

Evergreen Inn Galley	
Comment	Manager Response
The Attendants are awesome	Thank you.
I do not eat at Evergreen Inn Galley	
Sorry, i used to use this facility when they let civilians in....	
The galley has always been a preferred place to eat. Like any establishment they have their ups and down but the desire to do a good job is evident.	Thank you and we will try our best to be consistent.
Have not eaten there recently.	
Good consistent place to eat; price is right; no frills or atmosphere	Thank you.
Is the facility only open for active duty personnel now? I am retired military.	As per CNICINST 4061.1, retirees are only authorized to eat during special event days.
Have never eaten here.	
I am a civilian employee so am hardly ever authorized to use the galley, but I have certainly enjoyed eating there when invited.	Thank you for the positive comment.
I understand but am not for retirees being banned.	We allow civilians to dine in when we have special meals and we advertise it through either soundbite or plan of the week.
This place is closed. We need cafeteria style food service at Bremerton.	We will open back up in November.
I have yet to dine on lettuce or any variety of vegetable that has not met its expiration date. The last time, I consumed a meal there, I was pretty sure the lettuce on the bowl had not being washed since I had this taste of dirt afterwards. I mentioned it to one employee but they said that it would be thrown away.	Thank you for the feedback. We will try our best to better our service.
This Galley does not support Reservists during drill weekends only when carriers are in port.	Unfortunately, because of financial reasons (food and civilian workers) we have to close the galley when the ships are not in port.
as a reservist I only eat at the Galley on the weekend. The galley might want to coordinate with NOSC Kitsap so they know when drill week ends are and they can be prepared for a larger crowd.	We will coordinate with NOSC to better our service.
Evergreen Inn is the best Navy Galley I have ever eaten in.	Thank you.
Quite impressive - a leader in quality service	Thank you.
Fantastic, the best CS's in the Navy!	Thank you. We'll make sure to keep up the outstanding service we're providing.
With the galley being on base with a working Navy, the galley should have the speed line open 24 hours. There are many sailors that cannot make it to the galley to eat during the times that it is open, then there are some sailors that work nights that have to purchase there food out in town and then have to bring it back to the base.	Unfortunately, we cannot open the galley 24 hours everyday. For manning purposes, not only military but civilians (FSA) as well.

Trident Inn Galley	
Comment	Manager Response
Its a great place to eat. The special meals are awesome!	Thank you.
Love it	Thank you.
I do not eat at Trident Inn galley	Sorry to hear that. Maybe you should, we have a great facility!
Would love to lunch here again....but i can't because i'm a civilian....	We allow civilians to dine in when we have special meals and we advertise it through either soundbite or plan of the week.
Its good place to eat at lunch.	Thank you.
The place is cool. I love the Deli bar!	Deli bar is now available during dinner for you to enjoy.
The lunch BBQ summer meals are great.	Thank you. We will have BBQ in the patio again next summer.
Happy you guys removed the smoke shack in front of the galley. That thing stinks up the place!	We're glad it has been removed as well.
I am a Reserve Sailor. It is my understanding that Reserve Sailors are only permitted to dine at this facility while on duty. I do not drill at Bangor but I am an civil servant on the base. From what I have been told, I cannot eat here as a Reservist or a civil servant. It has not always been this way. If this galley were opened to all Reservists, I would definitely take the opportunity.	Unfortunately, not being able to accommodate reservists/retirees/civilians daily is out of our hands. But we do have special meals that allows everyone to dine in.
Best place to eat on base during lunch.	Thank you.
The birthday lunch meals are great.	Thank you.
The drink selections are awesome!	We try to satisfy every customer by providing different selections.
The salad bar is very good. Lots of good selections.	Thanks for the positive feedback. We'll make sure to keep up the great job.
Best deal on base.	Thank you.
BBQ lunch meals are a "hit" with the Marines.	Thank you. We will have BBQ in the patio again next summer.
Excellent salad bar selections.	Thanks for the positive feedback. We'll make sure to keep up the great job.
I'm a retiree. My wife and I love eating at your place. Can you advertise when the meals are going to be open for civilians?	We allow civilians to dine in when we have special meals and we advertise it through either soundbite or plan of the week.
Great soda selection! The only galley I know that has PEPSI and COKE drinks available.	We try to satisfy every customer by providing different selections.
The red, green and yellow stickers are cool.	Thank you.
Can you advertise the meals when we (civilians) can eat at the galley maybe at the NEX and commissary? I miss eating the good food at the galley.	We usually advertise it through either soundbite or plan of the week.
The soda selections are unbelievable! PEPSI and COKE together are really cool.	We try to satisfy every customer by providing different selections.
Always a good place to eat	Thank you.
Have not eaten there in at least 10 years.	Sorry to hear that. Maybe you should, we have a great facility!
Good consistent food	Thank you.
Best deal in town! I really appreciated using the facility when I retired from the navy, back when it was available to "civilians".	Thank you. We will have BBQ in the patio again next summer. Unfortunately, as per CNICINST 4061.1, retirees/civilians are only authorized to eat during special event days.
Never eaten here.	Sorry to hear that.

It used to be a great place for retired military folks to eat occasionally, but that no longer is an option except on Christmas or Thanksgiving. Any way you can add in authorization for retiree folks on more holidays at least ?	We allow civilians to dine in when we have a special meals and we advertise it through either soundbite or plan of the week.
Great salad choices. The soda selections are awesome. Marines love the galley!	Thanks for the positive feedback. We'll make sure to keep up the great job.
I understand but do not agree with retirees being banned.	Unfortunately, as per CNICINST 4061.1, retirees/civilians are only authorized to eat during special event days.
What can I add to such a fantastic galley. Awards speak for themselves	Thank you.
Excellent salad bar selections plus Coke and Pepsi both available. That's really cool!	We try to satisfy every customer by providing different selections.
The BBQ on the patio is really excellent. The sun gets too hot sometimes and the flying insects are a concern but it was still worth it.	We're glad you enjoyed BBQ on the pation.
the trident inn galley is an amazing place in its entirety from food , staff, to facility all around good... only problem is time frames... dont allow for people who get caught up in intence workloads and miss the time window.	Thank you for your feedback.
never visited premises	Sorry to hear that. Maybe you should, we have a great facility!
Good food choices plus dessert and unlimited PEPSI and Coke for \$4.25. Can't complain!!!	We try to satisfy every customer by providing different selections.
Very rarely eat there.	Sorry to hear that. Maybe you should, we have a great facility and an outstanding staff!
n/a	
as a reservist I only eat at the Galley on the weekend. The galley might want to coordinate with NOSC Kitsap so they know when drill week ends are and they can be prepared for a larger crowd.	We usually get a memo/email to let us know if it is a reserve weekend.
Kudos	Thank you.
Some of the best food I have every experienced in the Navy. The CS's really take pride in what they do. Top notch establishment. Keep up the good work, your efforts are appreciated!	Thank you for that positive comment. We'll make sure to keep it up and improve our service.
With the galley being on base with a working Navy, the galley should have the speed line open 24 hours. There are many sailors that cannot make it to the galley to eat during the times that it is open, then there are some sailors that work nights that have to purchase there food out in town and then have to bring it back to the base.	Unfortunately, we cannot open the galley 24 hours everyday. For manning purposes, not only military but civilians (FSA) as well.
I like this galley and would eat lunch there more often were it a bit easier to access. By the time I have driven across the base, found parking, walked to the facility, and waited in line(if it is busy that day) lunch hour is half done. Understand the convenience to barracks residents who use the facility most. Don't take this as complaint, but just a factor in to how often I eat there. I have never had a bad meal there, the price is right, and serveice is good 95% of the time.	We're glad that you enjoy dining here. We try to accommodate all patrons by serving for 2 hours, unfortunately there are days that we are busy and have long lines.
They start breakfast at the time I start work.	
I wish I can bring my civilian friends here so they see how good the place is.	Unfortunately, as per CNICINST 4061.1, retirees/civilians are only authorized to eat during special event days.
Dinner is somewhat a let down at this facility. Quality somewhat slides in comparison to lunch.	We will try to improve the quality in every meal. Thank you for your input.

MLA - Lower Base Galley

Comment	Manager Response
I do not eat at MLA galley	only Security Force personnel are authorized to dine
Have never eaten there.	only Security Force personnel are authorized to dine
When I was active duty, I used this facility when ever it was available.	only Security Force personnel are authorized to dine
Never eaten here.	only Security Force personnel are authorized to dine
never visited premises	only Security Force personnel are authorized to dine
Never eaten there.	only Security Force personnel are authorized to dine

WSSF - Bangor Lower Base Galley

Comment	Manager Response
I do not eat at WSSF galley	only Security Force personnel are authorized to dine
Have never eaten there.	only Security Force personnel are authorized to dine
Never eaten here.	only Security Force personnel are authorized to dine
never visited premises	only Security Force personnel are authorized to dine
Never eaten there.	only Security Force personnel are authorized to dine

Subway - NBK Bremerton

Comment	Manager Response
When I want to eat healthy I go to Subway and their Veggie Delight. Love that sandwich.	Thank You
Have not eaten there recently.	
Have never had any problems with this Subway	Thank You
I haven't been there for probably 6 months or so, but the last couple of times I was there, the employees were very unprofessional.	We will address with Contract
For fast food, I think Subway does a very good job.	Thank You
Sometimes a long wait at lunchtime.	Will review scheduling during lunch rush
I usually eat at the Subway at Naval Hospital Bremerton and the food is good but the staff is even better. They do a fantastic job, are uber friendly and even remember what kind of coffee I like! BIG thumbs up to them from me!	Thank You
Well, I am sure that if they did not comply with the chains specs, that restaurant would lose its franchise.	Please pass on what specs you see shortfalls with, so we can address
very few hours of working. Not opened for all the shifts of workers in the NHB	Scheduling continues to be reviewed
The worst part is the service.	This will be addressed with Contractor
As long as they maintain passing their health inspections with high marks - (it hasn't always been the case)	All current health inspections have been passed
Subway, Always great!	Thank You
They took away the \$5 foot longs, while every other Subway in the region still has the offer.	Operations will offer periodically on promotional basis.

McDonalds - NBK Bremerton

Comment	Manager Response
Location, Location, Location, close the bank and move Micky Dee's there and you'll make allot of people happier	Thanks for input, that space is not an option at this point
Have not eaten there in at least a year.	
No Problems	
It's a McDonald's. Would be nice if we had something other than McDonald's and Subway.	Contact your food representative on what other things you'd like to see.
haven't been	
Good facility.	Thank you
It is MCDonalds.... their choices for truly healthy options are limited by the franchise... not the location.	You're right menu items, selections are franchise driven.
Well, I am sure that if they did not complied with the chains specs, that restaurant would lose its franchise.	Selections are franchise driven.
The staff is sooo slow - when on a limited time schedule (work), the service takes away the title of fast food.	Will address with contractor
Its the same where ever you go! They are at least consistant!	Thanks for the feedback
McDonald's prices have slowly gone up, I doubt there is anything that can be done about it. McDonald's has started to develop healthier alternatives but not many at the moment.	As cost of supplies and materials increase, we try to remain competitively priced
Service is slow at times, however realize they are not staffed to support "peak" times.	We will address staffing with management

<p>The galley is only open a short time for breakfast and lunch and the choice for dinner at the galley does not exist. I believe many people who work at night and who live in the barracks would utilize and appreciate the galley if it was open for dinner.</p>	<p>See response to question # 5. Staff in 24 hour duty status have meal purchase options available to them. All staff of NHB are on Comrats and can bring or purchase food from any source they like. BEQ residents have personal refrigerators in each room and access to cooking facilities. Dining room is open from 0600-0800 for Breakfast and 1100-1300 for Lunch. A two hour window is sufficient to access a meal.</p>
<p>It would be nice if they were open (even just a speed line) for one meal during the weekends (dinner maybe) for inpatient's families and duty staff. The only option is Subway and that is only during lunch or vending machines.</p>	<p>See response to question # 5. Subway hours are M-F 0630-2000 & S-S 1000-1400. Vending machines have hundreds of Hot, Cold and Frozen meal, snack and beverage options available.</p>
<p>Food is delicious, staff exemplary customer service and manager is great. Food is SUPERB!! Makes me look forward to working at NHB. I love the variety of selections. They are AWESOME and friendly. Facility is clean and staff always smiling!</p>	<p>Humbling but true!</p>

Subway - Naval Hospital Bremerton

Comment	Manager Response
I do not eat at Hospital Bremerton Subway	
Don't know if I eat there often enough to have a good teke on their services.	
Gluten free choices would be nice	Menu choices are driven by franchise availability, will pass on concerns.
do not use	
Never eaten here.	
Excellent staff, good food (subway is subway is subway is subway)	Thank You
never visited premises	
Very few hours opened, does not offer any snacks just meals	Please see manager about what other things you'd like to see.
Can't say enough about the employees working at the SBC/Subway in the hospital. They are wonderful people and good at their jobs. Only comment is the hours - either Subway/SBC or the galley needs to be open for every meal.	We appreciate the positive comments
Prices are a bit high, especially for an on-base facility.	Will investiage concerns

Pizza Hut / Taco Bell at Olympic Lanes

Comment	Manager Response
The employees are always rude and mess up almost every order. The women look like they are mad therefore keeping us from ordering. Who wants to order from someone that looks like they want to kick your butt?	Our sincere apologies for the lack of hospitality you experienced at our restaurant. Changes have been made in staffing so we ask that you consider giving us another chance to prove to you that we do appreciate you as a customer.
More seating would be good. Too loud in the same area as bowling alley.	Unfortunately we have no control of the over noise made by bowlers but do appreciate your input regarding the seating.
the Bangor Bowling Alley used to be the best place to have lunch and it was packed everyday.... I avoid this place...	We are sorry to hear that you do not frequent our restaurant but ask that you would give us another chance to prove to you that we are the "best place" to have lunch!
Service can be a little slow.	We would agree that our sense of urgency in the past has not been up to standard and we have made that one of our focuses. One of our priorities is to serve our guests in a timely fashion as we know they are on a time restraint. Thank you for your input.
Every time I go to this place, the workers act like it is a major inconvenience to prepare my order. Oftentimes my order is burnt or incorrect.	We have definitely had workers there that were not up to standard in putting our customers first. I believe that those employees have been weeded out and we would ask that you consider visiting us again so that we could prove to you that your business is greatly appreciated.
Have not eaten there recently.	Please come and try us soon!
Have only been there once.....it seemed like a clean place	Thank you, we strive to keep a clean restaurant. Please come and visit us soon.
Less convenient with school out and the bowling leagues going.	
Service sucks! Why do you hire people who obviously don't want to work there?	We have definitely had workers there that were not up to standard in putting our customers first. I believe that those employees have been weeded out and we would ask that you consider visiting us again so that we could prove to you that your business is greatly appreciated.
I am not a big fan. My food appears to be cold. Service is lacking a bit personality. The sodas are always flat when I go.	Thank you for your feedback. We recently upgraded our hot lines as to keep our food hotter for a longer period of time. We have also made signifigant staffing changes.
Pretty much standard for the chains	I am glad we are living up to the standards of the brand.
This place needs new management. The employees' attitude toward customers suck big time! Management should be fired for hiring these kind of people.	We did recently bring in a new manager and have made several changes in staffing. We absolutely agree with the poor choices that were made in the past regarding staff and appreciate your input.
get better quality from the franchises out in town...	I appreciate your feedback and agree that may have been the case in the past. We are under new management and have made significant progress in our product quality and I am confident that we are on par with the other stores in town.

<p>Very rarely eat there.</p>	<p>I hope you will come see us again soon. We have made a great deal of improvement recently and I have confidence you will enjoy your visit.</p>
<p>from time to time they run out of stuff conveniently within 30 minutes of closing time. the staff has, in the past, been less than courteous. working in security, we don't have too many options for dinner and can't leave the base to get food. What ever happened to "Open late"????</p>	<p>I appreciate your feedback and agree that in the past we have had issues with both product shortages and hospitality. We have new management in place now and have gone to great lengths to re-train the staff on our expectations. I think you will find our service and product vastly improved. As far as being open late we are restricted because of the bowling alley's hours of operation.</p>
<p>These do not open until noon on Sunday's. Would be better to open at 11:00</p>	<p>I appreciate your feedback. At this time the amount of business that we generate early in the day on Sundays is not enough to justify us being open earlier than noon. Hopefully in the future that will change and we can re-visit our hours.</p>
<p>Haven't been</p>	<p>I am sorry to hear that and hope you come see us soon.</p>
<p>Service sucks for the most part. Too loud and the lighting is terrible</p>	<p>I am sorry that you have not received quality service during your visits. We have made a concerted effort to improve our hospitality and if you come see us I am confident that you will be pleasantly surprised. Unfortunately, given our proximity to the bowling alley, there is not much we can do to reduce the noise or improve the lighting.</p>
<p>Floor could be kept up better.</p>	<p>Thank you for your feedback. We have identified the floors as an area of opportunity as well. We have made sure to communicate this to our crew and they have done a much better job at maintaining a high level of cleanliness.</p>
<p>i have been here a few times and it is always hard to find someone working there. the service takes forever and the people working there are usually not friendly and look as though i am inconveniencing them. the taco bell food tastes old usually and i just stopped going there because of constant disappointment. i will drive off base (i live on base) to get taco bell.</p>	<p>Thank you for taking the time to share your experiences with us. I am sorry that you have not received the service or quality of food that you deserve. We have recently made significant staffing changes in both crew and management and things have improved dramatically. I hope you will give us another chance and visit us again soon because I am confident your experience will be a good one.</p>

Starbucks - NBK Bangor	
Comment	Manager Response
Friendly staff.	Thank you for the comments
Really like having this facility available.	Thank you for your comments
Good service. Polite staff.	Thank you for your feedback
Have not eaten there recently.	
I wish they had a drive through and more food choices instead of just pastries and deserts	Building available for Starbucks could not accommodate a drive through
Wish it was larger. When weather permits you can eat outside, but more inside dinning would be a big plus.	We understand the space limitations and try to do our best to accommodate.
They do not have some of the pastry items that I like at other locations, including small sandwiches	
I love the staff :)	Thank you for the comments
We love Starbucks!	Thank you for the comments
never visited premises	
Haven't been	
Really wish they opened a little earlier.	
Starbucks is outlandishly priced. I can get a coffee from a coffee shop called "Dutch Bros" for far cheaper, have it taste much better and have more espresso in it. When I want coffee it is to stay awake, not to fall in love with its design.	Starbucks like most organizations trys to balance the cost of doing business with trying to remaining competitive.
The quality of Starbucks coffee is horrible, this is not just at this location, this is at all Starbucks.	If there is something specific you encounter regarding the quality of any Starbucks product please bring to their attention immediately so they can try and resolve.
Thank you for putting a Starbucks on base	
They need a toaster and microwave to heat some of the bakery items	Please ask to have your items warmed up
i'd say this is the best thing i can say about bangor as far as food goes.	Thank you for your input
There needs to be a drive in window. Poor planning when it was built. I would buy more if I could drive up on my way to/from work.	Starbucks was absorbed into an existing space in the NEX and could not accommodate a drive through

Subway - NBK Bangor	
Comment	Manager Response
Subway food is incredibly high in sodium.	Please try some of our other NEX food options.
I asked if there was dairy in their bread and noone knew the answer. They didn't volunteer to look or ask anyone that would have known the answer. that is why I started that the service was a 2.	Please ask to speak to a manager if your questions are not answered to your satisfaction
I do not eat at Subway Bangor	
I have Subway at least three times a week for lunch and i try to avoid this one, the service has always been lacking here...	Please ask to speak to a manager if you have any issues with food or service
The service can be minimal at times. A lot of the time they are out of items which is frustrating. It is like the person that orders food doesn't properly anticipate or plan for the needs of the patrons. This place can look a little dirty at times. Staff need to pay more attention to cleanliness and orderliness.	Thank you for feedback, we will work with management to improve these issues.
No Problems here	
I wish they had a roll that really was whole wheat. All in all, great value for the money!	
WE love that they are open until 11pm!	Thank you.
Great place the only problem is on and after military payday they need to have more staff working so the lines arne't so long at lunch time.	We will revisit staffing with management
never visited premises	
very rarely eat there.	
Long lines make it difficult to get/eat food in 30-minute lunch period.	Staffing will be revisited with managment
Could be bigger.	
Lines out the door at lunch. They need a bigger facility. I think this is the primary stop for those not eating at the Galley. As a somewhat healthier alternative to fast food, you should make access to this a bit easier.	We will revisit staffing with management
their bread is usually hard and the store is kind of dirty. i always feel frustrated when i go in there cause it takes me forever, and my food isn't good. i will drive off base (i live on base) to a different subway cause this one is just not worth spending my money at.	We apologize for the experience and will work with Subway to improve your observations

McDonalds - NBK Bangor

Comment	Manager Response
The mess up every order we have ever made there.	Please ask to see management when you have problems with food or service
It's never crowded. Great service	Thank you for the nice comments
Have not eaten there recently.	
Sometimes my breakfast burrito is not warm enough	Please ask to have your items rewarmmed when not right
The better salads are no longer available.	Please pass on what salads you wish were still available.
It's difficult because it's very crowded & busy during the typical lunch hours, but that's not something that can be helped. It would be GREAT if there was something similar on KEYPORT! ;)	Thank you for the comments, we will see if staffing can be revisited.
Great place everytime I go there well recieved and always fast service with great food.	Thanks for the postive comments
EMPLOYEES ARE CONSISTENTLY POLITE AND COURTEOUS WITHOUT FAIL!!	Thank you for the great comment.
Again, I get better service from the McDonalds in Silverdale.	Please pas on to management when you have issues with food or service
Never eat there.	
they're trying with the healthy choices. Hours....working in security, we don't have too many options for dinner and can't leave the base to get food.	Please visit some of our other locations for additional food options
On the local bases, the service at McDonalds seems quite slow. sometimes this one serves food burnt or under cooked/toasted	Thank you for your feedback, please bring these concerns immediatly
The manager of this McDonald's sometimes makes up their own hours without posting them so that when you walk up to it after 5 A.M. when they are supposed to be open, the employees have told me that the manager decided not to open the store until 6 A.M.	Unless an emergency occurs they should be following schedules, please let the NEX know next time this happens.
Of course the lesser choice for healthy food, most convenient.	Please visit some of our other locations for additional food options
this place is always consistent and the food is usually hot. they meet the two things i look for in fast food.	Thanks for the postive comments

TTF Cafeteria	
Comment	Manager Response
I do not eat at TTF cafeteria	
Have never been there.	
Low attention and concern for food safety handling. Many, many times the possibility for cross contamination and actual observed cross contamination occurs. Examples are bare hands that clean a surface with a dirty rag are used to prepare the sandwich. A utensil will handle a raw food product like bacon and then be used to place the bacon on the sandwich, cracking eggs with bare hands, then preparing a sandwich. I expect at a minimum cleaning to be separate from food prep, and hand barriers used, hair nets when required.	Thank you for your observations they will be passed onto management
I am not very familiar with their wierd hours. I guess it is because I am not on a ship and I don't go there very often.	
Never eaten here.	
never visited premises	
Never eaten there.	
Haven't been recently	
The cafeteria has some ridiculous prices and their hours are horrible.	We try to remain competively priced as expenses allow.

NEX REFIT Cafeteria	
Comment	Manager Response
I do not eat at NEX REFIT cafeteria	
Usually good food and service. Recommend consider including an express Subway menu.	Thanks for the comments on food and service.
Never eaten here.	
never visited premises	
Never eaten there.	
Haven't been	

Bangor Delta Pier Cafeteria	
Comment	Manager Response
I do not eat at Delta Pier cafeteria	
Usually good food and service. Recommend consider including an express Subway menu.	Thank you for your comments
Low attention and concern for food safety handling. Many, many times the possibility for cross contamination and actual observed cross contamination occurs. Examples are bare hands that clean a surface with a dirty rag are used to prepare the sandwich. A utensil will handle a raw food product like bacon and then be used to place the bacon on the sandwich, cracking eggs with bare hands, then preparing a sandwich. I expect at a minimum cleaning to be separate from food prep, and hand barriers used, hair nets when required. Dawn and Iris are very attentive to safe handling practices.	Thank you for your observations they will be passed onto management and we will monitor the handling.
They never seem to have enough salads/wrap sandwiches. The only time I can get them is if I go before normal lunch hours.	Thanks for the observations, we will work quantities
Never eaten here.	
never visited premises	
Never eaten there.	
Haven't been	
There is nothing you can really do about the atmosphere here, the place is on a working submarine pier.	Please pass on what in particular you wanted address with atmosphere

Deerhaven Cafeteria	
Comment	Manager Response
I do not eat at Deerhaven cafeteria	
Have never eaten there.	
Never eaten here.	
I bought breakfast here every day when I worked at Bangor, I miss this place very much as there is no where at Bremerton to get anything like this.	Thank you for the comments
never visited premises	
Never eaten there.	
Haven't recently been	
The staff is exceptional. Dealing with large numbers very quickly. Friendly even when pushed to the limit. They remember faces and peoples likes and dislikes. Should be prould of these employees.	Thanks and we are proud of all our food associates.

ESB Cafeteria	
Comment	Manager Response
I do not eat at ESB cafeteria	
Have never eaten there.	
Never eaten here.	
never visited premises	
Never eaten there.	
Would like to see a salad bar option on a daily basis.	Will take under consideration

Comment	Manager Response
Coffee is great at Sinclairs. Don't think of them as a food place. There OK if you need food in a hurry since it's all premade and hotboxed.	Thank you for purchasing your coffee at Sinclairs. There are two food opportunities available. One is pizza by the slice the other is Sams Express located just outside the building facing Delta Pier. Hours fluctuate at Sam Express depending on ship schedule. We are currently evaluating a project to remodel Sinclairs and provide for a food concept. Stay tuned for more information as the evaluation process goes forward.
I do not eat at Sinclair's	There are two food opportunities available. One is pizza by the slice, the other is Sams Express located just outside the building facing Delta Pier. Hours fluctuate at Sam Express depending on ship schedule. We are currently evaluating a project to remodel Sinclairs and provide for a food concept. Stay tuned for more information as the evaluation process goes forward.
Sorry, haven't eaten here? didn't know their was a restraunt there?	There are two food opportunities available. One is pizza by the slice, the other is Sams Express located just outside the building facing Delta Pier. Hours fluctuate at Sam Express depending on ship schedule. We are currently evaluating a project to remodel Sinclairs and provide for a food concept. Stay tuned for more information as the evaluation process goes forward.
Have never eaten there.	There are two food opportunities available. One is pizza by the slice, the other is Sams Express located just outside the building facing Delta Pier. Hours fluctuate at Sam Express depending on ship schedule. We are currently evaluating a project to remodel Sinclairs and provide for a food concept. Stay tuned for more information as the evaluation process goes forward.
Do not use	There are two food opportunities available. One is pizza by the slice, the other is Sams Express located just outside the building facing Delta Pier. Hours fluctuate at Sam Express depending on ship schedule. We are currently evaluating a project to remodel Sinclairs and provide for a food concept. Stay tuned for more information as the evaluation process goes forward.
Never eaten here.	There are two food opportunities available. One is pizza by the slice, the other is Sams Express located just outside the building facing Delta Pier. Hours fluctuate at Sam Express depending on ship schedule. We are currently evaluating a project to remodel Sinclairs and provide for a food concept. Stay tuned for more information as the evaluation process goes forward.
Can you place a stamp machine or mailing kiosk there similar or in place of what is in the rec center ?	We have passed your request on to the Liberty program.
haven't been	There are two food opportunities available. One is pizza by the slice, the other is Sams Express located just outside the building facing Delta Pier. Hours fluctuate at Sam Express depending on ship schedule. We are currently evaluating a project to remodel Sinclairs and provide for a food concept. Stay tuned for more information as the evaluation process goes forward.

never ate there.	There are two food opportunities available. One is pizza by the slice, the other is Sams Express located just outside the building facing Delta Pier. Hours fluctuate at Sam Express depending on ship schedule. We are currently evaluating a project to remodel Sinclairs and provide for a food concept. Stay tuned for more information as the evaluation process goes forward.
Don't know of it.	There are two food opportunities available. One is pizza by the slice, the other is Sams Express located just outside the building facing Delta Pier. Hours fluctuate at Sam Express depending on ship schedule. We are currently evaluating a project to remodel Sinclairs and provide for a food concept. Stay tuned for more information as the evaluation process goes forward.
Never been - sorry	There are two food opportunities available. One is pizza by the slice, the other is Sams Express located just outside the building facing Delta Pier. Hours fluctuate at Sam Express depending on ship schedule. We are currently evaluating a project to remodel Sinclairs and provide for a food concept. Stay tuned for more information as the evaluation process goes forward.
I have never heard of Cafe.com at Sinclair's.	There are two food opportunities and espresso service available. One is pizza by the slice, the other is Sams Express located just outside the building facing Delta Pier. Hours fluctuate at Sam Express depending on ship schedule. We are currently evaluating a project to remodel Sinclairs and provide for a food concept. Stay tuned for more information as the evaluation process goes forward.

Inside Out Café

Comment	Manager Response
<p>Healthy choices need to include food items that are not high in sodium. The wait times are terrible (even when I have ordered ahead and thought all I had to do was pick up), orders are mixed up, and when I had soup, it was clear that it had seen better days and was mildly burnt tasting.</p>	<p>Several healthy choices will be added to our menu this fall and low sodium items will be considered. During the winter months the Inside Out Café experienced a spike in customer usage during the lunch periods which has caused longer lunch wait time. All menu orders are made fresh to ensure our customers are receiving a quality product. Because we are not a fast food operation the offset is it takes a little longer to produce a high volume of these menu items. When we add soup to our menu this fall it will be made daily.</p>
<p>I almost always eat an Inside Out when I'm at Bangor. I love their Turkey Cobb Salad.</p>	<p>Thank you for your comment. Our team takes a great deal of pride what they do. We have passed on your comments. Please tell you friends!</p>
<p>Great food. Wish there were more "plate meal" options, such as Chicken Fried Steak. The order in which customer orders are prepared and delivered doesn't seem logical, when a person who orders a dish gets their dish before another person who ordered the same dish 20 minutes before. It can be frustrating, especially when trying to return to work on time at lunch.</p>	<p>Thank you for your comments. During the lunch hour we periodically experience "rushes" that can cause a backlog in preparation. Depending on the item ordered, this can cause an imbalance of timing. To help balance this we have added staff during the most common rush periods. Please let us know how we are doing by completing the ICE survey on www.navylifepnw.com.</p>
<p>Staff is always friendly and orders come very fast.</p>	<p>Thank you for your comment. Our team takes a great deal of pride what they do. We have passed on your comments. Please tell you friends!</p>
<p>Not enough vegetarian meals. All a person has a choice of is fries, grilled cheese, or salad.</p>	<p>We also offer wonderful vegetarian sandwich call the Veggie Ciabatta, made with roasted red peppers, mushrooms and provolone cheese. In the fall we will bring back the Baca Burger.</p>
<p>After all the diff restaurants that's been in this location you finally get a winner. Great job to Chester and his crew....</p>	<p>Thank you for your comment. Our team takes a great deal of pride what they do. We have passed on your comments. Please tell you friends!</p>
<p>Would really like to see more healthy choice items on the menu.</p>	<p>Thank you for your comment. Please let us know what you would like to see by contacting the Installation Site Manager @ 360.535.5902 or by providing your comments on the ICE survey found on www.navylifepnw.com</p>
<p>I LOVE their grilled cheese sandwiches.</p>	<p>Thank you for your comment. Our team takes a great deal of pride what they do. We have passed on your comments. Please tell you friends!</p>
<p>Have not eaten their recently.</p>	<p>We hope to see you again soon!</p>
<p>Food is ok....</p>	<p>Thank you for your comment. Please let us know what you would like to see by contacting the Installation Site Manager @ 360.535.5902 or by providing your comments on the ICE survey found on www.navylifepnw.com</p>
<p>Overall I do like to go to the inside out cafe. I would like to see more healthy non-fry food choices.</p>	<p>Thank you for your comment. Please let us know what you would like to see by contacting the Installation Site Manager @ 360.535.5902 or by providing your comments on the ICE survey found on www.navylifepnw.com</p>
<p>need Bar food chips, nuts, nachhos ect.</p>	<p>Thank you for your comments. We will look to add these things to our bar menu for the future.</p>
<p>Change menu more often</p>	<p>Thank you for your comment. The menus are reviewed and revised annually. Please let us know what you would like to see by contacting the Installation Site Manager @ 360.535.5902 or by providing your comments on the ICE survey found on www.navylifepnw.com</p>

<p>The people at the Inside Out Cafe are great. I feel like I have my own personal servers every time I come up to the counter.</p>	<p>Thank you for your comment. Our team takes a great deal of pride what they do. We have passed on your comments. Please tell you friends!</p>
<p>We really enjoy eating here but we do wish they were open on the weekends for evening dining.</p>	<p>Thank you for your comment. Our team takes a great deal of pride what they do. We are opened for dinner Weds/Thurs/Fri. Unfortunatly, business volumes have not been high enough to warrant opening on the weekends or other evenings.</p>
<p>Hub of food service for civilians at bangor. Use it often for my tours and the events are always supeerb. Price is exceptional. Manager is great.</p>	<p>Thank you for your comment. Our team takes a great deal of pride what they do. We have passed on your comments. Please tell you friends!</p>
<p>Loved to go here for lunch when I worked at Bangor</p>	<p>Thank you for your comment. Our team takes a great deal of pride what they do. We have passed on your comments. Please tell you friends!</p>
<p>Excellent burgers</p>	<p>Thank you for your comment. Our team takes a great deal of pride what they do. We have passed on your comments. Please tell you friends!</p>
<p>Love how you can call and per order your food and pick it up without wait. Best customer service.</p>	<p>Thank you for your comment. Our team takes a great deal of pride what they do. We have passed on your comments. Please tell you friends!</p>
<p>The employees are consistently polite and courteous. Some of the photos across the bar are offensive. One photo depicts a man in a halloween costume that looks like a priest/monk with an erection.</p>	<p>We took a look at the photos and removed any that were inappropriate. Thank you for bringing this to our attention.</p>
<p>never visited premises</p>	<p>We hope to see you soon!</p>
<p>I am not sure if we came in on a bad day but we waited so long, 30 minutes, I had to get mine to go and eat it warm back at work. It was just a In and Out burger and salad. Usually pretty good on the wait time. Always good food.</p>	<p>Thank you for your comments. During the lunch hour we periodically experience "rushes" that can cause a backlog in preparation. To help balance this we have added staff during the most common rush periods. Please let us know how we are doing by completing the ICE survey on www.navylifepnw.com.</p>
<p>i have never eaten here cause the hours are strange. every time i go there, they are closed.</p>	<p>Thank you for your comment. Hours are based on when we have sustainable business volumes. You can find our hours of operation on www.navylifepnw.com for future reference. We hope to see you soon.</p>
<p>Always a long wait for food, but delicious!</p>	<p>Thank you for your comments. During the lunch hour we periodically experience "rushes" that can cause a backlog in preparation. To help balance this we have added staff during the most common rush periods. Please let us know how we are doing by completing the ICE survey on www.navylifepnw.com.</p>

Samuel Adams Restaurant	
Comment	Manager Response
When I go to a brew pub I'm not trying to eat healthy. It's usually to have a drink and enjoy a game. My favorite place to watch games in Kitsap County. We all love Herman. He always makes sure we're having a good time and happy.	Thank you for your comment. Our team takes a great deal of pride what they do. We have passed on your comments. Please tell you friends!
Portions - ordered chipolte chicken wrap and there was hardly any chicken. Mostly packed with veges/lettuce. I went to Subway the following day, saved \$3 on the bill, and sandwich was packed with chicken. The "value" of Sam Adams needs to increase. Quality is good...but customers want to feel like they got their money worth.	Thank you for your feedback. We have addressed the portioning size with the person that prepared your order. We think you will find it stock full of chicken. Would suggest you try our daily lunch specials which is worth the money. Please let us know how we did next time you are in by either calling the Installation Site Manager @ 360.276.5902 or through the ICE survey located on www.navylifepnw.com
I do not eat at Sam Adams	We look forward to serving you soon.
parking is the problem here! Awning's need cleaned, building needs renovated... Food, service and atmosphere is very good, esp since the 6 60" tv's were installed... Herman is the key here.....	Samuel Adams has reserved parking space in the baseball field parking lot. The awning and entrance has been cleaned. Thanks for pointing this out. We are currently looking at renovating the restaurant to increase the sporting and dining experience.
Have never eaten there.	We look forward to serving you soon.
I find that sometimes when I go in there it is great and other times it is terrible....maybe they are getting overwhelmed at certain times and need to manage correctly for these times.....it is the name of the game on a military base.....either the ship is in or it is out; ya know.....	Customer service is our #1 goal. We staff the level of employees based off historical business volumes with port loading schedules. Please let us know if you have seen a change through the ICE survey www.navylifepnw.com . We look forward to seeing you in the future.
Parking, like all parking on NBK Bremerton, is unsatisfactory (at best).	Thank you for your comment and we agree that parking is a challenge. Samuel Adams has reserved parking space in the baseball field parking lot.
Would appreciate more non fried choices	We are currently updating our menu to provide more selection options. Please let us know what selections you would like to see by calling the Installation Site Manager @ 360.535.5902 or through the ICE survey @ www.navylifepnw.com
closes early	Hours are adjusted based on port loading to coincide with times that provide enough business to justify being opened. We recently changed our hours of operation to stay open until 2200. We hope to see you soon.
Hard to get to with 30 minutes for Lunch	30-minutes is a challenging time frame. Because of that, we have our express lunch from 11:00 - 1:00, which allows for a quicker experience.
Could do with a bit less fried food.	We are currently updating our menu to provide more selection options. Please let us know what selections you would like to see by calling the Installation Site Manager @ 360.535.5902 or through the ICE survey @ www.navylifepnw.com
Great management!	Thanks for the positive feedback. We look forward to serving you soon.
I wish there was a Samuel Adams on the Bangor Base.	Thanks for the positive feedback. If you have not tried it yet, the Inside/Out lounge might be of interest to you on Bangor.
Should have more varity	We are currently updating our menu to provide more selection options. Please let us know what selections you would like to see by calling the Installation Site Manager @ 360.535.5902 or through the ICE survey @ www.navylifepnw.com

Great place. I use it often and enjoin my retired friends to so the same. Manager is surely a unique character.	Thanks for the positive feedback. We look forward to serving you soon.
Sam Adams is great for lunch, but a little too pricey to do every day.	Thank you for the feedback. Please try our daily lunch specials. We think you will find these very attractively priced.
Why aren't fat free dressings offered?	We offer low fat ranch, oil & vinegar and raspberry vinaigrette.
Awesome customer service!!!	Thanks for the positive feedback. We look forward to serving you soon.
The food and the atmosphere given by the staff and entertainment offer the sailor and their families a safe place that reduces stress and entertains.	Thanks for the positive feedback. We look forward to serving you soon.
One of the waitresses/bar keeps/cashiers moaned, complained, and swore in front of patrons on at least four different occasions in a two week period. When she's not complaining she's delightful. She needs to curtail the groaning and foul language. The others are consistently polite and courteous. I'd like to see more seafood on the menu (pardon the pun).	The employee in question has been counseled concerning their opinion and attitude while at work. We are certain you will have a better experience on your next visit. Please let us know how we did next time you are in by either calling the Installation Site Manager @ 360.276.5902 or through the ICE survey located on www.navylifepnw.com
I like the food, and it is conveniently on base, but the service is always bad.	Customer service is our #1 goal. We have made improvements to service recently. Please let us know how we did next time you are in by either calling the Installation Site Manager @ 360.276.5902 or through the ICE survey located on www.navylifepnw.com
Great Atmosphere	Thanks for the positive feedback. We look forward to serving you soon.
Salads are enemic (lacking green), White bread instead of multigrain - for the price I expect more health and quality. Thank you	We are sorry that the salads have not met your expectations. We are going through a menu update and will look to have the salads be more robust. Please let us know how we did next time you are in by either calling the Installation Site Manager @ 360.276.5902 or through the ICE survey located on www.navylifepnw.com
The best Cheddar Bacon Burger in town.	Thank you for the positive feedback. We look forward to serving you soon.
To-Go salad size is the same whether buying half salad or full salad.	Thank you for pointing this out. We have addressed the portioning size of our salads.
SA's menu is kind of small.	We are currently updating our menu to provide more selection options. Please let us know what selections you would like to see by calling the Installation Site Manager @ 360.535.5902 or through the ICE survey @ www.navylifepnw.com
Shame it is not bigger.	We are currently looking at renovating the restaurant to increase the sporting and dining experience.
Very good burgers	Thanks for the positive feedback. We look forward to serving you soon.
Service is very inconsistent...you can wait 45 minutes for food when it's not busy, yet can receive your food in 10 minutes when they are packed full. You also cannot count on consistent hours. On past visits during weeknights they stopped serving food at 7, some nights they were not open, some nights they serve food after 7.	Customer service is our #1 goal. Hours of operation vary depending on port loading schedules, as this is typically the best indicator of business volumes that justify later hours. With the current schedule, we have changed our hours of operation to stay open until 2200.

Bangor Cinema Plus Concessions

Comment	Manager Response
The quality of the picture keeps us away from here?	The theater use two types of production films, 35MM and 8MM films. The 35MM films is the same quality as out in town. We recently made some adjustments to the 8mm projector that has helped enhance the image. CNIC is working towards a DVD format that will provide for a better quality solution than 8mm. We provide the 8mm movies at no charge as a value added service. Please let us know if you have noticed a change recently by either contacting the Installation Site Manager @ 360.535.5902 or via our ICE survey @ www.navylifepnw.com .
The staff is very professional and friendly.	Thank you!
Have never been there.	We hope to serve you in the near future.
Never eaten here.	We hope to serve you in the near future.
VERY REASONABLE prices. Friendly, wonderful staff :]	Thank you!
Why is there such a long time between each movie. It seems that 15 minutes is more appropriate instead of the current 30 minutes or more.	It is important that our staff have time to clean the seating areas between movies and allow customer time at the snack bar counter, hence the timing of the features..
Maybe they could offer some healthy food choices.	Healthy food choices are not in high demand at our theater snack bar. We do carry items such as bottled water and natural fruit candies. We will continue to maintain these choices based on customer demand.
never visited premises	We hope to serve you in the near future.
More staff or better organization with would be nice - the staff members are personable :)	Ticket booth and snack bar areas are space restricted. When movies in high demands are played maximum staffing is used.
Great cinema. Horrible seats.	Thank you for your comments. We are currently evaluating options for seating replacement. The challenge is to replace items such as seats and continue to offer the tremendous value to guests that we currently provide.