



NAVY REGION NORTHWEST
FOOD SERVICE
ROAG
Regional Operations Advisory Group

2019

YOUR FEEDBACK IS
APPRECIATED!



RESULTS ARE IN!

NAVY EXCHANGE - NAVAL BASE KITSAP

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



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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

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Manager: 360-257-0521

NAVAL BASE KITSAP

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NAVAL STATION EVERETT

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**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: DELTA PIER (NEX)

COMMENT	RESPONSE
<i>Don't like that they took hot cooked meals away and raised prices</i>	Hot meals are still available at the location.
<i>Good food convenient location but the hours of operation are very restricted especially for personnel that are stationed on a boat and have to stay on the boat for 24 hrs at a time.</i>	The Micro Market was added to ensure customers had options at all times of the day. Staffing has been a challenge making it difficult to be open later. The Micro Market was added to ensure customers had options at all times of the day.
<i>great for the crew to get away and eat lunch. I wish there were more healthy options.</i>	We do offer some salads and vegetables. We continue to try to add healthy options and those that sell stay on the menu
<i>Overpriced</i>	Prices are reviewed annually to cover cost of product and increasing labor costs and are comparable with fast food prices in town
<i>Short hours they are open. They will not make everything on the menu.</i>	Staffing has been a challenge making it difficult to be open later. The Micro Market was added to ensure customers had options at all times of the day.

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FACILITY: DELTA PIER (NEX)

COMMENT	RESPONSE
<i>some items seem unnecessarily expensive. its lovingly nicknamed the OPC or Over Priced Cafe</i>	Prices are reviewed annually to cover cost of product and increasing labor costs and are comparable with fast food prices in town
<i>The food is really good, taking away the dining room for the mini market was a huge hit to me wanting to go there, it took away 90% of the seating.</i>	Unfortunately, there was no other space for the Micro Market that was in demand.
<i>There is no healthy menu choices!!</i>	We do offer some salads and vegetables. We continue to try to add healthy options and those that sell stay on the menu

FACILITY: ESB CAFE (NEX)

COMMENT	RESPONSE
<p><i>Best customer service. Convenient for snacks and lunch. Pricy compare to McDonalds on base or Inside out Café.</i></p>	<p>Prices are reviewed annually to cover cost of product and increasing labor costs and are comparable with fast food prices in town</p>
<p><i>I miss the daily specials. They are only offered a couple days a week.</i></p>	<p>Controlling costs is an ongoing focus and Specials are labor intensive, when possible we will add back in.</p>
<p><i>Not much variety. Hours of operation are very short (6-10:30 and then 11-12:30). Customer service isn't always the best. Cleanliness is not always the best (i.e. they will take money and then touch food, they will use the broom and then touch food, etc.).</i></p>	<p>Has been addressed. Futher training on food handling to be completed.</p>
<p><i>"Very few healthy options. Price keep increasing, selection keeps decreasing. Hours keep decreasing. Grill closes earlier and earlier. Closes early with regularity."</i></p>	<p>We do offer some salads and vegetables. We continue to try to add healthy options and those that sell stay on the menu. Prices are reviewed annually to cover cost of product and increasing labor costs and are comparable with fast food prices in town. Grill should close at 12:45 and has been addressed. Location will close at 1:00.</p>

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FACILITY: ESB CAFE (NEX)

COMMENT	RESPONSE
<p><i>We all love Sar and the staff at the café. I just wish we had more healthy options like oatmeal bar. The specialist help provide some variety, but everything is just fried. Would love me fresh options.</i></p>	<p>We do offer some salads and vegetables. We continue to try to add healthy options and those that sell stay on the menu</p>
<p><i>Wish there was healthier options and more soup!</i></p>	<p>We do offer some salads and vegetables. We continue to try to add healthy options and those that sell stay on the menu</p>

FACILITY: IMF REFIT (NEX)

COMMENT	RESPONSE
<p><i>Food okay. Line way too slow. Should be able to more quickly get items like on the Delta Pier</i></p>	<p>Filling vacant positions in food service has been a challenge causing longer wait times. We're constantly recruiting and looking for qualified food service workers that can pass security requirements.</p>
<p><i>Good customer service and enjoy my daily espresso drinks they make. Also like being able to get hot meals and wraps made. I like healthier options but the fruit, vegetables and salads never seem fresh and are way overpriced.</i></p>	<p>We continue to try to add healthy options and those that sell stay on the menu. Prices are reviewed annually to cover cost of product and increasing labor costs and are comparable with fast food prices in town.</p>
<p><i>I love this place. I wish there were healthier side dishes, such as baked potato wedges vs. fries and tots or a daily soup choice and grab and go snacks available. The chicken burger is a healthy item, but the pre packaged salads are overpriced for what you get. I would probably opt for more salads if they were of a better quality.</i></p>	<p>We continue to try to add healthy options and those that sell stay on the menu. Prices are reviewed annually to cover cost of product and increasing labor costs and are comparable with fast food prices in town.</p>
<p><i>Is this Cafeteria still available. I was under the impression that it was closed, or at least not available for the sailors to use.</i></p>	<p>Open to all patrons 6:00 - 1:00.</p>

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FACILITY: IMF REFIT (NEX)

COMMENT	RESPONSE
<p><i>They are not staffed well enough to support the volume of customers they get. There are three very long lines at breakfast and at lunch. The average wait time, even in non-peak times is 10 minutes. The staff is constantly turned over and moved around so they are always having to learn their jobs. There are very few "healthy choices" and the few they have are so expensive, you can get the deep fried nasty for half the price. The people who work there are the best part about it. They work hard and make the best of a bad situation. They can't even get a toaster that doesn't catch the bread on fire, I have seen it many times a year since I have worked here. If there is not better support and rewards for good work, you are going to loose the good people you have.</i></p>	<p>Staffing food service positions throughout Kitsap County has been a challenge for a couple years. Rotating staff between cafeterias ensures we can providetrained coverage in all locations when needed. Prices are reviewed annually to cover cost of product and increasing labor costs and are comparable with fast food prices/portion sizes in town.</p>
<p><i>Used to love this place. But then a rat ran out of the cafeteria on 11/20/19. I still love the employees, but won't be buying anything from there until something is done to check sanitation.</i></p>	<p>A sanitation check was completed the day of the incident as well as monthly. No evidence was found of tampering product or animal droppings. We are aware of the overall issue within the building and ensure all food products are secured each day so they are not accessible.</p>

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FACILITY: IMF REFIT (NEX)

COMMENT	RESPONSE
<p><i>While the food is decent and the workers are nice, there is not much selection for the grab and go areas. There is always a long line to order the food and then another long line to purchase the food. I would like to have more healthy options and snack foods as well. Having a Micro Mart here like how the Delta Pier has would be a great option for food choices and cut down on having to wait in line.</i></p>	<p>Staffing has been a challenge causing slower times. We're looking for solutions.</p>

FACILITY: STARBUCKS (NEX)

COMMENT	RESPONSE
<i>Starbucks coffee is same everywhere, customer service at this one needs work. Spend too much time flirting with every active duty man in line while you wait behind them.</i>	Our goal is to give every customer a personal Starbucks Experience. Apologies if you feel the conversation went on a little long in this instance.
<i>It's Starbucks consistently average.</i>	As much as Starbucks strives to provide product to reach all possible consumers tastes, it isn't always for everyone.
<i>I think it is ridiculous that the prices for the coffee are higher on base than they are off base.</i>	All of our prices are given to us from Starbucks via our menu boards and other signage.
<i>Good coffee!</i>	Happy to hear you enjoy our coffee!
<i>Starbucks makes the worst coffee ever!!! Get a good coffee shop in there (something local)</i>	As much as Starbucks strives to provide product to reach all possible consumers tastes, it isn't always for everyone.
<i>great customer service</i>	Happy you had an amazing experience!
<i>Things are constantly broken in this store. They also often get orders wrong.</i>	It is very frustrating when things break! We do our best to try and have the issue fixed as soon as possible, but with badging, it sometimes can be a lengthy process to get a tech on base. If an order is made wrong, please bring it to our attention. We will remake it for you on the spot. It is our barista promise to have you walking out the store with a beverage you love.

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FACILITY: STARBUCKS (NEX)

COMMENT	RESPONSE
<p><i>Please keep this forever! Can't get through my shopping with kids some days BUT if they are good they get to go get hot co-coa and they love that! Plus they have yummy treats.</i></p>	<p>Happy to hear you're consistently having an amazing experience!</p>
<p><i>Have not been here, but I try to avoid Starbucks for inde coffee shops.</i></p>	<p>As much as Starbucks strives to provide product to reach all possible consumers tastes, it isn't always for everyone.</p>
<p><i>For some reason, the bathroom smell permeates throughout the Starbucks establishment ... makes you not want to purchase anything to eat or drink. Also, for such a little place, I don't know why the floor is always dirty and smells like dirty mop water. Coffee drinks taste burnt like they aren't cleaned properly. Food is good though.</i></p>	<p>We deep clean our bathrooms once a day and spot clean throughout.</p>
<p><i>The new design is much better.</i></p>	<p>So happy to hear people are having an amazing experience!</p>
<p><i>Starbucks is great of course, but the people that were there while Starbucks was doing a remodel was better. I was kind of hoping they would be replacing Starbucks.</i></p>	<p>As much as Starbucks strives to provide product to reach all possible consumers tastes, it isn't always for everyone.</p>

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FACILITY: STARBUCKS (NEX)

COMMENT	RESPONSE
<p><i>Starbucks makes terrible coffee. This spot should be given to a local coffee vendor (Grounds for Change, Aviator, Ootopia, etc...)</i></p>	<p>As much as Starbucks strives to provide product to reach all possible consumers tastes, it isn't always for everyone.</p>
<p><i>Always a good cup of coffee and a pleasant staff to talk to.</i></p>	<p>So happy to hear people are having an amazing experience!</p>
<p><i>Always friendly staff.</i></p>	<p>So happy to hear people are having an amazing experience!</p>
<p><i>The renovation was a great touch. Customer service is good.</i></p>	<p>So happy to hear people are having an amazing experience!</p>
<p><i>what can you say, it is STARBUCKS, I don't really go here</i></p>	<p>As much as Starbucks strives to provide product to reach all possible consumers tastes, it isn't always for everyone.</p>
<p><i>Starbucks is a must.</i></p>	<p>Happy to hear you enjoy our coffee!</p>
<p><i>I would appreciate if they could take online orders from the app, and redeem Starbucks stars.</i></p>	<p>Unfortunately, since we are a franchise store, not a company operated store, we are unable to redeem rewards or do the mobile order. This is license store wide. It is Starbucks goal to eventually make this a possibility to all franchised stores.</p>
<p><i>The new renovation doesn't make sense, the set up makes it harder to place and receive your order</i></p>	<p>The flow of the store, wasn't exactly as hoped. Last min. there was a notification sent that we could not place our condiment bar against the wall and that it had to be placed where it currently lies, due to fire safety issues.</p>

FACILITY: SUBWAY-BANGOR (NEX)

COMMENT	RESPONSE
<i>Again, wait times are horrendous! Every time we go for lunch, we are guaranteed to wait 10-15 minutes, at a minimum, in the line.</i>	Sorry, we try our best to move everyone through quickly.
<i>Better than McDonalds and it is nice for the sailors to have an onbase option late at night and if they want food after they have been drinking.</i>	Thank you.
<i>Consistent product, good hours</i>	Thank you.
<i>Do not visit this establishment.</i>	Come give us a try!
<i>Don't ever eat here</i>	Come give us a try!
<i>Even during the lunch rush, they're pretty fast</i>	Thank you very much. We try to get everyone through quickly.
<i>fast food you get what you pay for and again they pull it out of bags</i>	Not everything! We freshly slice all our veggies daily!
<i>Good customer service</i>	Thank you.
<i>Great quality.</i>	Thank you.
<i>Have not been here.</i>	Come give us a try!

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FACILITY: SUBWAY-BANGOR (NEX)

COMMENT	RESPONSE
<p><i>Having a WiFi system is nice for the customers, but the WHAT IS THE PASSWORD? the password to get on the network is not posted and i shouldn't have to ask the register person, who may be in the back doing whatever most of the time, what the password is when it is easier for me to eat in my car 10ft away to get internet.</i></p>	<p>I'm sorry to hear that, we don't make it public so non-Subway customers don't just sit in the parking lot and use our internet, it is for our paying customers.</p>
<p><i>I do not go there since I got food poisoning over a year ago.</i></p>	<p>We check temps 4x Daily and do a quality food check twice daily. Please report any suspicion of sickness to us in the future so we can investigate.</p>
<p><i>I hate going into Subway because the customer service is so poor. Almost all of the employees speak to you with attitude, aren't even nice and look like they hate their lives. I avoid it and go to the commissary instead, where service is better and the sandwiches taste better.</i></p>	<p>Sorry to hear you have that experience with our staff.</p>
<p><i>"It is a generic Subway. The bonus is that it is 24 hours."</i></p>	<p>Glad you appreciate our extended hours!</p>
<p><i>It's Subway... not my favorite place to eat.</i></p>	<p>Sorry to hear that.</p>

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FACILITY: SUBWAY-BANGOR (NEX)

COMMENT	RESPONSE
<i>Meatball sub is always over cooked and hard.</i>	If a sandwich doesn't meet your expectations, please bring it back or give us a call so we can make it right for you.
<i>My wife has gotten sick here. Lines take too long</i>	We check temps 4x Daily and do a quality food check twice daily. Please report any suspicion of sickness to us in the future so we can investigate. We try to move everyone through quickly.
<i>Never visited</i>	Come give us a try!
<i>Nice place to get gluten free sub sandwiches!! BUT if you they can get the gluten free pizza crusts too, that would be awesome!!! It would make lunch time so much easier on grocery shop days.</i>	Great Suggestion.
<i>Not clean, employees sit on the ground smoking with their smocks on in the parking lot.</i>	This issue has been addressed.
<i>one of the best in town</i>	Thank you
<i>Prices are high!</i>	Our prices are consistent with non-base stores.
<i>Same as hospital, prices are too high for sandwiches.</i>	Our prices are consistent with non-base stores.

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FACILITY: SUBWAY-BANGOR (NEX)

COMMENT	RESPONSE
<p><i>Sandwiches are over priced, with most foot long sandwiches costing over \$9.00 with tax. About half my visits to Subway, the quality of the lettuce was in question.</i></p>	<p>Our prices are consistent with non-base stores. Feel free to request fresh veggies if something doesn't look appealing.</p>
<p><i>Service is slow at night, but food is good and the restaurant is clean.</i></p>	<p>Thank you, we try to get everyone through as quick as possible.</p>
<p><i>Subway is only useful when the commissary is closed. The commissary deli sandwiches are 10 times the quality that subway is and are a better value the subway will ever be. Get rid of subway and just move the commissary deli to that location have the subway employee's work at the new deli shop and make that 24/7 that would be the greatest.</i></p>	<p>Our prices and sandwich formulas are consistent with non-base stores.</p>
<p><i>The line at lunch time is so long that I will chose something else and unfortunately the choices are very slim.</i></p>	<p>Sorry, we try our best to move everyone through quickly.</p>

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FACILITY: SUBWAY-BANGOR (NEX)

COMMENT	RESPONSE
<p><i>There is nothing wrong with the Subway. I really like the availability 24 hours. The problem is that the commissary deli sub is nearly the same price but a much better value with only a few more footsteps. The commissary provides a larger more filling sandwich due to the appropriate amount of veggies they add and the meat choices outshine Subway. You get the same amount of food in a "6 inch" at the commissary as the 12 inch at subway. Additionally I can get a 12 inch at the commissary and eat for two meals. I will pass Subway 10 out 10 times to get a commissary sandwich.</i></p>	<p>Our prices and sandwich formulas are consistent with non-base stores.</p>
<p><i>Very cold in the winter.</i></p>	<p>Agreed, I'm sorry. We have been working with the NEX and Chugatch to improve our inside temperature.</p>
<p><i>With just three choices now, this gets overwhelmed at lunch time.</i></p>	<p>Sorry, we try our best to move everyone through quickly.</p>

FACILITY: SUBWAY-KEYPORT (NEX)

COMMENT	RESPONSE
<i>Better than most subways, but I dislike most subways.</i>	Thank you!
<i>Do not visit this establishment.</i>	Come give us a try!
<i>don't know if have Subway in Keyport</i>	We do! Come give us a try! Espresso ship also!
<i>Hard working employees at this Subway. They serve long lines of hungry employees! they take phone orders and manage to get them processed in between those in line. I hardly ever have to wait when I call ahead and come pick up my food.</i>	Thank you so much! We try very hard to handle lunch rush as quickly as possible.
<i>Have not been</i>	Come give us a try!
<i>Have not been here.</i>	Come give usa try!
<i>Looking forward to Beyond Meatballs and other potential alternatives to meat & dairy.</i>	Us too!
<i>Never been there</i>	Come give us a try!
<i>never eat here, didn't know Keyport had a Subway</i>	Come give us a try!

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FACILITY: SUBWAY-KEYPORT (NEX)

COMMENT	RESPONSE
<i>Never Visited</i>	Come give us a try!
<i>Super clean, staff is friendly and much cheaper than off base options in Keyport</i>	Thank you.

FACILITY: SUBWAY-NAVHOSP (NEX)

COMMENT	RESPONSE
<i>Always long lines, but good.</i>	We try our best to move everyone through quickly.
<i>Can be very busy at times with minimal staffing.</i>	Sorry, we try our best to move everyone through quickly.
<i>can't really stomach the smell anymore</i>	Sorry to hear that.
<i>convenient and easy</i>	Thank you.
<i>Do not visit this establishment.</i>	Come give us a try!
<i>Fantastic staff and service!</i>	Thank you.
<i>Great Food and Service.</i>	Thank you.
<i>Ladies are great with the coffee orders.</i>	Thank you.
<i>Like this place and the people are always nice.</i>	Thank you.
<i>Long lines at certain times of day.</i>	Sorry, we try our best to move everyone through quickly.
<i>love that subway is there. I ate there 2 times as my son was being brought into this world</i>	Congratulations

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FACILITY: SUBWAY-NAVHOSP (NEX)

COMMENT	RESPONSE
<i>never been</i>	Come give us a try!
<i>Never been.</i>	Come give us a try!
<i>Never Visited</i>	Come give us a try!
<i>Service is usually great, subway is convenient and always good tasting. Wish the prices weren't so high, but not sure anything can be done about that.</i>	Our prices are consistent with non-base stores.
<i>Staff is always very friendly!</i>	Thank you.
<i>The staff are always amazing and quick</i>	Thank you.
<i>Too small for customer base.</i>	We do our best with the space provided to us.
<i>Very kind and approachable.</i>	Thank you.

FACILITY: TTF (NEX)

COMMENT	RESPONSE
<p><i>Amazing staff! Completely overpriced on most items.</i></p>	<p>Prices are in line with food and labor costs</p>
<p><i>Commonly referred to as the "Over Priced Cafe" or OPC. The serve microwaved and baked food only, then put it in heat lamped bax that continues to cook items. Things taste better when prepared fresh on a grill like at the ESB or Delta Pier cafe's, instead of being batch baked and assembled for consumption. I can get two breakfast sandwiches at McDonalds for the price of one here, and it tastes way better. Long story short, this place stinks.</i></p>	<p>Prices are in line with food and labor costs. We are unable to place a grill in this location. We are coming up with a solution to provide more options.</p>
<p><i>Convenient location but the pricing is very high for the product that you get. About the only thing that is reasonably priced is the drip coffee. There is a reason that the nickname for the place is the OPC (Over priced cafe) and has been named this since 2006.</i></p>	<p>Prices are in line with food and labor costs.</p>
<p><i>Could be a micro mart for the swing shift employees</i></p>	<p>A MicroMarket has been proposed and is being evaluated</p>

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FACILITY: TTF (NEX)

COMMENT	RESPONSE
<p><i>Could use a renovation to entice students to utilize it more and exploit the convenient location.</i></p>	<p>We are working changes to the location.</p>
<p><i>Everything is overpriced and the quality of the food is fair. Food requiring heating up would taste better if it was prepared on a grill vice a microwave. I avoid this place at all cost and it is commonly referred to as the O.P.C for Over Priced Café. what is the justification for overcharging their menu items when its cheaper everywhere else on base?</i></p>	<p>Prices are in line with food and labor costs. We are unable to place a grill in this location. We are coming up with a solution to provide more options.</p>
<p><i>Expensive.</i></p>	<p>Prices are reviewed annually to cover cost of product and increasing labor costs and are comparable with fast food prices in town</p>
<p>HAHAHA OVERPIRCED CAFE!!! HAHAHA</p>	<p>Prices are reviewed annually to cover cost of product and increasing labor costs.</p>
<p><i>Hot food is microwave or held under heat lamps for hours. The only thing potentially fresh is a sandwich with store bought bread or wrap. There is no grill or fryer burgers, fries, or grilled chicken is microwaved.</i></p>	<p>We are unable to add a grill to this location. We are working on a solution to improve options.</p>

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FACILITY: TTF (NEX)

COMMENT	RESPONSE
<p><i>In case you didn't know everyone refers to this as the OPC (over priced café). I'm not sure there could be a slower credit card approval machine. This causes a tremendous line to purchase food at lunch because unless you are paying cash it takes so long to get your card approved. The prices at this café are the same as others but at the others the foods is cooked on a grill, not reheated in a microwave. Which creates less the great quality and flavored food.</i></p>	<p>Price is in line with cost of product and increasing labor costs. We are unable to provide a grill in that location and are working on a solution.</p>
<p><i>it is called the OPC - Over Priced Cafe</i></p>	<p>Prices are in line with food and labor costs.</p>

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FACILITY: TTF (NEX)

COMMENT	RESPONSE
<p><i>It is extremely overpriced for the quality of food that is provided. Hot food items that are not soup or chili are of low quality. I could buy the frozen burgers or chicken patties from the commissary and nuke my own food of the same quality in my office. The only items that are decent are the wraps and sandwiches, but they are expensive. It is worth the walk in the rain to spend the same amount for a commissary sub. The workers at this location are superb and earn a Highly Satisfactory rating from me. They do an exceptional job, but it is a pity they have to serve the offerings that are available. The unsatisfactory rating is for the food options and pricing alone.</i></p>	<p>Prices are in line with food and labor costs. We are unable to place a grill in this location. We are coming up with a solution to provide more options.</p>
<p><i>It's convenient because I work in the building, but I usually bring my own lunch. The food is WAY overpriced and mediocre at best (perhaps a grill instead of microwave would be in order?). The service is always friendly, even with the high turnover rate of people working there.</i></p>	<p>Prices are in line with food and labor costs. We are unable to place a grill in this location. We are coming up with a solution to provide more options.</p>

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FACILITY: TTF (NEX)

COMMENT	RESPONSE
<i>Lots of variety and extended hours of operation.</i>	We are unable to place a grill in this location. We are coming up with a solution to provide more options with extended hours of availability.
<i>Nicknamed the Overpriced café for a reason. Seems to be expensive for what it is.</i>	Prices are in line with food and labor costs.
<i>Not a lot of choices and very expensive for what you are getting.</i>	Prices are in line with food and labor costs. We are unable to place a grill in this location. We are coming up with a solution to provide more options.
<i>Options are lacking</i>	We are unable to place a grill in this location. We are coming up with a solution to provide more options.
<i>over priced</i>	Prices are in line with food and labor costs. We are unable to place a grill in this location. We are coming up with a solution to provide more options.
<i>Over priced food that is most often microwaved and not grilled.</i>	Prices are reviewed annually to cover cost of product and increasing labor costs
<i>Prices are way to high, the nickname for this place is OPC (overpriced cafe).</i>	Prices are in line with food and labor costs.

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FACILITY: TTF (NEX)

COMMENT	RESPONSE
<p><i>Short hours, long lines, poor selection and WAY OVERPRICED!!!! This has been said before and the idiots in charge raised the prices and changed nothing else.</i></p>	<p>Prices are reviewed annually to cover cost of product and increasing labor costs and are comparable with fast food prices in town We are unable to add a grill to this location. We are working on a solution to improve options.</p>
<p><i>some items seem unnecessarily expensive. its also nicknamed the TTF OPC (Over Priced Café)</i></p>	<p>Prices are in line with food and labor costs.</p>
<p><i>The food is overpriced for quality is gas-station quality at best. Food that is simply microwaved is unsat.</i></p>	<p>Price is in line with cost of product and increasing labor costs. We are unable to provide a grill in that location and are working on a solution. Staffing issues make it difficult to provide quicker service.</p>
<p><i>The prices are ridiculous. They are understaffed, and they need more ways to make food. Take the Delta Pier kitchen and add it to the TTF Cafe and things would be beyond perfect. DO NOT MAKE THE TTF CAFE LIKE THE MINI MART IN DELTA!!!!!!!!!!</i></p>	<p>Price is in line with cost of product and increasing labor costs. We are unable to provide a grill in that location and are working on a solution. Staffing issues make it difficult to provide quicker service.</p>

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FACILITY: TTF (NEX)

COMMENT	RESPONSE
<p><i>The staff in the TTF Cafeteria are great! The prices inside the cafeteria are unreasonably and seemingly unjustifiably high. The food is frozen/microwaved and does not taste very good for the prices. Most of the quick grab food is very unhealthy, and expensive.</i></p>	<p>Prices are in line with food and labor costs.</p>
<p><i>The staff is absolutely phenomenal. This specific cafe has been aptly named the OPC or Over Priced Cafe. 24Oct17 years ago this was brought up at the base wide ROAG. Specifically how the prices are ridiculously high. Within a day or two of that meeting the prices of nearly in the OPC was raised. To list a few examples a burrito is 2.20, that same burrito and quality is in an 8 pack for 2.83 at Walmart site (roughly 800% profit or more). An uncrustable is 1.05 at the OPC while a ten pack at Walmart is 5.74 equating to .57 cents (roughly 180% profit). As there is no competition allowed on site or even outside of TTF our only option in the area is to go to the OPC. This is an opinion echo through the entirety of the command.</i></p>	<p>Prices are in line with food and labor costs.</p>

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FACILITY: TTF (NEX)

COMMENT	RESPONSE
<p><i>"The staff is awesome, but the equipment and prices are the issue.</i></p> <ol style="list-style-type: none"> <i>1. Everything is cooked by microwave or oven and then put on a warmer. If the facility was able to have a grill or range, the quantity of food would be better. Further, i am stuck to getting very finite options because of the lack of equipment. If i want a burger, i get a microwaved (previously frozen) patty instead of a nice grilled patty. The food quality is marginal at best because of the lack of facilities. A Chef couldn't make the food better with this equipment.</i> <i>2. The cafe is nicknamed the OPC because everything in the cafe is Over Priced. For instance a bottle of water is 1.25 where i could get the same cheap bottle for .89 elsewhere. A coffee refill is \$1.50 from .75.</i> <i>3. I go to the cafe if there is nothing else as an option. The galley is way better because the quality of food is so much better at a lower price. I spend \$6.95 for a lunch where at the OPC i spend over \$10 for less food."</i> 	<p>Unfortunately, we are unable to put a grill in this location. Refills for Small or Medium coffee is 50 cents. For large it's 75 Cents. Prices are in line with food and labor costs.</p>

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FACILITY: TTF (NEX)

COMMENT	RESPONSE
<p><i>There is a good coffee bar, but service is slow. The staff is inconsistent (they rotate). The food is overpriced for the quality. The quality could be improved with a consistent staff and a grill instead of a microwave and and oven.</i></p>	<p>Unfortunatley, with staffing issues, it is necessassary to rotate associates. We are unable to put a grill in this location. We are coming up with solutions to provide more options.</p>
<p><i>This facility could use an up-grade to match the items that are served on the Delta Pier.</i></p>	<p>Price is in line with cost of product and increasing labor costs. We are unable to provide a grill in that location and are working on a solution.</p>
<p><i>This location would benefit greatly from a full kitchen much like the IMF or Delta Pier Cafe's. Menu is limited due to the facilities. An update to include a fry top and deep fryer would be better suited to supply more hot items for a large number of customers.</i></p>	<p>We are unable to place a grill, deep fryer or fry top in this location. We are coming up with a solution to provide more options.</p>

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FACILITY: TTF (NEX)

COMMENT	RESPONSE
<p><i>This place is HORRIBLY OVER-PRICED!!! The people in this building know this facility as "The OPC" or "Over Priced Cafe". Needs more quick options, lower prices and more staff. The prices should be roughly half of what they are.</i></p>	<p>Prices are in line with food and labor costs</p>
<p><i>This place is unsat not because the employees, they are the best aspect of the place. They are unsat because first options are limited. At the other NEX Cafe's you have an abundance of things to choose from. Also, nothing is fresh. I miss the chocolate chip cookies.</i></p>	<p>We are unable to place a grill in this location. We are coming up with a solution to provide more options.</p>
<p><i>Typically out of energy drinks after 0730, self serve coffee is way too hot, prices are high, selection is low, generally too much food is premade at once and will set in the warmer and dry out, any sandwich that is put in the warmer comes out with hard buns. Workers will sometimes openly complain about other workers.</i></p>	<p>Will address associate and ordering issues. Prices are in line with food and labor costs.</p>

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FACILITY: TTF (NEX)

COMMENT	RESPONSE
<p><i>Very over-priced food and drinks, even the drip coffee seems over-priced, the espressos even more so. For the food preparation methods being mostly a microwave, I do not find that the prices make much sense. The staff is amazing and slightly makes up for the lack in selection and the prices.</i></p>	<p>Prices are in line with food and labor costs.</p>
<p><i>Wish the prices were not so high.</i></p>	<p>Prices are reviewed annually to cover cost of product and increasing labor costs and are comparable with fast food prices in town</p>