

Food Service Frequently Asked Questions

Galleys

Why are military retirees and DoD civilians no longer eligible to eat in the galleys?

In 2004, CNIC sent out a policy directing all ashore galleys to stop allowing retirees and civilians to eat in the galleys due to funding appropriations. In addition, Naval Supply Systems Command (NAVSUP) defined ashore galleys as a food service operation on a Navy Installation that is funded through appropriated dollars. They are designed, staffed, and operated specifically to provide meals to active duty personnel. Authorization to feed civilians (i.e. federal employees, retirees, dependents, guests, etc.) is unwarranted and contrary to the congressional intent for funding the feeding of sailors. However, Installation Commanding Officers may authorize, at his/her discretion, to open the galley to retirees and other civilians for special event days, such as Thanksgiving, Christmas, Africa-American, Asian Pacific Heritage Day, etc.

Why are military retirees and DoD civilians eligible to eat in galleys at other installations?

Bases in isolated locations, with little or no on-base food options or located 10 miles or 15 minutes from off-base food establishments are sometimes issued waivers.

Can the galley meal hours be extended?

Galley operating hours are designed to benefit the majority of customers. Extending the hours for relatively few people would increase contract costs which are not budgeted for. It is recommended that departments provide chow relief to watch-standers to ensure that they are able to utilize the galley during operating hours. For personnel who have shift hours and are unable to utilize the galley meal hours, it is recommended that they request Basic Allowance for Subsistence (BAS) through their chain of command.

In another note, opening the NASWI galley on normal breakfast hours during reserve weekends was also not found viable by the NASWI galley management. The FSO emphasized that there were only few patrons interested and not enough to warrant opening the galley at those hours.

How are galley meal prices determined?

The meal prices for the galleys are determined annually by Naval Supply Systems Command (NAVSUP).

Morale, Welfare & Recreation (MWR) Dining

How are the hours of operation determined for MWR dining facilities?

Hours of operation are determined by business volumes. MWR dining operations are self-sustaining, meaning they do not receive any appropriated funds. Therefore, facilities tailor their hours of operation to the days and times that customers utilize the facility in sufficient numbers to generate a modest profit.

How are meal prices determined for MWR dining facilities?

Pricing is reviewed at minimum of once per year. Prices are determined based on a competitive set review and what it costs to produce the menu item. This is done to ensure that we offer the very best product and service at the very best price in the area for comparable venues.

How is staffing determined for MWR dining facilities?

The facility manager looks at expected volumes of business for each day and staffs accordingly, plus a bit more for good measure. Long wait times should not be the norm at any facility, although there can certainly be "rushes" that hit the

facility unexpectedly. Rarely should this cause significant delays, but admittedly it does happen. If you are experiencing regular delays, please let the facility manager know to make sure we are adjusting appropriately.

How do MWR dining facilities decide what to put on the menus? How often do the menus change?

Menu items are reviewed at least once per year. Our point-of-sale system captures which items are sold at which locations. This helps us to determine which items on the menu are most popular. We also include special interest items and calculate how well they are received. There is a lot of talk about "healthy options". Ironically, burgers, fries and pizza still are the best-sellers across the board.