thank you for the feedback.</p>
<p><i>I used to be highly satisfied with the galley. However, as a retiree I can no longer eat at the galley. If it was authorized, I would probably eat there at least once a week.</i></p>	<p>Per NAVSUP and CNIC, Ashore Galleys are defined as a food service operation on a Navy Installation that is funded through appropriated dollars. They are designed, staffed and operated specifically to provide meals to active duty personnel and active reserve personnel. The Installation CO may authorize discretion for opening the galley to retirees and other civilians for special event days such as Thanksgiving, Christmas and cultural heritage days.</p>
<p><i>Love the salad bar!</i></p>	<p>Thank you!</p>
<p><i>Awesome food! Plus plenty of selections. Love the crepes at breakfast.</i></p>	<p>Thank you for the positive comment!</p>
<p><i>Need to open up to all authorized base access holders. Active, Retired, DOD contractors. We need better food choices other than Wendy's or out in town.</i></p>	<p>Per NAVSUP and CNIC, Ashore Galleys are defined as a food service operation on a Navy Installation that is funded through appropriated dollars. They are designed, staffed and operated specifically to provide meals to active duty personnel and active reserve personnel. The Installation CO may authorize discretion for opening the galley to retirees and other civilians for special event days such as Thanksgiving, Christmas and cultural heritage days.</p>
<p><i>Great selection and daily special meals/offerings</i></p>	<p>Thank you for your feedback!</p>

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FACILITY: ADMIRAL NIMITZ HALL GALLEY

COMMENT	RESPONSE
<p><i>Wish they would take cash</i></p>	<p>Unfortunately we had to go to a cashless system. We apologize for any inconvenience.</p>
<p><i>"The only meals worth going to are breakfast and lunch. Dinner is trash because all the chiefs and officers all go home for dinner. And there is no mid-rats meal for those of us who work on the mids shift, so I have to wake up early or stay up late just to be able to go to the galley when they're open. The newsletter claims that the galley truck is supposed to visit my command around midnight, but no one has ever seen the galley truck operating between dinner and breakfast. So I and my fellow E-4 and below co-workers are left to go hungry most days."</i></p>	<p>We have added a specialty bar every night for dinner to give more variety. We do have a midrats meal on the food truck that you are welcome to utilize as it stops in the most convenient location to your work place. Thank you for your feedback.</p>
<p><i>Great staff.</i></p>	<p>Thank you!</p>
<p><i>Great variety of food, overall menu is great, food is fresh and the coffee is the best.</i></p>	<p>Glad to hear that you are satisfied. Thank you!</p>
<p><i>Love the galley. Love the salad bar. Love the all hands meals.</i></p>	<p>Awesome! Thank you for your comment.</p>

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FACILITY: ADMIRAL NIMITZ HALL GALLEY

COMMENT	RESPONSE
<p><i>it seems the only time the cs's put effort into the food is when someone of hi importance shows up to visit or there is an event . also dinner is always pretty trash you have the choice of a grilled sandwich 5 days out of the week for dinner. the service is great the staff is amazing but the food could use some more attention when the chiefs aren't looking that's all.</i></p>	<p>The CS's work very hard every day to provide wholesome meals to our customers. We are continuing to find ways of improving quality for all meals. We recently added a specialty bar to dinner to provide more variety. We appreciate your feedback.</p>
<p><i>Holiday meals are the best!! I've never been to a galley that does this. Keep it up.</i></p>	<p>Glad that you like the holiday meals. Thank you for your feedback!</p>
<p><i>awesome salad bar!</i></p>	<p>Thank you!</p>
<p><i>The Sailors are professional and the food delicious. Good atmosphere too</i></p>	<p>Thank you. We greatly appreciate your feedback.</p>