



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

**2019**

YOUR FEEDBACK IS  
APPRECIATED!



# 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!



navylifepnw.com  
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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: ALL AMERICAN RESTAURANT-EVERETT

COMMENT	RESPONSE
<p><i>Today is 8 November and the menu for this month has STILL not been posted. I have already called them twice and they said they are taking care of it. I work in an office with many out-of-towners who are looking for food options. <a href="https://everett.navylifepnw.com/programs/20ed70a9-463e-4ae0-bf26-1e95a68aae82">https://everett.navylifepnw.com/programs/20ed70a9-463e-4ae0-bf26-1e95a68aae82</a></i></p>	<p>Thank you for your comments. We agree. Timely posting of the daily menu important and have reviewed with the management team. We have addressed your concern and we hope you don't have this issue any longer. We have added phone numbers on this website so you will know who to contact.</p>
<p><i>Lower prices, provide more food selections, provide more healthy choices (gluten free breads, non-preservative foods).</i></p>	<p>Thank you for your comments. We strive to provide the best quality product and pricing and would be interested to know where you are going for lunch that is less expensive and provides the variety of entrees, salad bar, beverage and dessert. If you have an opportunity, please stop by and let us know. We are always eager to learn more about dining options in the area and how we compare. We have added phone numbers on this website so you will know who to contact.</p>
<p><b>COST WAY TO MUCH!</b></p>	<p>Thank you for your comments. We strive to provide the best quality product and pricing and would be interested to know where you are going for lunch that is less expensive and provides the variety of entrees, salad bar, beverage and dessert. If you have an opportunity, please stop by and let us know. We have added phone numbers on this website so you will know who to contact.</p>

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# FACILITY: ALL AMERICAN RESTAURANT-EVERETT

COMMENT	RESPONSE
<p><i>The staff at the All American provide a clean fun and desirable location for us and as I see everyone to gather and dine.</i></p>	<p>Thank you. We look forward to welcoming you again soon</p>
<p><i>Not having Subway open on Sundays and All American being open for only small portions of the day is really inefficient. As someone who works in the commons, many of our sailors would appreciate more food options and the ability to eat while playing a game/watching a movie</i></p>	<p>Thank you for your comments on the variety of food service facilities on base. Getting outside contractors to come on base is challenging due to the limited number of customers base on installation relative to outside the gate. We are basically limited to 1100-1300 five days a week for an outside vendor to make their money. There were several food truck business that agreed to give it a try. We will continue to look for opportunities to provide additional services provided those services are supported by commands.</p>
<p><i>Food quality is poor and sporadic. Lot's of times coffee is out or menu items are missing. Need better healthy options than just the same tired old salad bar. Military employees seem to hate their jobs. Civilian employees have better customer service. Price is very good.</i></p>	<p>It looks like we have some work to do on providing a consistent level of service. Thank you for the input. We will circle back around with the team in January to enhance product and service delivery. Let us know if we are hitting the mark. We have added phone numbers on this website so you will know who to contact.</p>

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# FACILITY: ALL AMERICAN RESTAURANT-EVERETT

COMMENT	RESPONSE
<p><i>I have been eating at the All American for 15 years now and I can say that its been a wonderful place to eat. The food is not always perfect...but I cant count on one hand the number of times that has been... The good has out weighed the bad for sure! Keep up the good work and thank you for your quality service over the years!!!</i></p>	<p>Thank you. We look forward to welcoming you again soon</p>
<p><i>Lets try to keep the food hot.....</i></p>	<p>Thank you for your comment and we apologize for the issues you have experienced with the temperature of the food. Please let us know if we are now hitting the mark. If you food is not right the first time, we will remake it for you. We have added phone numbers on this website so you will know who to contact.</p>
<p><i>The line is always very long. The one time I ordered pizza, it was not cooked well enough and the cheese on top was not melted. The work staff look like they hate their life.</i></p>	<p>Thank you for your comments. We are looking at ways to speed service and have a project in the works to do just that. If your order is not right, please let us know and we will be happy to remake it for you. We will work with the Team and encourage them to always provide friendly courteous service.</p>
<p><i>The quality of the food is inconsistent and the way some of the food is prepared could be healthier.</i></p>	<p>We are concerned over your experience with inconsistent quality. We will bring this to the culinary team. Next time you are in, let us know if we are hitting the mark. We have added phone numbers on this website so you will know who to contact.</p>

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# FACILITY: ALL AMERICAN RESTAURANT-EVERETT

COMMENT	RESPONSE
<p><i>Liked the earlier menu better than new one. You would think that the custom ordering results in hot food but it's served luke warm.</i></p>	<p>We are concerned over your experience with inconsistent quality. We will bring this to the culinary team. Next time you are in, let us know if we are hitting the mark. We have added phone numbers on this website so you will know who to contact.</p>
<p><i>Without a doubt the best soup and salad bar west of the Mississippi!! The only minor complaint I have is that some of the vegetables are prepped/cut too large.</i></p>	<p>Thank you. We look forward to welcoming you again soon.</p>
<p><i>The food is very good. Great food selection. The service is fast. Customer service is great. Restaurant is clean.</i></p>	<p>Thank you. We look forward to welcoming you again soon.</p>
<p><i>I always feel gross after eating a meal here. My digestive track does not appreciate all of the low quality ingredients and it's all cooked using unhealthy oils/fats and too much sodium, etc. Does not taste good and leaves me feeling 'sluggish' for the rest of the workday. Salad options are not organic as well, so I do not feel safe eating the salads here either.</i></p>	<p>Thank you for your comments. We strive to bring the best quality product for the price. If you have specific dietary or preparation needs, please let us know and we will find a way to best accommodate you.</p>
<p><i>The grill line and salad bar are great, the entrée portion of the hot lunch is usually pretty small. The desserts are overly sweet.</i></p>	<p>Thank you. We look forward to welcoming you again soon. Will work with the team on mixing up the dessert selections. Entrée portioning is directed by nutritional higher level guidance.</p>

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# FACILITY: ALL AMERICAN RESTAURANT-EVERETT

COMMENT	RESPONSE
<p><i>"the menu is getting better. the cost for soup and salad should be greatly reduced. Currently the cost is \$1 off from full cost. I have eaten there numerous times and the salad bar is dull and unappetizing. When I eat out in town I prefer to get the salad bar only so I have seen a lot of them. I think the price should be reduced to \$3.95 for soup and salad, in addition to improving the quality and selection of items for the salad bar. With the Navy's drive toward a "culture of fitness" the salad bar should be unbelievable and draw an impressive crowd.</i></p> <p><i>The desserts also require improvement. They are typically old, stale, dry, small portions, bland, and unappealing. It looks as though you're trying to save money on desserts by serving items that look so sad that people just won't want them."</i></p>	<p>We are concerned over your experience with inconsistent quality. We will bring this to the culinary team. Next time you are in, let us know if we are hitting the mark. Daily specials can be found on <a href="http://navylifepnw.com">navylifepnw.com</a>. We have added phone numbers on this website so you will know who to contact.</p>
<p><i>Has days where the food is amazing, and then there are days where it is not. I would love to see some consistency. The daily specials often come as a surprise since they are harder to find. I would also love to see less pork products use.</i></p>	<p>We are concerned over your experience with inconsistent quality. We will bring this to the culinary team. Next time you are in, let us know if we are hitting the mark. Daily specials can be found on <a href="http://navylifepnw.com">navylifepnw.com</a>. We have added phone numbers on this website so you will know who to contact.</p>

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# FACILITY: ALL AMERICAN RESTAURANT-EVERETT

COMMENT	RESPONSE
<p><i>Went for breakfast. Having come from eating at the galley at Naval Medical Center San Diego, I was disappointed at the variety of food options at the price point being charged. No oatmeal or healthy cereal options. Bananas were brown. Milk was "out". No coffee "to go". After this poor experience, I have not returned.</i></p>	<p>We apologize for your negative experience and hope you will try us again. We have added phone numbers on this website so you will know who to contact.</p>
<p><i>The recent improvements has made it really very awesome. However, my biggest complaint is the lunch rush. The line is doubling back against the door way every lunch period. I understand that that is just our general schedule in the navy, but I think at least an extra cashier or two would easily fix this problem. Also earlier hours to make breakfast more available for those of us who start work early, I would go much more often if I could.</i></p>	<p>Thank you for your feedback. We look forward to welcoming you again soon. We are in the early stages of a project to help speed service levels and expect you will see significant changes. In the meantime, if your schedule allows you to eat outside of the peak lunch period (1130-1230), we think you may experience less of a line.</p>
<p><i>Good food with a value price.</i></p>	<p>Thank you. We look forward to welcoming you again soon.</p>

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# FACILITY: ALL AMERICAN RESTAURANT-EVERETT

COMMENT	RESPONSE
<p><i>Very crowded and slow. Affordable and great customer service.</i></p>	<p>Thank you. We look forward to welcoming you again soon. We are in the early stages of a project to help speed service levels and expect you will see significant changes. In the meantime, if your schedule allows you to eat outside of the peak lunch period (1130-1230), we think you may experience less of a line.</p>
<p><i>Fantastic meals, super friendly hard working staff and the best deal in town</i></p>	<p>Thank you. We look forward to welcoming you again soon.</p>
<p><i>why would anyone pay \$8 to eat galley quality food prepared by CS's that don't care? total scam.</i></p>	<p>We are concerned over your experience with inconsistent quality. We will bring this to the culinary team. Next time you are in, ask to see someone and management, I am sure they will be interested in your input. We have added phone numbers on this website so you will know who to contact.</p>
<p><i>Its expensive, isn't cooked right. The salad is more like soup with all the water they never drain off. They give you a little bit of food even though I pay 10 dollars a plate.</i></p>	<p>Thank you for your comments. If anything is not right with your meal, please let us know and we will remake it for you. We strive to provide the best quality product and pricing and would be interested to know where you are going for lunch that is less expensive and provides the variety of entrees, salad bar, beverage and dessert. If you have an opportunity, please stop by and let us know. We are always eager to learn more about dining options in the area and how we compare. We have added phone numbers on this website so you will know who to contact.</p>

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# FACILITY: ALL AMERICAN RESTAURANT-EVERETT

COMMENT	RESPONSE
<p><i>The "all you can eat" salad bar offers hard boiled eggs where egg whites are used for protein but limited selection. Soups tend to be too salty, exceeding 2.5 grams of salt per serving. The score would be higher to "Good" if sugar and salt do not exceed the recommended daily serving.</i></p>	<p>Thank you for your comments on variety. The All American team is working on menu changes in January and will focus on providing more seasonal specials. We appreciate the input. We have added phone numbers on this website so you will know who to contact.</p>
<p><i>Options are limited considering my diet restrictions. I either eat the Daily Special or chicken strips, which compares favorably to similar items off-base. The manager has responded to my requests for Gluten Free options, although some of the staff needs training as to where to find these items.</i></p>	<p>Thank you for your comments. We are happy to hear that the team is able to provide for your dietary restrictions, but troubled that there appears to be inconsistency in providing some of the items. We have discussed with the team and expect to see no issues in the future. Let us know if we are hitting the mark. We have added phone numbers on this website so you will know who to contact.</p>
<p><i>Good variety of choices.</i></p>	<p>Thank you. We look forward to welcoming you again soon.</p>
<p><i>Love the choices and the service is great especially at the price point.</i></p>	<p>Thank you. We look forward to welcoming you again soon.</p>
<p><i>Need more vegetarian options</i></p>	<p>Thank you. We are working through menu changes and will consider your recommendations. We have added phone numbers on this website so you will know who to contact.</p>

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# FACILITY: ALL AMERICAN RESTAURANT-EVERETT

COMMENT	RESPONSE
<i>Overall good food but very limited options</i>	Thank you. We look forward to welcoming you again soon. Please let us know what menu items you are interested in seeing and we see how we might add them to the menu or daily special.
<i>The different "theme" days are nice.</i>	Thank you. We look forward to welcoming you again soon.
<i>Mostly fried foods. Expand the menu with healthier options other than just a salad bar and chicken wraps.</i>	Thank you. We are looking at menu changes and will take your recommendations into consideration
<i>Only eat here once a year. I prefer Subway because I can take it back to my desk and eat while I work.</i>	Thank you. We hope you will try us more often. If you have the opportunity to dine outside of peak periods such as lunch (1130-1230), we think you will find speedier service.
<i>Really need to focus on the NSE All American. Service and quality tends to be especially poor in the morning for breakfast.</i>	Thank you. We will bring your concerns to the team. Next time you are in, please let the manager or watch captain know your concerns so we can isolate the issue. We have added phone numbers on this website so you will know who to contact.

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# FACILITY: ALL AMERICAN RESTAURANT-EVERETT

COMMENT	RESPONSE
<p><i>Although the All American is the best deal for your money, being a civilian with 30 minutes lunch is hardly enough time to walk over, and sit in line, and eat food, and walk back to work stations, therefore is only utilized by senior leadership who takes an hour lunch and those who are closer to the All American to walk to.</i></p>	<p>Thank you. We hope you will try us more often. If you have the opportunity to dine outside of peak periods such as lunch (1130-1230), we think you will find speedier service.</p>
<p><i>Would like to order for pick up without a fee; lunch time can be busy and it is not feasible to dine in or order at the restaurant when you only have 30 minutes for lunch.</i></p>	<p>Thank you. If you have the opportunity to dine outside of peak periods such as lunch (1130-1230), we think you will find speedier service.</p>
<p><i>Don't charge for take out containers, Whideby Island take out containers are free and the meals cost less.</i></p>	<p>Thank you for your comments. The All American Restaurant main mission is to serve ESM (RIK) Sailors in the facility. To go containers are provided to Active Duty Section Sailors and cash paying customers only. The same process should be at NASWI and NBK Galleys. We will validate the process with their leadership.</p>

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# FACILITY: ALL AMERICAN RESTAURANT-EVERETT

COMMENT	RESPONSE
<p><i>I would love for the NAVSTA EVERETT All American to offer food pickup/delivery services on base via mobile app. This could include pre-order one or more days ahead of time. The facility could prepare the food and have it staged for pick up at strategic drop-off points around base. Sort of like dropping the food off at the bus stops at pre-scheduled/selected times.</i></p>	<p>We are looking into some alternatives for delivery. Depending on the program, we may be able to support delivery as an option. You can always call ahead and place an order for pickup from the grill menu.</p>

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# FACILITY: ALL AMERICAN RESTAURANT-EVERETT

COMMENT	RESPONSE
<p><i>I have a major concern with food safety, in some of these locations I have visited the food looks expired and is still being served. Even though I have visited NBK locations I have also recently eaten at the All American at NSE and got sick from their food. I have only visited this location twice and got sick both times. I got the soup and salad bar, the spinach had holes in it, the spinach leaves were slimy, the bacon and cheese toppings were stiff like they had expired. I only had one bite of the salad and stopped eating and still got sick. This is a major issue that needs to be addressed, no one under any circumstance should have to worry about food that they pay for to be a danger to them. I actually brought this issue up with one of the department managers who told me that because the staff is made up of civilian and military employees all they can do is go to the staff's higher up and inform them and they staff gets talked too but nothing changes. Someone getting sick from food being expired or improperly served is a very serious issue and should be taken seriously. If these things are not fixed these businesses should not continue to serve food because one of these days someone could end up in the hospital with a serious food borne illness.</i></p>	<p>Thank you for your input. We are equally concerned about food safety. Food is prepared fresh daily and the facility is subject to, like all other on base food programs, The All American is visited regularly by installation preventive medicine health inspectors. If you see something of concern during your next visit, please bring it to the attention of the manager or watch captain. Thank you for your concern and feedback. We have added phone numbers on this website so you will know who to contact.</p>

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# FACILITY: ALL AMERICAN RESTAURANT-EVERETT

COMMENT	RESPONSE
<p><i>All American at Everett food is terrible something that should be good for our Sailors to enjoy a meal and it's just awful.</i></p>	<p>Thank you. We will bring your concerns to the team. Next time you are in, please let the manager or watch captain know of your concerns so that we can isolate the issue. We have added phone numbers on this website so you will know who to contact.</p>