

Evergreen Inn Galley Comments

Survey Comment	Facility Response
Please post open hours that are visible when the facility is closed.	This has been corrected and hours are posted
Hours of operation SUCK. How about: Breakfast 0600 - 0730 Lunch: 1100-1230 Dinner: 1700-1800 7 days a week, closed holidays.	Hours of Operation are Command Directed
I have not used this facility.	You should try this facility, very nice and very tasty
I ate there for Christmas dinner. We had eaten at Bangor in the past and had enjoyed it so much. This time due to snow storm we came to Bremerton. It was horrible. Food was not great and they didn't have things promised on the menu they had advertised.	We have trained and corrected the Cooking staff
I really don't eat there because it is rarely open, only time it opens is when a carrier is in port.	Hours of Operation are Command Directed
NOW I KNOW WHY THEY ARE CLOSED. THE FOOD IS TERRIBLE.	We have trained and corrected the Cooking staff
I do not go there often. I am married and live off base so I usually brown bag lunch.	You should try this facility, very nice and very tasty
The Bremerton Galley should be open every weekday at lunch, not just when a ship's crew is in port w/o onboard galley. Also, recent notice disallowed government civilians from eating there. Many civilians I worked with are dissatisfied by this change. Can civilians be allowed if paying at an unsubsidized rate?	Hours of Operation are Command Directed; Additionally CNIC is the authority governing Civilians eating policy

Samuel Adams Brewhouse & Restaurant Comments

Survey Comment	Facility Response
Needs to be open later to keep sailors on base. Menu needs revision, (think back to the days of Legends and Big Als Pizza)	Thank you for your concern for our sailors. We share the same thought. Sam Adams has changed hours to be open later and also offers live DJ entertainment on Thursday and Friday nights. Please call (360) 535-5902 with your thoughts and ideas on how to make Sam Adams the destination of choice. We look forward to hearing from you!
In my experience, service has been snail speed. This means it's not a great choice for lunch unless it's a very long lunch break.	Over the past several months, we have focused on improving service at Sam Adam and the feedback from customers has been very positive. We hope you will give us another try! Let us know what you think by calling (360) 535-5902 with thoughts and ideas on how to make Sam Adams the destination of choice. We look forward to hearing from you!
Great place good service personnel	Thank you for your comment.
I've only eaten there once, almost a year ago. The service was bad. My check was never cashed when I paid for my lunch.	Over the past several months, we have focused on improving service at Sam Adam and the feedback from customers has been very positive. We hope you will give us another try! Let us know what you think by calling (360) 535-5902 with thoughts and ideas on how to make Sam Adams the destination of choice. We look forward to hearing from you!
attitude for customer service lacks there.	Over the past several months, we have focused on improving service at Sam Adam and the feedback from customers has been very positive. We hope you will give us another try! Let us know what you think by calling (360) 535-5902 with thoughts and ideas on how to make Sam Adams the destination of choice. We look forward to hearing from you!
I have never eaten a meal at Sam Adams that I have been 100% satisfied. Their customer service is HORRIBLE. Their prices are as high as Red Robin or a premier restaurant and that is not what they are.	Over the past several months, we have focused on improving service at Sam Adam and the feedback from customers has been very positive. We would encourage you to look at the final bill when you eat elsewhere. From what we see, prices are much less than our competitive set. Let us know what you think by calling (360) 535-5902 with thoughts and ideas on how to make Sam Adams the destination of choice. We look forward to hearing from you!
Don't like the food in there, it is very pricy.	Thank you for your feedback. We conduct menu reviews twice annually and find that we are consistently below our competitors. Please call (360) 535-5902 and let us know who you are comparing us to so that we may note that for our competitive set review. We are confident that an apples-to-apples comparison will show a lower total cost of your purchase with us vice the competitor.
LOVE THE FISH SANDWICH ON FRIDAYS.	Thank you for your comment.
Great food! Great people :)	Thank you for your comment.

Subway @ NBK Bremerton Comments

Survey Comment	Facility Response
I like the remodel, and the service has been great in my experiences.	Thank you for your feedback
I had very bad service there one time and never went back.	Customer service is important to us so please let NEX management know when you have had any problems/issues so we can resolve immediately. This has been brought to Subway for correction.

McDonald's @ NBK Bremerton Comments

Survey Comment	Facility Response
drive thru is really slow	Wait times for the drive through will vary during the day, but please know that we will staff accordingly and pass onto on-site management for monitoring
I like McDonalds but it is generally very busy during lunch time.	Wait is going to vary during the day, but please know that we will staff appropriately and have on-site management monitor closely to correct.
Service can be good, fair, or unsat, depending on who serves you.	We try to be consistent on food quality and service as well, please pass on any issues immediately so we can resolve with the contract as quickly as possible.
They try to cut manpower and you can tell by customer service they provide. They are pleasant and professional. The Drive Thru is the one that suffers the most.	Please see above comments
Very convenient and inexpensive	Thank you for your comment.

Subway @ NBK Bangor Comments

Survey Comment	Facility Response
Your salad or sandwich size depends on who you get. Sometimes you get a little bit of salad and sometimes you get a good serving.	Preparation and portion should be consistent, have passed on to management for review
LONG lunch lines. Often out of common items for the subs if you get there after 1200. Cashiers need more training, very slow to ring up.	Concerns have been passed onto management for staffing to cover these times appropriately
Lines out the door daily, high staff turnover	Comments passed onto to management for monitoring
Bread is almost always stale.	Please bring to management's attention, if you're in the facility
Typical Subway, with great service.	Thank you for your comment.
Often very long lines at lunch time	Comments passed onto to management for monitoring
this is a keeper	Thank you for your comment.
I love subway. It is a little slow, but that is because they make your sandwich fresh and to your request.	Thank you for your comment.
The lines are long during lunch at times, but worth the wait.	Thank you for your comment.
Love Subway!!!	Thank you for your comment.
Always clean and friendly when I go there.	Thank you for your comment.
A good value for a healthy lunch option. Usually good service in a high volume restaurant.	Thank you for your comment.
A bit crowded at times, but that's to be expected. Over all, a good place to get a healthy sandwich.	Thank you for your comment.
lines do get especially long during lunch time.	Comments passed onto to management for monitoring
Best of the on base vendors.	Thank you for your comment.
This place is always out of items, condiments, etc. Sometimes service is not so good and cleanliness is not real good either. It is enough that we would rather go to another Subway in town because of what we have experienced at this Subway several times.	Thank you for your feedback, you comments on service and cleanliness has been passed on we will monitor for compliance
Subway had the points for the club cards and stopped service on those mid-February without notice. So all the club cards are now useless and most people didn't find out until they got to the counter.	Discontinuing the club card was a corporate decision, but please check back often for the promotional events they have all the time.
need more help during lunch time.	This will be addressed with the on-site management
Line is ALWAYS too long.	Staffing needs have been addressed with management
The employees sometimes look unclean. A lot of cross contamination on the food storage bar.	Vet services regularly check for sanitation compliance, but we will monitor areas more closely.
Since they lowered the prices, they cut back on the amount of meat slices they put on the bread. You have to pay for extra slices.	Subway has strict guidelines on portion control and quality control, we have passed on your comments so this can be reviewed for compliance.
Wish they would bring back ALL subs \$5.00	This was a promotional event that could be repeated in the future. Please check back as different promotions are on going
Pretty fast for the volume.	Thank you for your comment.
Definitely meets the standards that Subway tries to uphold. Never had a bad meal there. Good atmosphere, clean environment, professional and quick service. Subway is where I go ever since the Galley lowered their standards.	Thanks for the comments

Subway @ Naval Hospital Bremerton Comments

Survey Comment	Facility Response
excellent menu!	Thank you for your comment.
Subway can get backed up on the weekends at lunchtime as it is the only lunch place open on site.	The staffing during lunch will be reviewed.

Trident Inn Galley Comments

Survey Comment	Facility Response
the best galley in the Northwest	Thank you, we appreciate your comment
I would like to eat at the Galley and once did but as a civilian we are not allowed any more and I rally don't know why. Could they please start letting the civilians use the Galley it was great. Thank you	CNIC policy states that we are not allowed to feed them. We are sorry to lose your business
Superb cleanliness and staff	Thank you, we appreciate your comment
civilians should be allowed in the Navy Galley	CNIC policy states that we are not allowed to feed them. We are sorry to lose your business
never been there	You should try our fine dinning facility
Never Been	You should try our fine dinning facility
The best deal in town.	Thank you, we appreciate your comment
The lunch and dinner hours could be a little longer.	We feel that 2 hours is quite sufficient
Few healthy options, particularly on weekends	There is always a healthy option and a very sizable salad bar
civilians cant eat there/ its been on and off	CNIC policy states that we are not allowed to feed them. We are sorry to lose your business
Need more healthy food choices especially on theme meal days.	There is always a healthy option and a very sizable salad bar
The military staff at the Trident Inn has been sub par in the last few months. They have become overly stingy on portion sizes. (was given 6 shrimp the last fried shrimp meal)(the CPO told a friend of mine he could not have a sandwich from the deli bar because he already had more than \$4.25 worth of food on his plate). I am a CS1 and I used to work at the Trident Inn. This is not how customer service is supposed to work. I am fully aware of portion control practices and trying to ensure food is not wasted but the galley's budget is not the customers problem. The proper amount of food for the expected head count should be prepared every day and a customer should never be denied an item except in unusual circumstances. I went in one day just before closing and got a cheese burger, grilled cheese was also available so I asked for one of those as well. I was told I would have to come back because I already got a burger. Their was a full pan of sandwiches on the line and the galley was closing in 10 minutes.	Portion control is the standard and will be enforced. If you want seconds, come back up
The civilian staff is excellent as they always have been. I understand they are only enforcing the instructions the military staff gives them. Soup at the Trident in is gone before the second hour of the meal more often than not. The main line has two Pepsi machines but only one is ever running, why? Signs identifying the soup and calorie count are almost never out. Galley watch captains do not walk the serving line during the meal hour enough. Several comment cards I have written have gone unanswered by the FSO despite leaving name and email.	We have trained on these problems.
Salad bar is always good as well as deli bar. Almost all food on main line is pre-made now, why? Let cooks cook. Navy standard core menu (NSCM) may save money (that's what they say anyway) but it takes away from the individuality of each mess and the chance to cater to a specific set of customers. Each mess is different with different customers, let the leading CS do his job and make a menu with a higher overall acceptability.	Thank you for your comment
The Trident Inn's atmosphere is better in the last few years, good job.	Thank you for your comment

Overall 5 on a 10 scale. Civilian staff is wonderful, place is clean, atmosphere is good, variety is fine. Food quality id lacking, portion sizes are ridiculous, leadership is not focusing on the main thing.	Thank you for your comment
Civilian employees can't use the Galley. Too bad!	CNIC policy states that we are not allowed to feed them. We are sorry to lose your business
Have not used.	you should try our fine dinning facility
A terrible Salad Bar - very predictable.	We will look into expanding the salad bar
The food that is served at lunch is not even close to be worth \$4.25	Where else can you go to a buffet for \$4.25?
Have never eaten here before.	You should try our fine dinning facility
I don't use it, I am civilian. Survey should find out if we are civ. or military.	Thank you for your comment
Great Galley	Thank you for your comment
I never eat at the Galley.	You should try our fine dinning facility
I have not been to the Galley	You should try our fine dinning facility
I make a point to eat at the Trident Inn daily for lunch. I would love to see more "Home made soups" When you do have them, they are a great item. Much more enjoyable than the canned version. Thanks	Thank you for your comment
don't eat there	You should try our fine dinning facility
Customer service is not a common practice. Majority of staff is abrasive and uncooperative in regards to support. Other avenues are being sought to resolve.	We have trained on these problems.
Food is good and facility is clean	Thank you for your comment
not allowed to eat there	CNIC policy states that we are not allowed to feed them. We are sorry to lose your business
In the past two months, I have noticed (and have heard from others as well) that the quality of food and availability of certain items has slipped at the Trident Inn.	We have trained on these problems.
Price is starting to get high.	NAVSUP mandates prices and your BAS went up also
The only service that has declined during my time on this base has been the tray removal service. The garbage bins in the passage way for self cleaning trays are in a constant state of disarray and show a lack of cleanliness. It was much cleaner when the workers picked up the trays.	That is contracted by the Civilian food service personal
More often than not, the food is cold or lukewarm.	We have trained on these problems.
Can someone please update the plastic plants in the Mess Decks, they look like they are from 1980. Can you bring back biscuits and gravy for breakfast.	I am trying to replace the decor, however its not at the top of budgeting's priority
Almost \$5.00 to eat at a galley? That's crazy!!!	NAVSUP mandates prices and your BAS went up also
During lunch the line to pay is too long.	Thank you for your comment
The above rated features are only for meals served during lunch at the speed line Monday through Friday.	Thank you for your comment
parking for the galley is bad, I find that there is a lot of fried food in the meal lines. The meat served often looks and taste like very low quality.	We have trained on these problems.
Don't visit this facility	You should try our fine dinning facility
One of the best galleys in the Navy!!	Thank you for your comment
The quality of the food at the Galley has gone down a bit and is far below what it was a decade ago. The service is good and has gotten better, but the quality and variety of salad fixings are worse. The quality of the deserts has gone down drastically. Brownies in the vending machines in the barracks taste better.	We are sorry you feel this way, thank you for your comment
Best deal around. Can't be beaten.	Thank you for your comment
The food quality is great. The desserts are awesome, not good for sailors wanting to lose pounds.	Thank you for your comment
I'm glad they are frying food in 0 trans fat oil. Its the way to go.	Thank you for your comment

I complained about changing Nancy Grace show during dinner and you guys listened.	Thank you for your comment
I am a spouse of a retired military member and a civil service employee. Why are we not able to eat at the galley anymore? It was nice when you could get a meal around the holidays.	CNIC policy states that we are not allowed to feed them. We are sorry to lose your business
One day, I went through the line at lunch with a full tray but I also wanted a sandwich at the deli bar because I was very hungry. I was told to come back and I did get my sandwich. Thanks.	Thank you for your comment
WHY HAVE RETIRED MILITARY PERSONNEL BEEN DISALLOWED TO UTILIZE THE BASE DINING FACILITY AS OF 27 APRIL, 2009? DOES THIS INCLUDE ALL MILITARY DINING FACILITIES? AS A RETIRED, DISABLED VETERAN, WHO WORKS ONBOARD A NAVAL FACILITY, I DON'T SEE THE LOGIC IN THIS ACTION. I PAY A COMPARABLE PRICE TO THE ACTIVE DUTY SAILORS AND MARINES THAT RECEIVE (R.I.K.) AND USE THIS FACILITY. I WILL BE CONTACTING MY CONGRESSIONAL REPRESENTATIVE CONCERNING THIS MATTER. PLEASE FEEL FREE TO CONTACT ME:	CNIC policy states that we are not allowed to feed them. We are sorry to lose your business
Still an excellent place to eat. Don't put Nancy Grace back on during the meal.	Thank you for your comment
Thanks for placing the trophies to the sides. It didn't look good in the middle.	Thank you for your comment
I'm a reservist and drill on the weekends. We start drill at 0700 in the morning. The only option for breakfast at this time of the morning is McDonalds which is not a very healthy option. I would love it if the galley was open in the morning on the drill weekends. It would also be really nice to have some of the same choices at brunch as is available during the week such as cheeseburgers. It gets really old having the same "breakfast" options for lunch on the drill weekends.	Meal hours are set by CO.
Good food on birthday meals plus the coupon booklet. Its a good combo!	Thank you for your comment
Can not use the galley	CNIC policy states that we are not allowed to feed them. We are sorry to lose your business
I've never used	You should try our fine dining facility
The milk runs out frequently.	We have trained on these problems.
suggest greener salads.	Thank you for your comment
I always eat lunch/brunch on the weekends that I have reserve duty and I often see one person cooking eggs to order while two or three other people are just standing around doing nothing (they are also cooks). It causes long lines a waits for eggs to order when there's plenty of grill space for another cook to step in and cook eggs to order but it rarely happens.	We have trained on these problems.
I used to be a strong advocate of the galley on base. However, the last two times I ate there (about 2 months ago), the food was cold (pork chops once, and a chicken casserole the last time) and the service was not very professional.	We have trained on these problems.
I prefer the galley because I like eating Navy. However the quality of food was better when Sailors were involved. Food has become more bland and atmosphere less "Navy" since contractors took over.	We appreciate your comments and feel we are getting better
When I am with a group there is larger desire to hit Subway or McDonalds than in the past.	You should try our fine dining facility
Weekend menu choices/offerings are not very good/palatable. Please improve if possible.	We have trained on these problems.

Inside Out Café & Lounge Comments

Survey Comment	Facility Response
I don't like that when I call in an order for pick up, the restaurant won't start cooking my order until I get there. I only get 30 minutes for lunch. When I leave my desk, the clock starts ticking and then its time for me to get back to work. Where is there time to eat lunch? Please help.	A 30-minute lunch break is challenging, we agree. Your ticket goes immediately to the front of the line for preparation when you preorder. The reason we do this is to protect food quality. If you wish the order to be prepared right when you call, we are happy to do that. Just let they person taking your order know.
Courteous folks but it always seems "hectic". I think tables should have numbers and food be brought out.	We absolutely appreciate the suggestion. However, bringing food out using table numbers slows lunch service. Food quality and speed of service are two of our primary objectives. Our goal is to provide the quickest service possible during the lunch hour with the best quality food possible. After the lunch period, food is served at the table as you are suggesting. 1115 to 1220 is our peak period. You might consider taking your lunch break outside of these time frames to avoid the hectic period.
Well run and management tries to find better ways to do things at all times. Great staff all around.	Thank you for your comment.
MORE SOUP ON MENU	We typically offer a soup selection as a special during the colder months. Please call (360) 535-5902 with your thoughts and ideas on what type of soups you would like to see. We look forward to hearing from you.
when it is sunny the outside dining furniture should be ready to go, cushions out, etc.	You are absolutely right. We have revisited with the team to ensure that you will be able to enjoy the fabulous weather we have had over the last several weeks. If by chance cushion are no out a request for cushion will be granted immediately
Maggie is awesome! I have eaten burgers three times and each time got sick. Friends at work agree.	Our food is prepared using the strictest sanitation practices and industry guidelines. Food borne illness is something we take very seriously. To date, we have received no reports from any guests that would suggest otherwise. Please call (360) 535-5902 with your concerns.
Would like to more variety of specials, i.e. Mexican, Oriental, Italian, etc. A salad bar would be great too.	We currently offer Pasta Thursday, which has been very popular. We will review your other suggestions to see how we can incorporate these into the operation for the future.
Generally quality food and atmosphere. Specials are usually very good.....except the Egg Drop Soup today....missed the mark there.	Thank you for your comment.
I love it! I am proud to take visitors there! BZ to you!	Thank you for your comments. We look forward to seeing you again soon.
Inside out is a great facility. A bit pricy but the food is always good, the atmosphere is great and the staff is prompt and friendly. Great job!	Thank you for your comments. We will be sure to pass on your comments to the team. They take great pride in the quality of food and service provided.
The first Sunday brunch is top notch and the price is great for what you get, keep it up.	Thank you for your comment.
Salads are always a disappointment for the price. Nice to have a healthy choice, but expensive for a lot of lettuce and very little meat.	We review both our pricing and offerings twice per year. Pricing is based on cost of the product and a review of competitive pricing in the area, of which we are consistently lower than our competitive set.
It can get very busy in the lunch hour especially on or around pay day. When you only have 30 minutes for lunch and it takes nearly 30 minutes to order and get your food it is discouraging. On days like this, maybe add another cook to get food out faster.	Thank you for the feedback. Normally, the process takes 13-15 minutes receive your food once ordered. There are certainly times when we have many more guests than anticipated and we do add additional cooks in those circumstances. If this is a persistent experience, please call (360) 535-5902 with your concerns.
Love their food!	Thank you for your comments.

where's the pizza? This place should have (offer) much better food.	Our menu is driven by customer demands. Menu suggestions are always welcome and many are tested by way of a lunch special to determine if there is a demand. Pizza Hut is next door which is why pizza is not a core item for our menu.
They have great sandwiches.	Thank you for your comment.
Atmosphere is "dark". Lots of dark colors	thank you for the feedback. We will absolutely take this into consideration during our next facility improvement.
Lunch options cost more than in town, not up to par (quality/portions) with the options in town. Lines are too long to order and pick up food. Not a take back to my office choice, can't eat there during a 30 minute lunch break.	Pricing comparatives are conducted semi annually and the café is consistently much less than our competitive set out in town. Our busiest period is between 1115 and 1220. You might consider a lunch break outside of these times to better accommodate your 30-minute lunch. Typically, food ordered between 1030 and 1115 food is ready in 6 minutes or less. You can also call in your orders at (360) 535-5965. We would be very interested to learn who you consider to be the competitive set. Please call (360) 535-5902 with a list of restaurants that you consider comparable to help us understand your perspective.
Nice variety of food. Good customer service.	Thank you for your comments. We will be sure to pass on your comments to the team. They take great pride in the quality of food and service provided.
I forget that the Cafe is closed at certain hours during the day and it is an inconvenience while working on the base in the middle afternoon, and not being able to get something to eat.	The café is open Monday thru Friday at 1030 am and close a 2 pm on Monday and Tuesday. These hours are determined by tracking when customers come in.
Service way too slow during lunch.	Thank you for the feedback. Normally, the process takes 13-15 minutes from order to receiving your food. There are certainly times when we have many more guests than anticipated and we do add additional cooks in those circumstances.
Excellent soup but not always available.	Thank you for your comment.
Healthier choices would bring me in more often.	Than you for your feedback. Our menus are now 0g Trans Fat to provide you more healthful options. Please call (360) 535-5902 with your thoughts and ideas on what items you would like to see on the menu. We look forward to hearing from you.
I would eat here more often, but the service is historically slow. I will say that it has been much faster the last couple of times, but I don't have enough data points to say they the problem is fixed.	Thank you for the feedback. Normally, the process takes 13-15 minutes from order to receiving your food. There are certainly times when we have many more guests than anticipated and we do add additional cooks in those circumstances.
On occasions I have been on base during the evenings and wanted to stop by but they closed early. Basically running galley hours, I suspect that it is not profitable to remain open in the evenings for just a few customers.	The café operation is not supported with tax dollars. That is, we receive no appropriated funds and must be self-sustaining. That said, hours of operation are based on customer demand periods. Please note that all profits from the operation are put back into Sailor facilities, programs and initiatives.
I have seen rats near the kitchen entrance twice in the last two years. That's nasty!	Fortunately, we do not have an issue with rodents in the facility. Environmental is working diligently to contain rodent issues around the exterior and throughout the base.
Sometimes, within a group, most people will be served but some people in the group wait an extraordinary amount of time to get food. Sometimes it's the easier things like salad that take a long time. Sometimes burgers. It's also really dark in there.	Our kitchen operates using two food lines. One for hot food items and one for cold. We will look into a process to balance the two lines when there is a high volume food orders in one over the other..
Need a better data line to improve the speed of transactions. French fries taste like the processed ones made out of pellets.	Our Point of Sale system will be receiving an upgrade in the near future which we anticipate will address your concerns on speed. As far as the french fries, we typically get rave reviews about our fries (particularly garlic fries). We hope that this was a one time concern for you.

Great place to eat.	Thank you for your comment.
Garlic fries are awesome. I wish the galley would get the recipe and serve it.	Thank you for your comment.
A nice place to eat.	Thank you for your comment.
Pricing is the same as local full service restaurants but you don't offer full service. The decor is dark and dated. If you do not know the facility, you can enter the clearly marked entrance but wander before finding the counter to order food. Service from the counter is fair. Service in the Khaki Lounge is great. Food quality is inconsistent. Buns are often stale. Daily specials are obviously a reuse of leftover foods and the meat is dried out. Chicken used on salads and quesadillas is usually quite dried out. Salads are fresh, soup is good and the fries are always delicious.	Pricing comparatives are conducted semi annually and the café is consistently less than our competitive set out in town. Please call (360) 535-5902 with who you consider comparable to help us understand your perspective. We take great pride in our food quality and service, which typically receives very high marks. We certainly hope that your experience was the anomaly rather than the norm.
They can be slow at times	Thank you for the feedback. Normally, the process takes 13-15 minutes from order to receiving your food. There are certainly times when we have many more guests than anticipated, which can delay things. If you are referring to lunch, you may wish to note that our busiest period is from 1115 to 1220.
Great service!	Thank you for your comment.

Pizza Hut/Taco Bell Comments

Survey Comment	Facility Response
Employees never seem to really want to help the customers nor really care about them. I don't feel like a valued customer when I eat there, so I've stopped eating there for the most part.	We recently met with the franchise owners and management of Pizza Hut-Taco Bell, the net result of this was a complete turnover in the staff. We hope that your experience has improved over the last two months. Please call (360) 535-5902 to let us know how they are doing now.

Starbucks @ NBK Bangor Comments

Survey Comment	Facility Response
Never have been crazy about starbucks. Maybe another coffee shop we be good.	Starbucks as a leader in the industry is very selective about where they put their operations, we're glad to have one on board Bangor. Another coffee shop at this time would not be good for either of the operations.
Where is it?	Starbucks is located to the left of the entrance at Bangor Navy Exchange
Coffee should be hotter !	Starbucks maintains strict standards on their preparation we're hoping this is not a regular experience, but please see Starbucks management immediately if you have any issues with any of their products. They will take address it immediately.
How about some healthy breakfast items...	Please check back Starbucks has added some healthier options
I love Starbucks. Thank you for putting a Starbucks on base.	Thank you for your comment.
Have always had very good experience on-base as far as quality and service are concerned. Prices, variety and healthy choices are just what they are at any Starbucks. (Not great, compared to private baristas, but satisfactory).	Thank you for your comment.
Staff is very friendly and appear interested in high quality service.	We appreciate the feedback
Starbucks on base does not honor the specials offered by starbucks out in town, a free coffee on election day.	Due to ownership of franchise not all programs are accepted by the owner/operator, we have forwarded to our corporate office for solution
Lose a lot of service by not having a drive up window for early morning service.	The space Starbucks is in made drive up service impossible.
Although they are a licensed franchise, it would be nice if they accepted the discounts and promotions that the Starbucks Corporation offers like the rewards card, starbucks cards, coupons etc..	Due to ownership of franchise not all programs are accepted by the owner/operator, we have forwarded to our corporate office for solution
Great crew. Always pleasant. Best service on base.	Thank you for the feedback on their staff.
Out in town I don't have to pay tax for the cookies and on base we have to pay tax. Prices after tax are higher on base then off base.	Contracts do not have a waiver on taxes and are still responsible for paying all applicable taxes.
Had questions and service wasn't helpful. No one offered to wait on me.	Please let Starbucks manager know when you have any issues, if you are still unhappy with the resolution please ask to talk to a NEX manager.
Love the fact that one can purchase a good coffee on base!	Thank you for your comment.
I prefer the stronger blends over Pike Place, so I typically shop off base.	Please let Starbucks know what blends you'd like to see, they are great at making recommendations on what they currently carry and if demand warrants they will look at their assortment.

McDonald's @ NBK Bangor Comments

Survey Comment	Facility Response
CANNOT SEEM TO GET ORDERS CORRECT. I HAVE TO CHECK EVERY TIME BEFORE LEAVING AND IT IS USUALLY WRONG. ALSO, SHOULD NOT CHARGE FOR EXTRA SAUCE PACKETS. OTHER MCDONALDS DON'T	We apologize for the poor service, please bring any problems as immediate as possible to the onsite management.
The most convenient place to go, but the quality and service could use a lot of work!	Noted and passed onto management for follow-up and appropriate action
Lines out the door daily, high staff turnover. Waited 15 minutes for McMuffin. I don't bother any more	Wait times can vary during the day, but we have asked management to review especially in the am.
They are getting more health conscious. Would like to have more variety of healthy food items.	Like most restaurants, menu items will be removed and/or added based on the demand from their customer base
Quality is excellent - food is always hot and fresh. Service is pretty slow through the drive-through, and lunchtime is a nightmare, never enough staff to handle the rush so you crowd around and wait a long time for your food. Staff is always very friendly	Staffing concerns have been passed on to the management staff and will be addressed
What happened to the condiment bar for burgers, tomato's, onions, pickles, etc. I will not go as often now.	The condiment bar was removed due to increased costs of the items and operating of the bar
Could clean the drink machine area more.	Vet regularly inspects the facility, but your observations will be forwarded so the machines can be monitored more closely for cleaning as necessary
Like the new set-up now.	Thank you for your comment.
By the standards established by Mr. Kroch, the McDonald's at Bangor is horrible. The service is inattentive, they serve whatever the can produce, good or bad, the fries are inconsistent and way-too salty. Haven't eaten at this McDonald's in weeks.	Thank you for you feedback on the service and the quality. Customer service and quality are important and your comments have been passed on to the management for action
McDonald's has reduced the number of healthy options opting to remove the best salads from their menu. Miss the oriental chicken salad.	Food vendors will try and add new items and then monitor demand and sell-through if the new item is popular with patrons they will maintain otherwise it does get removed from menu
overall good.	Thank you for your comment.

West Sound Catering Comments

Survey Comment	Facility Response
they work hard/ good job	Thank you for your comment.
Catering menu options need to have low to moderate to high-brow options. The lower priced items are still pricey (expensive taco bar)	What you order and how much is entirely up to you. We can work within virtually any reasonable budget. Please contact our catering manager to help put together a custom menu for you. We believe you will not find a better, comparable venue anywhere outside the gate at a better value.
Very high prices for OK food. Would be willing to support more if lower price options for small clubs / groups	A pricing comparative is conducted semi-annually to ensure we are competitive. One was done in May at NBK and we are consistently lower when you look at the final bill. You will typically spend 26% or more outside the gate based on an evaluation of our competitive set. If you experience something different, please call (360) 535-5902. We are confident that you will not find a better deal anywhere.
Have only eaten the food twice but in both cases very very good and good service	Thank you. We look forward to serving you again soon.
The catering facility does a pretty good job but I think they do better with smaller functions. The food quality seems to be better with smaller groups. The ball rooms need a remodel I think but all in all it is fine. I think MWR should take advantage of the facility more often to do catered entertainment of some sorts. (comedy shows, plays etc.) I know they have done that in the past. I have been deployed more often recently, so maybe they are and I don't know. Just a suggestion. All and all the ball room does a good job.	Thank you for the feedback. We are in the process of remodeling Bangor Plaza with new paint, carpet and drapes. A proposal has gone forward for more extensive remodeling that will be determined based on available funding. With regard to entertainment, we have in the past done comedy shows and the like. Funding has been pulled for these events. Without funding, it is not possible for MWR to provide them.
Service/Quality are excellent - staff is professional and always does a great job. Price...pretty expensive for events. The buffets on weekends are excellent though.	Thank you for your feedback. The team strives to provide the best quality service, facilities and product at the best possible price. A competitive survey conducted in May 2009 shows that other competitive facilities charge 26% or more for the same product and service.
Need better signage as to where the catering office is located. Brochure and business rules needs be flexible and take into account the budget of the patron vice per person cost (e.g. "I have a party of 60 and can spend \$250, what can you provide?"	Thank you for your feedback on the signage. We have added this to our upgrade wishes. With regards to your event budget, we will absolutely work within a reasonable budget. A party for 60 people at \$250 is \$4.17 per person. Difficult to get even a McDonald's Meal Deal for that these days, unfortunately.
The food at the Christmas party 2008 was awful. Chipotle brownie? What was that? The fajitas were not tender. I have used them to cater luncheons at the CMO club for ASMC and that has been great! The salad or the sandwich is always good.	All menus are determined by the customer. The chipotle brownies were a specific request of the event organizer.
Hard to schedule. Would like a menu that make sense instead of "Chef Choice"- not knowing what would be selected.	Our "Chef Choice" buffet is one of our best priced menu because it gives the chef the option of purchasing the vendors best price and quality for your event. This changes everyday which makes advance notice of the choice last minute. Customers for this buffet are provided with a choice of 3 salads, 2 entrees, 1 starch, 1 vegetable, dinner rolls, coffee and tea. Customers can request for the chef to have beef, chicken, Pork or pasta.
The few times I have been at events the food has been mediocre at best. The food is overpriced for what is served, i.e. Mexican buffet that costs \$11 and then there is not even enough food for the whole group. Poor quality.	A pricing comparative is conducted semi-annually to ensure we are competitive. One was done in May at NBK and we are consistently lower when you look at the final bill. You will typically spend 26% or more outside the gate based on an evaluation of our competitive set. If you experience something different, please call (360) 535-5902. We are confident that you will not find a better deal anywhere.

<p>Catering has always been overpriced for what they offer. I think this aspect of food service could go away and we would all be better off. Service has always been minimal at best. I can't tell you how many times I have had to do things myself because the staff were not attentive.</p>	<p>Thank you for your feedback. Pricing is significantly below that our competitors. A recent review revealed that off base pricing is 25% or higher than West Sound Catering. The quantity and variety of food at your events is entirely up to you. The catering team will provide you options based on your budget and desires. Menus are available online at www.navylifepnw.com for your reference. If you don't see what you want there, we will develop a custom menu for you.</p>
<p>There have been issues with proprietary use of catering services when using facilities for change of commands and retirements. For instance Keyport only allow the use of their catering service for events, same thing for the CMO. I'm sure the food is worth the price, 25\$ a plate for finger food, but the fact is that there are no alternatives and they do not allow you to bring your own food from an external source for these events.</p>	<p>Thank you for your feedback. You are correct that West Sound Catering provides food and beverage service for Bangor Plaza. Pricing is significantly below that our competitors. A recent review revealed that off base pricing is 25% or higher than West Sound Catering. The quantity and variety of food at your events is entirely up to you. The catering team will provide you options based on your budget and desires. Menus are available online at www.navylifepnw.com for your reference. If you don't see what you want there, we will develop a custom menu for you.</p>
<p>Alcohol is also one of these factors at the bowling alley and CMO. If you have a ships part there, you must acquire the kegs from them, you cannot bring your own from an external source. You don't have to do anything like that for Camp Wesley Harris or any of the other recreational services offered by the military.</p>	<p>Thank you for the feedback. The difference is Camp Wesley Harris is a recreational facility and Bangor Plaza (CMO) is not. The instruction for each is quite different. Specifically, CNIC mandates that alcohol provided at any event in a facility such as Bangor Plaza be done so by a CARE trained employee of the facility.</p>
<p>Three words, West Sound who?</p>	<p>West Sound Catering is the NBK's catering operation. All proceeds from events are reinvested in Sailor programs and initiatives, with the added benefit of pricing being significantly less that competitive venues.</p>
<p>Good service.</p>	<p>Thank you for your comment.</p>
<p>I am not familiar with West Sound Catering.</p>	<p>West Sound Catering is the NBK's catering operation. All proceeds from events are reinvested in Sailor programs and initiatives, with the added benefit of pricing being significantly less that competitive venues.</p>

Bangor Cinema Plus Concessions Comments

Survey Comment	Facility Response
great service and reasonable prices compared to off base prices	Thank you. We strive to provide you the best possible service and value around.
I've been here several times, and the popcorn has never up to standards. I wish I could bring my own.	Thank you for your feedback. We will look into the popping process to ensure you have the best quality popcorn available. Please call (360) 535-5902 with additional thoughts and suggestions as to how we can best meet your needs. We look forward to hearing from you.
Nothing for the health conscious.	Thank you for the comment. Please call (360) 535-5902 with additional thoughts and suggestions as to how we can best meet your needs. We look forward to hearing from you.
The Base Theater is a wonderful place for family to go and enjoy.	Thank you. We strive to provide you the best possible service and value around.
The only complaint I have here is sometimes I wonder about the cleanliness.	Thank you for your feedback. The theater is cleaned thoroughly and regularly inspected by BUMED. We will share with the team to ensure that we are doing everything possible.
Sound system needs upgrading.	Thank you for your feedback. We recently replaced the LCD projector for 8mm movies and command presentations. A marquee was added and a new screen is on the way. We will note the sound system for future consideration based on available funding.
Everything needs a facelift, a little rundown, and real dirty in the back room where the bulk items are stowed.	Thank you for your feedback. We recently replaced the LCD projector for 8mm movies and command presentations. We will not forget the "facelift" need for future funding consideration.
The movies are awesome. Great customer service!	Thank you. We strive to provide you the best possible service and value around.
I like the movies and food.	Thank you for your comment.
Compared to the outside they are far more reasonable. When they open the doors there is long waiting lines. Gets pretty messy where the fountain drinks are.	Thank you. We strive to provide you the best possible service and value around. We have noted your comment on the fountain drink area to ensure it is getting special attention.
Can't beat the price for two movies. Staff is cool too!	Thank you for your comment.
They provided a free showing of Observed and Report which was very welcomed. However part of the condition of entry was we had to turn in our mobile phones. I thought this was a little excessive and does not take into account those who have to retain their phone due to being on call, or need to be contactable (i.e. family emergency, sick children, etc).	Thank you for the feedback. Because this is a free sneak preview, program rules from CNIC require that no possible recording device be allowed in to minimize pirating concerns by the movie companies. If we do not do this, we lose the free sneak preview privilege.
Need to update the seating. They aren't very comfortable. Would like to see ones similar to ones out in town that are comfortable and moveable arms.	Thank you for your feedback. We recently replaced the LCD projector for 8mm movies and command presentations. A marquee was added and a new screen is on the way. We will note the seating for future consideration.

Lower Base Galley Comments

Survey Comment	Facility Response
The menu and packaged salads are not healthy	We are looking to healthier options
MLA needs to be more like the Leatherneck Lounge. SWFPAC guys run the Leatherneck Lounge why can't they run the MLA and the WSSF Galleys? 4th meal rocks!!!	The leather neck lounge? Not sure what that is, thank you for your comment
4th meal is outstanding. Bring it on!	Thank you for your comment

TTF Cafeteria Comments

Survey Comment	Facility Response
WAY OVERPRICED! Food is O.K., variety is fine. WAY OVERPRICED. The staff at TTF calls it the rip off cafe. Please lower prices	Pricing is reviewed regularly and adjustments are only made when cost of supplies, materials or labor increase
The TTF Cafeteria is outstanding, however some of the prices are a little high. Though the convenience is excellent and the service from the ladies there is excellent. No matter what time of the day it is, the sailors are always greeted with a smile.	We appreciate the comments on the staff, pricing is adjusted to cover increase costs, we continue to monitor

Deerhaven Cafeteria Comments

Survey Comment	Facility Response
The practice of combining soup should be stopped. I thought I was getting baked potato soup one day and it had left over clam chowder in it. I don't buy soup any more. They should dispose of the soup that is not eaten that day.	Thank you for bring this to our attention this has been taken care of thanks again for your feedback
Needs more salads available.	Thank you for bring this to our attention.
Josey and Mila are an excellent working combination. They are extremely happy, helpful and they make my day!	Thank you for the feedback
you need people that can cook. have home cooked meals, pie's, cakes and cookies business would pickup.	Please pass on any quality issues immediately so we can address
The food has always been great. The ladies are a joy. Always a smile and the service is fast.	Thanks for the comments
Can't get an afternoon snack after 1:30; the only healthy choices are snacks, nothing hot during breakfast or lunch.	Deerhaven serves breakfast and lunch weekdays.

Delta Pier Cafeteria Comments

Survey Comment	Facility Response
No responses	Delta is available to only those with access to Delta Pier, it has undergone a recent renovation of the operation and sounds like the customers are so far pleased with the changes

Torpedo Alley Comments

Survey Comment	Facility Response
The employees have a great attitude, and you can tell that they put a lot of effort into producing quality food.	Thank you so much for the complement. All of us at Torpedo Alley Galley deeply appreciate support and business from the base personnel.
Not making a bulk of the specials is a mistake w/only a 1/2 hour lunch. A real salad bar would be a great improvement	One of our key limitations is that we have very limited kitchen space and equipment, so preparing large volume of daily specials in a short time has been rather difficult. We wish we have larger kitchen with more grill equipment. But we will certainly keep in mind of the point you have raised and will look for ways to make more food for short lunch hours. Having a salad bar in the galley has been one of the plans we discussed with the Food Service Board from the beginning. Due to the small size of the facility, it is not easy to install a salad bar in its present configuration. More importantly, this facility is operated without any direct funding from the government and thus capital improvement to the facility needs to be funded from the Food Service Board's own fund. I believe this can be considered later if the facility is planned to be upgraded in the future
- Terrible decor	Being a cafeteria facility without getting appropriations from the government, it has been rather difficult to upgrade the décor of the facility. When we moved in three years ago, we rearranged the store layout, brought in some new equipment, and repainted the whole space. However, we recognize we have not done much on our own since then. We will ask the Food Service Board if there could be any money available for updating the décor. If not, we will try to come up with our own funding for improving the décor. Although we will have only limited budget of our own, we will utilize it effectively to make it look better with limited budget. We are pleased to announce our plan to improve the décor and to make it more appealing place to dine, within next 30 days. Certainly we appreciate any suggestions on décor ideas from our customers.
- Bad food	We try to serve good quality food at all times. However, being a cafeteria that caters to many diverse segments of patrons, it is not easy to provide culinary taste that will appeal to everyone. I am sure we do have mishaps sometimes and we sincerely apologize if we have disappointed some of our patrons. However, we can assure you that all of our foods are prepared from top-level food stock and ingredients, we pay great attention to food safety and sanitation, and we will strive to better serve our patrons all the time. If anyone has a complaint or find a deficiency on our part, please point it out to our staff at any time. We will do our best to make improvements. Thank you.
- Nothing healthy	At this time, we serve salads, vegetarian sandwiches and turkey sandwiches, among others. However, we also recognize a need for more healthy choices. Given the low prices of our food, it is difficult to offer more costly organic food or specialty food that sells in less quantity. We will do more research and try to find more selections and better alternatives. In near future, we plan to offer whole grain breads and healthy daily specials, so you will see some improvement in this area. And, of course, any menu suggestions from our customers are always welcome.