



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
Will Kegler's Bar & Grill deliver?	Kegler's Bar & Grill has the Dine-on-the-go mobile app that allows for pre-orders and pick-up. We will look at the viability of delivery. In the past, this has not been financially viable due to lack of consistent support.
Kegler's Bar & Grill service and programming concerns	Kegler's Bar & Grill has multiple TVs for sports viewing and offers NFL Sunday Ticket™ as well as college games, and periodically hosts fights (both UFC and boxing). The Manager has been working to address the service challenges brought forward. Please stop in and let us know how we are doing.
Sailors would pay a cover charge for fights at Kegler's Bar & Grill	Thank you for the input on a cover charge. Based on your feedback we have secured a six-fight UFC series starting in January 2018. We look forward to welcoming you and, with your support and patronage, expand programming to best meet your needs.
Many Sailors said they do not look to the Navy or base for entertainment	In order for MWR to provide programming, the programming needs to be supported enough to remain financially sustainable. Please contact the manager at any of our MWR facilities and let us know what you would like to see there that would be of interest and you feel would be well attended.
Sailors are largely unaware of marketing avenues and getting information such on things like free music concerts	FFR/MWR currently offers and utilizes the following advertising and marketing channels: NavylifePNW website, NavylifePNW App, Navylife FFR Facebook pages, Experience Navylife quarterly publication, Currents e-newsletter, @Navylifepnw Instagram page, NavylifePNW YouTube Channel, Navy Life newspaper, indocs, info fairs, SoundBites, posters, flyers, banners, brochures, and public announcements. We will look into posting more banners for special events.
Comments on the pool; Oak Harbor not desirable	There is a pool at Anacortes year-round and at Fort Casey during the summer. Due to budget constraints, building a new pool is not likely.

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Will the gym be 24/7?	There is no current consideration to making the NASWI Fitness Center unmanned. If the existing gym were to become a 24/7 unmanned facility, safety guidelines and CNIC instruction requires significant restriction on weights, equipment and services available that would not meet the needs of the majority.
Free bowling; only pay for shoes/ Pay for food, other than lunch hours?	Free bowling at lunchtime is a promotion. We will look at opportunities to do similar promotions at night as well.
How can feedback be provided?	The ICE comment card system is the single best way to provide feedback <a href="http://ice.disa.mil/">http://ice.disa.mil/</a> . When you do provide feedback, please leave your name and contact information so we can get back to you or ask clarifying questions. We rely on your comments to help shape what services and products we provide so please let us know when we are doing it right and when we need to fix something.



COMMENT TEXT	RESPONSE
<p>Our sailors like fresher food options. Asking for refrigerated vending for more healthy snack options.</p>	<p>NEX eliminated fresh options due to waste and not moving enough product, but we will try it again to see if it is supported in small trial. Best selection currently at Fleet NEX Micro Market (Hangar 6), Snack Bars.</p>
<p>Star cards should be accepted at the NEX and Food courts.</p>	<p>Star Card is accepted at NEX. Have asked Wendy's &amp; Subway to look @ adding as a payment type. Additional equipment is required to process by concession food operators.</p>
<p>Subway never has any of the soups or pizzas.</p>	<p>Each franchise ultimately has to decide what they will carry. The Subway at the Fleet NEX does have soup daily. They do not have pizza due to contractual limitations negotiated between the concession operator and their corporate partners.</p>
<p>What is the Micro-mart?</p>	<p>It is a 24/7 small mini-mart format with a self-service payment kiosk.</p>
<p>24/7 NEX available? The exchange by Wendy's?</p>	<p>24/7 is not a traditional format for NEX locations. Micro Mart offers more flexibility in merchandise assortment and are not constrained by the normal staffing equation. The NEX Micro Market (currently available at Hangar 6) is a 24/7 small mini-mart format that we are looking to expand at NASWI. Next Micro Market location will be at FRC.</p>



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<p>Galley food truck doesn't stop at routine stops. Working hours has Sailors rushing out to get there. Stops are inconsistent and not on the flight line.</p>	<p>The Galley food truck has a set schedule and stops. The schedule is posted on the flight line and at the galley. If you are having issues getting to the truck stop locations on time, please talk to your chain of command to either help us change the schedule to work better for you or to ensure you get chow relief so you can eat.</p>
<p>Extend Galley dinner hours</p>	<p>We will be testing closing at 1900 vice 1800 shortly to see if it is a viable option long term.</p>
<p>Galley food lacks of consistency in the quality. Lunch is better than dinner.</p>	<p>The FSO has addressed this with the Galley team. We believe it is fixed. Please let the Food Service Officer know if we are meeting the mark, or provide ICE comments to help us better serve you.</p>