

Pierside Grille

Comment	Manager Response
This place is awesome. I love the pizza!	Thank you for your comment. Our frontline employees will appreciate your nice comment.
Great service and food!	Thank you for your comment. Our frontline employees will appreciate your nice comment.

Subway - Everett Commons

Comment	Manager Response
Please offer fresh spinich and vegimax!	Thank you for your comment. NSE Subway currently offers fresh spinach. The owner agreed to start offering Vegimax starting Wednesday, Sept 1, and will continue carrying Vegimax as long as it is cost effective (sold before spoilage)
There is an odor on the paper that the sandwiches are wrapped in. Once the lady behind the counter refused to serve those in line because she said that it was after 1 pm and they would not serve any one else. People were angry when they left.	Thank you for your comment. The owner was not aware of the odor on the paper and will investigate to find out the batch of paper used during your visit. He will also investigate the refusal of service at 1 pm as Subway's hours is 0700-2000, and they do not close earlier than scheduled.
keep it open later for member living on base who do not have transportation to eat at subway off base.	Thank you for your comment. Subway's hours of operation is 0700-200 M-F and 1030-1800 S, S & Hol. These hours were determined based on usage for the past few years. Hours are also extended to accommodate high port loading to 0700-2200 M-F, 1030-2100 S, S, & Hol
customer service is great.	Thank you for your comment, Subway owner and employees appreciate your kind comment.

Aftershocks - Everett Commons

Comment	Manager Response
Stay open a little later -- need coffee in the afternoon!	Thank you for your comment. Aftershocks' hours are 0600-1300 M-F. Aftershocks owner tried to extend the hours in the afternoon, but there was not enough business to support the extended hours. Subway is currently reviewing the viability of providing drip coffee service in the afternoons.
Excellent choice.	Thank you for your comment. Afterhocks staff and owner appreciate your comment.
Great place to dine! Very friendly staff! Food is very good.! Like the extended hours.	Thank you for your comment. Afterhocks staff and owner appreciate your comment.

Tremors

Comment	Manager Response
Service is great plus the staff are friendly.	Thank you. We appreciate your kind comment.
Good place to unwind after a day's work.	Thank you. We appreciate your kind comment.

The All American

Comment	Manager Response
Salad bar is dismal!	Thank you very much for your feedback. We are opened to suggestions that you might have. Please either contact the Installation Site Manager @ 425.304.3918 to provide specific suggestions, or utilize the ICE survey on www.navylifepnw.com to tell us what you would like to see.
Breakfast is sometimes slow but oftentimes its good.	Please accept our apology for slow service during breakfast. From the sounds of it, the slow services is on occasion. If there is a way for you to get us more information, we will be able to look more closely at the situation. Please either contact the Installation Site Manager @ 425.304.3918 to provide specific suggestions, or utilize the ICE survey on www.navylifepnw.com to tell us what you would like to see.
The employees are very polite and friendly	Thank you. We appreciate your kind comment.
I love ordering the dinner meals. Sometimes, it just takes time.	Thank you for your comment. Our goal is for you to have your meal within xx minutes of ordering it. We apologize if this has not been the case for you.
The Mongolian BBQ meals are awesome. Way to go guys!	Thank you. We appreciate your kind comment.
Mongolian BBQs are not very healthy but I LOVE IT!	Thank you. We appreciate your kind comment.
I'm new in the area and I like the idea of ordering what I want from the menu during dinner.	Thank you for your comment and for recognizing the hybrid concept of our galley.
The salad bar is good but could be better I think.	Thank you very much for your feedback. We are opened to suggestions that you might have. Please either contact the Installation Site Manager @ 425.304.3918 to provide specific suggestions, or utilize the ICE survey on www.navylifepnw.com to tell us what you would like to see.
Hours are good, wait staff verses service needs to looked at. If this is supposed to be a restaurant have more hosts, servers, and bus boys. If it is a mess decks, let us bus our own tables and get our own food from a serving line. prices are almost outrageous for the quality of food compared to town.	Thank you for your comment. We continue to work very hard to ensure that we have enough employees to support our restaurant concept in the evening. During high port loading, we offer cafeteria style service as an option for patrons who are in hurry and would rather go through the food line than ordering from the menu.
Good food and good dinner selections! So is this a galley and a restaurant?	Thank you for your comment. It is a "hybrid" concept galley, which means it is both.
breakfast and lunch are good. employees at dinner need to work on their social skills	Thank you for your comment. We have addressed your customer service concern to the staff and will continue to ensure that our staff are trained to provide excellent costumer service. Please let us know if you have seen a change. The "ICE" survey is a great way to provide us with your feedback.