

Hangar 6 Snack Bar	
Comment	Manager Response
Open weekends for duty section is great!	Thank you for your comments
Never eat there	
have not been there	
Would be used more if there was an ATM machine in the building or if it was set up to use credit cards.	Base is currently working on new banking contract, ATM availability will be addressed. POS registers would allow for credit cards.
Never been there. I work in hangar 7	
I have never purchased snacks there	
Have no clew what or where this is.	
I don't eat there or participate in the establishment	
Never eat here.	
The Hangar 6 Snack Bar would do a LOT more business if they were equipped to accept credit/debit cards. A lot of people (myself included) don't carry cash with them, so they are unable to utilize the Snack Bar as frequently as they would like. Strongly recommend addressing this.	Base is currently working on new banking contract, ATM availability will be addressed. Our current registers can not accept Credit/Debit cards at this time.
Never been there.	
Have not ate there.	
We need a Popeye's Chicken	Please contact your food representative for passing on the request
Only been once, pulled pork special was good	
Having the plasticware and cups behind the counter is somewhat insulting.	Condiments including silverware will be out front beginning Monday, Sept 27. Cups are given out at time of purchase.
Would be used more if there was an ATM in the building or if they were set up to accept credit cards.	Base is currently working on new banking contract, ATM availability will be addressed.POS registers would allow for credit cards.
Never order from there.	
Super Convenience for those who work in Hangar 6. Coffee is a much needed item and they don't have to drive all the way to the NEX.	Thank you.
Not a real choice for lunch	Please pass on what you'd like to see for lunch options.
NEX just expanded to Saturday hours - they need to give enough time to see if it's profitable before they decide to cancel this service since lots of people work there on the weekends.	New Food Service Manager will be working with commands to assess hours of operation.
Never use	
THEIR PRICES ARE TOO HIGH, THERE IS NOT A BIG VARIETY. THEY OPEN LATE SOMETIMES.	New Food Service Manager is reviewing menu. You will start seeing changes by the end of September. New menu will be fully implemented by the end of the year.
I do not use this facility.	
Do not use.	
I spent eight years stationed in Hangar 6. The snack bar is a wonderful addition that serves good food, custom made sandwiches and a variety of other items quickly and with a smile. I would love to see some sort of profit sharing plan with the squadrons in Hangar 6 similar to the vending machines.	Thank you for your comment
Haven't been there.	
This place though convinient in location it is highly overpriced, variety has not changed in the two years I've been here. Quality of the food is awful and so are the ingredients.	New Food Service Manager is reviewing menu. You will start seeing changes by the end of September. New menu will be fully implemented by the end of the year.

I do not have the opportunity to utilize the Hangar 6 snack bar	
Workers are very rude, and hard to ubderstand. Prices are horrible.	New Food Service Manager is reviewing menu. You will start seeing changes by the end of September. New menu will be fully implemented by the end of the year.
Rude service, not so clean. No VISA/atm.	The Navy Exchange strives to provide outstanding customer service. If service does not meet your standard, we want to know it. Please contact the Food Service Manager at 257-0521.
Don't use.	
I never had the opportunity to experience this snack bar, and that is why I have not responded to this section.	
Never been there	
Snack Bar Says NEX yet Prices are cheaper at the real NEX on base	Pricing should be consistant at every location. If you find a price difference, please contact the Food Service Manager at 257-0521.
A little pricey.	As costs increase we try to remain competitive.
The hours for nights are not long enough.	New Food Service Manager will be working with commands to assess hours of operation.
don't use - never had access	
Used to be a good deal, Prices increased. \$1.25 for a small coffee. WHY? I walk to VP-69/w6 to get my coffee. Why is there so many Energy Drinks, there are flyers - ever read the OPNAV 3710 - Not good for flyers. More water.	As costs increase we try to remain competitive and offer what our customers are requesting.
The price for food is expensive. One of the servers working there is very rude and pushy. If someone is working behing the counter, they need to be customer service friendly and ready to help. Also, condiments and napkins should not be extra in price. It needs to be free.	The Navy Exchange strives to provide outstanding customer service. If service does not meet your standard, we want to know it. Please contact the Food Service Manager at 257-0521. There should be no charge for condiments, again, if you are charged, please contact the food service manager.
Need a Snack Bar in Hanger 5, so what that we are close to Mac and NEX. when it's raining and nasty out, who wants to walk all the way over there.	We are working with the base for possiblity of providing snack bar in the area of hanger 5.
Service depends on who is working. One of the servers has a really poor attitude. Prices are way to high. They took away some of the cheaper options such as ordering just chicken and rice... Compare the hanger snack bars to the one in Jax, the one in Jax is practically a convenience store in comparison, get rid of the tables and put in some shelves for more options... Also, were we really losing that much money that we need to put the utensils behind the counter?	New Food Service Manager is reviewing menu. You will start seeing changes by the end of September. New menu will be fully implemented by the end of the year.
Did not have an oppurnity to use it.	
As far as a "snack bar" is concerned it is OK.	Thank you for you comments
Needs the option to pay with a credit card badly!	Our current system can not accept Credit/Debit cards at this time.
have never eaten there	
I think there should be an ATM at the Hangar 6 location or at least let the snack bar take credit cards.	Our current system can not accept Credit/Debit cards at this time. ATMs in the facility woul not fall under nex purview
Don't use this facility.	
Should be open by 0630	Hanger 6 opens at 6:30, if not open, please call FSM at 257-0521.
Do not use.	

weekend check has no support. It was opened up for 1 or 2 weekends but deemed not profitable to warrant it being open. I'm not sure that sales over 2 weekends would reflect the total amount of sales weekend check would bring in due to the fact that most people were not use to having it open over the weekend.	New Food Service Manager will be working with Commands to cover hours as needed. We will check in to opening on drill weekends.
Never ate here.	
I do not work in hgr 6	
i not able to go on the flight line	
Need more diet drinks and prices are unsat	Will pass on your request for diet drinks, please let them know diet drinks you'd like to see in the operation
This area is commonly used by me and this area need assistance. Prices are high for the value received. Not a lot of choices for healthy foods. The morning crew do not act like they want to be there and their service shows. If I had the time I would go somewhere else. They do not like making coffee and running the other side as well. There attitude reflects that as well.	Your comments have been passed on to management to be resolved. Thanks for passing on the observations
I work in Hanger 6 and the snack bar can be a life saver at times.	Thanks for feedback
Haven't been there in a while, but it didn't use to be open on weekends which was a major downer when we had to work on the weekends. Not sure if that has changed.	Comments have been passed on
Outrageously overpriced. This place prices gouges junior sailors who don't have time to eat at the galley. There is no reason why this place should have such high prices. Where exactly do these massive profits go? Please address their price gouging, it makes no sense at all.	Working to implement a new menu that would include a "Value" menu.
Very little weekend open hours.	Comment on hours have been passed on
Insufficient hours on the weekends.	Will review

AIMD Snack Bar	
Comment	Manager Response
Never eat there.	
have not been there	
Never been there.	
The worst customer service I have ever had, None of their items have price tags, they always seem to charge a different price for items. There is no happy customer service there. Their prices always seem to be 25 cents more than they were the last time you bought something there. I dont shop there anymore.	New manager addressing service issues. Items will be priced on the item and be consistent at all snackbars.
Have no clew what or where this is.	
I don't eat there or participate in the establishment	
With 10% of this command on FEP for the last two PRT cycles, and many of our sailors utilizing the Snack Bar, there should be more healthy meals (even frozen entrees) than the snacks offered on a regular basis. There has been improvements, but everything is over priced.	Reviewing all menu items to bring in more healthy items and better pricing.
Never eat here.	
No healthy choices doors shut promptly at 1530 leaving night check with out a snack bar	New Food Service Manager will be working with commands to assess hours of operation.
Credit card machine needed.	Current system can not accept Credit/Debit cards at this time
Never been there.	
Have not ate there.	
No Debit/Credit card access available nor is there an ATM in the building.	Current system can not accept Credit/Debit cards at this time. ATMs in the facility woul not fall under nex purview
We need a Popeye's Chicken	
customer service is touchy, prices seem high, especially drink prices (\$1 for a PINT of milk??)	Please pass on service issues to our NEX Ops Mgr at 360-257-0613
Have never used this facility.	
Never ordered from here	
Not a real choice for lunch	
Have never used this facility	
Never use	
HAVE NEVER USED IT	
I do not use this facility.	
The space is long overdue for an upgrade. Personnel are generally unfriendly, and the prices are too high for NEX.	Service concerns have been passed onto management, we try to balance the cost of providing the service while trying to remain price competitive
Do not use.	
I've never purchased anything from the AIMD Snack Bar.	
Sometimes you'll find food that is outdated. The food is extremely over priced and there is no variety.	We will monitor this closer, please bring to management's attention and we can handle immediately.
Haven't been there.	
I do not have the opportunity to utilize the AIMD snack bar	
I have never been to the AIMD Snack Bar.	
I don't eat there very often being on night check and the fact they close at 1530 which is probably a good thing since that way I'll save my money. There coffee is decent an I like the fact they sell v8.	We appreciate the feedback
NO NX Hrs.	
prices are a little high and hours are not accomidating night shift	We try to balance the cost of operating the location while remaining competitive
Menu could stand to be updated.	We'll take under consideration
Don't use.	

The AIMD Snack Bar has a limited menu with no grill. Does not take credit or debit cards. Service sometimes is hampered by the employees not engaging with customers and having a foreign language discussion.	We will monitor the customer service provided, all customers should be addressed as they approach for service
NEVER EATEN THERE	
Staff is rude. Closes early every day. Not open at all for night check. For a bit it was open a few days a week, supposedly T,R from 19-21. On those days staff would be gone by 20.	Please pass on service issues to our NEX Ops Mgr at 360-257-0613, the customer service issues has been passed on to management for action
Never been there	
Would like to see a grill installed. Some of the employees working here are far from being customer friendly. Food is priced to high!	Service concerns have been passed onto management, we try to balance the cost of providing the service while trying to remain price competitive
I work nights and they close at 3:00pm. There's a lot of sailors that would like the snack bar opened longer.	Comments passed on for review
HOURS ARE HORRIBLE, THEY CLOSE BEFORE NIGHT CHECK EVEN GETS TO WORK. PRICES ARE HIGH ON THE FOOD THEY PREPARE COSTS TOO MUCH FOR THE QUALITY. THE SNACK BARS IN THE COMMAND NEED TO BE TURNED OVER TO MWR LIKE THEY ARE AT ANY OTHER BASE.	At most Commands the food operations area run by both NEX and MWR, we do work with each other not to duplicate each others efforts. Our pricing is a balance of the cost to operated the location and trying to remain as competitively priced as possible.
Most of all, I miss the Taco Salad with the Shell. Great team of ladies to help us (at least the ones we had). Since they went on alternating them between another location and AIMD I don't get to know the new one's that well. I preferred it better with our same crew - they new what you liked & you didn't have to waste time explaining to new people. I eat via the Snack Bar a lot and it gives me a nice break from work to chat with the ladies I've seen year after year.	Please let us know if the customer service level is not acceptable, our expectation is that you should get good customer service from whoever is staffing that location.
I don't use it.	
Need a Snack Bar in Hanger 5, so what that we are close to Mac and NEX. when it's raining and nasty out, who wants to walk all the way over there.	We're working with Command for possible options.
Great service and friendly food attendant. I wish that all NEX snack bars are like this.	Thanks for the positive feedback
Have seen food quality slip and prices rise gradually over a 6 year period. Should be larger cups available for fountain sodas at a cheaper price. I can get a large dt coke at Mcdonalds for \$1 but I have to pay \$1.25 to get a much smaller one here. The prices have gone up so much that I don't eat here anymore even though it is in my building. Service is fantastic but the prices are abhorrent...\$1 for a tiny carton of milk? Are you SERIOUS?	Thank you for your observations, we try to balance the cost of operating this location and remaining as price competitive as possible
Don't use this facility.	
Do not use.	
never been	
Never ate there.	
Nope. dont work there either	
not able to enter aimd	
It should be open the latest possible in order to serve night check.	
small, cramped, poor service, poor variety, inconvenient, rude, unhealthy, dirty, poorly stocked, messy, no atm or card use option.	We apologize, and have passed on your observations for management action
I've never used the Snack bar at AIMD.	
Never used this service.	

Fleet Store Rice King - Ault Field

Comment	Manager Response
Good place to eat, fast and reliable service.	Appreciate the positive comments
as a fast food eatery the choices are limited and the atmosphere is as good as it can be. the empolyes are nice and always remember customers	Thank you
Variety? What variety? They have the same menu every day. Quality/quantity is OK, but for the price you'd expect more.	Please pass onto management what options you'd like to see on the menu.
Love this place. I would eat there every day if I could! Customer service is awesome. They greet you with a smile.	Thank you for the positive comments
I group this one in with Kegler's. All of the vegetables have been fried in some sort of greasy oil slop. All the meat has been breaded and fried and is covered in some sort of sauce. The only thing that I have enjoyed from there is the sushi. Which looks like they get it from the commissary.	Please visit some of our other food locations for other food options
Convenient fast Asian food.	Thank you
There are employees with wonderful attitudes, the food is good at a good price and with the addition of sushi choices, it is one I personally would choose over any food facility on base.	We appreciate you comments
Love the food here.	Appreciate the positive comments
Need more meatless options.	Will pass on for consideration
I would much prefer to go out in town to get asian food. Poor quality and very greasy.	Please pass on your specifc observations regarding your experience at this location.
Never my first choice	
Good service. Usually crowded.	
Best service and speed on base.	Thanks for the postiive comments
We need a Popeye's Chicken	Please pass onto your Food representative for discussion at region meeting
Good place to eat	Thank you for the comments
It is very tight in there almost like eating a meal in flight.	Will pass on and see what can be done for seating
A lot of fried/deep food. High oil content	Please visit some of our other food locations for other food options
Terrible food, period. Might be good food for those that are not familiar with Asian culture and the real taste of Chinese food. One time I took 1 bit and stop eating. Lost confident in all Chinese fast food since, until I gave it a shot at Burlington Mall. Why not have Panda Express or other franchise?	We hope you're visiting some of our food locations for other food options
Good place to eat if you are tired of everything else on NAS Whidbey Island, but the prices are terrible.	Pricing is based on cost to operate location and staying as competitive as possible at the same time
Basically only option (along with Subway and McDonalds) within walking distance of 50% of employees on base. These three places become terribly overcrowded at lunch time.	We've passed onto management to review staffing levels during the busiest time
Used the restroom once while a Rice King employee was in the room, the did not wash their hands after using the restroom so I refuse to eat there anymore!!	This has been passed onto to management for action
If you don't get in there at just the right time the food is cold and not fresh. Sometimes rude service.	Rude service will not be tolerated at any of our locations, please pass on immediatly service issues you have so we can resolve with the management.
no chinese food is healthy! not the good stuff anyway.	Please visit some of our other food locations for other food options
Wish they were open longer in the evening so that you can pick something up for dinner. but otherwise good...	Comments have been passed on
The food is ALWAYS OLD and it looks old and crusty when you get there more than 60% of the time.	We've passed on your observations on the food quality for action

From when they started out their portions have continued to decrease. It is alright.	Your concerns have been passed onto the management
Best food for the price on base. I eat here frequently - pleasant personnel, fresh, and delicious food.	Thanks for the great comments
Ault Field's Rice King has better quality food than the Sea Plane Base's Rice King.	
food is usually overcooked or on the heat bar too long. available tap water in facility lowers the steamed rice quality. service is always fast and efficient.	Your comments on food quality has been passed on for improvement
Do not use.	
My favorite eatery on base. My family loves the food too. I eat here at least once per week, sometimes more frequently.	Thanks for the positive comments
Very friendly staff, great teriyaki!!!	Thank you
The rice king here isn't as good as the one at North island for whatever reasons. The fried rice and noodles taste so bad I always get white rice or sometimes pancit. The pepper chicken is good. Portions vary widely from server to server. Need Sriracha brand hot sauce instead of chili oil. The teriyaki chicken is just ok. The veggie choice is good, but could be fresher. Most things could be fresher for that matter. FIX THE FRIED RICE AND NOODLES. This should be a tasty entree by itself, not a bland afterthought.	This will be passed onto the management
Same food without any changes. Should not be to hard to change the menu at a Chinese store.	
Don't like there food at all	Please visit some of our other food locations for other food options
Nothing healthy to eat at rice king except maybe their overpriced sushi, but I hate sushi anyway. The people are nice but the rice is not always cooked through.	Please visit some of our other food locations for other food options
Why are they able to charge taxes on their food if they are on a military base? If you go to any other military base any restaraunts on their bases can not charge tax but yet and still NASWI allows them too and that is completely wrong.	Contractors like are not exempted from taxes and are legally required to collect, some vendors will include in their pricing and others will show it as a separate item for payment.
Need to add Curry.	
My favorite restaurant on base!	Thanks for our positive comments
Great addition.	
This is one of my favorites.	Thanks for the feedback
Get rid of rice king. Has made several people sick numerous times.	Please visit some of our other food locations for other food options
It would be nice if they opened sooner.	Will pass on for consideration
Need to replace with something better	Visit our other food locations for other eating options
There's got to be a cleaner and better food service than these guys! Get someone else in there...PLEASE!!!	Your comments on the cleanliness and service has been passed to management for action
Love their Orange Chicken! I can't walk their as I'm handicapped but when driving I usually get a parking space - which is convenient. Pretty good food as a whole but feel as we are a captive clientel a break in price might be nice. I'm sure they do very well by the service men/women/civilians a \$1 less wouldn't hurt. Do like eating their food - like Chinese.	Thanks for the comments
Not very appetizing when you chip your tooth on a vegetable.	Please contact our NEX Ops Mgr at 360-257-0613 is you have any issues with any of our food operations
Good in a pinch and service is good. For the price, you do get a lot of food. Sometimes a bit greasy. Over all satisfactory. it's a good alternat choice.	Thank you for your observations
Good prices and quality. Very friendly staff.	We appreciate the positive comments

Good place to have something for a change. Excellent selection for protein/meat items.	Thanks for the feedback
Never eaten there as the food is too unhealthy and not appealing.	We hope you're visiting some of our food locations for other food options
I will not eat here usually because Rice King has the same crappy choices everyday and they skimp on the good ingredients. It is far better to go out in town to Jumbo Buffet and get take out because it is fresher and there is a larger variety and it is cheaper.	Thank you for your feedback, we understand our customers have choices and appreciate it when it can be one of ours.
amazing	
Prices are a little high	We try and balance the cost to operate this facility and remain competitive at the same time
I LIKE the Rice King! Great value! A lot of food for the money, and it's good and hot. Healthy choices are available.	Thanks for the positive comments
The BOMB all the way around.	We hope you mean "Bomb" as in good, if not call 360-257-0613 and pass on any issues you may have. Thanks for the comments
Health Violations. If you are going to eat there. You have to watch them and stop them from itching thier head and continuing to serve you. (Example, but it has happened)	We appreciate your observations and have discussed with management to monitor closely and regularly. Regular inspections are conducted internal as well as by the Command to insure the location is meeting all health and sanitation requirements.
Not as fulfilling of a desire for chinese food as one would hope.	Thank you for your comments, we hope you visit some of our other food locations for additional options
OMG?!?! Rice noodles are the best.	Thank you for the feedback
sometimes it seems the food is sitting out for hours at a time. the staff are all pretty friendly.	Thanks for the comments on staff, your comments regarding food has been passed onto management.
once again the food is great only that its alittle greesy. other than that its a great place to eat.	Thanks for your observations
The quality of food is so low that I am impressed that the resturaunt passes health inspections.	Please let us you what specific issues you have had with the food quality so we can resolve immediately.
Every time I ate here, I would have a bout of diarrhea :(But the food does taste pretty good.	We hope you're visiting some of our food locations for other food options
The food is too much of a health risk for the work force, including Sailors. The food is rich in unhealthy fats, sodium and calories. Remove Rice King and bring in a healthier choice, i.e., The Pita Pit or something.	Please visit some of our other food locations for other food options
It should be open for longer hours.	
i love rice king!	Thank you
Very friendly staff	Thank you for the positive comments

Fleet Store Espresso Stand	
Comment	Manager Response
Never tried anything there.	
have not been there	
Never used it.	
I have never purchased snacks there	
I dont drink coffee.	
Never use this.	
Need some less sugary & lower sodium options.	We will pass on for consideration
Gets too crowded... need more baristas and machines.	Will pass on for staffing revieve
Do not drink coffee.	
Sell me my cigarettes, then take 15 minutes to make one coffee.	Your comments on service have been passed on to be addressed
It was nice when they had movies playing all day. Also: We need, We need a Popeye's Chicken	Please pass on our comments on Popeye's to your region food representative for discussion at their next meeting
Never Been	
Good choice of coffee. I can get everything here almost the same thing I can get from anywhere else. Good price.	Thanks for the positive feedback
Coffee usually has a burnt taste to it.	Please pass on to management immediately so we can correct.
Not a real option for lunch	
Never used the Espresso stand	
Have never used this facility	
Again, this is of the utmost convenience because I am hospital staff. However, there are almost no gluten free choices at all. My only option is the rice chex or, hard boiled eggs. And they tell me that even if I brough my own bread in they cannot keep it for me and make sandwiches on it for me. Why not? I am still willing ot pay full price? It disturbs me a bit to see that this snack bar is in a hospital yet has no healthy choices, especially healthy gluten free alternatives. I'm begging you to change this for us, there are more than just me afflicted by this troublesome disease in this facility.	This comment appears to be for the Hospital Grille. Due to sanitation reasons, we cannot take food from outside sources. However, we can provide you the items to put your own sandwich together.
local coffee roaster quality is excellent	Thanks for the positive feedback
I do not use this facility.	
Do not use.	
I've never used the Espresso Stand.	
Haven't been there.	
Good service, hours and reasonable choices. The attached mini mart a huge plus.	Appreciate the comments
Overpriced, though convinient.	Our prices balance the cost of running the location while trying to remain competitive
I don't shop here to much but some tims late at night there the only place still open sellng beer. Wish it was open later.	Comments have been passed on
Don't use.	
Best place on base	Thank you for your positive comments
HAVEN'T BEEN THERE	
I didnt think this was still available.	
Never been there	

For some reason the coffee shop will not serve you any coffee if you go in within the last 15 min before closing. They will tell you that you came in to late and they already cleaned the machines. If thats the case why not just close everything early?	This will be addressed. Coffee is available until we close. If you encounter this again, please let someone know. Food Service Supervisor: 257-0521
Need more bagel/cream cheese, croissants, fruit and yogurt, celery/carrots with cottage cheese, home-made sandwiches (much better than subway).	We have added sandwich and pastry assortment in the espresso.
it's coffee, how AWESOME is that. great service.	Thanks for comments
Doesn't exist anymore. Now it's a Sprint store, unless I'm missing it...	The Espresso is still available, it is inside the food court now.
Did not have an oppurnity to use it.	
Never used it.	
have never eaten there	
fast good price	Thanks for feedback
Very friendly staff!	Thanks you for the positive comments
Too much traffic for one person especially when conducting a lot of coffee business or Western Union transaction.	This has been passed on for review
A decent cup of coffee.	
Marianne is the best! Very friendly and knows how to deal with lots of customers at once! I wish you would go back to Starbucks syrup and coffee but what you have is still good just not as good as it was. It would be nice if you could open up one of these in Keglars	Agree, Marianne is wonderful, and makes GREAT coffee too!!
Coffee is ok...not the best espresso.	
Keep it! Don't get rid of them!	Thank you
It should be open for longer hours.	Comments have been passed on
Not sure if coffee is much of a healthy choice, but it does the job.	Thanks for feedback
I haven't had a coffee there so no comment.	
I wish we had a drive thru!!!	Limitations of the facility make it impossible for us to do right now
Never used this service.	

Subway - Ault Field	
Comment	Manager Response
Always busy, but worth the wait. (as long as they participate in the \$5 footlongs)	Thank you, there will be 5 sandwiches offered regularly for the \$5 dollar price.
No \$5 footlongs?	There will be 5 sandwiches offered regularly for the \$5 dollar price. This will emulate the Subways out the gate.
many of the employes seem to not want to be there. they are rude and could treat customers better.	This has been addressed with Subway management and is being resolved
Never used it.	
Terrible customer service. they often mess up your sandwich when making it because they are trying to work too fast. They get mad at you when you speak up about a problem.	We apolozie about the customer service and have brought to management attention, they have promised to resolve this issue immediately.
Dont eat at subway.	We hope you're visiting our other food locations
Best fast food on Whidbey.	Thanks for the comment.
Favorite place to eat in walking distance.	Thanks for feedback
There's to many customers for how small of a setup they have. They are rushed and overloaded with customers making it difficult to provide good service.	We apologize and are working with management to try and improve
Overall good. Don't enjoy the occasional poor attitude of the young people working there.	Agreed, management is working those attitude issues.
Always crowded.	We're working with staffing to see if this will help resolve
No Spicy mustard, i have to purchase my own from the exchange.	
We need a Popeye's Chicken	Please pass to your region food contact
No five dollar footlongs, what gives?	Subway offers 5 - \$5 footlongs.
they dont offer the \$5 value meals like other subways. the line can get really long and it would help if you could phone/email in an order.	6 of the Sandwiches will be offerred on a regular basis at the \$5 price
They should consider serving breakfast	Subway currently offers breakfast.
The healthiest choice for a meal. Service is quick of not always the friendliest.	We're working with management on those services issues
The employees there are very rude(some more than others) most of the time I go and eat there. That is the reason why I rarely go there anymore and also that they do not participate 5 dollar foot long. I would rather waste 50 cents of my gas to go to subway out in town and save the extra money. Overall a very unsatisfying place to eat.	We apologize for the service and are working with Corporate Subway to resolve, we offering 5 of the sandwiches at the \$5 footlong price regularly now
Basically only option (along with Rice Kingand McDonalds) within walking distance of 50% of employees on base. These three places become terribly overcrowded at lunch time.	We have asked our locations to review staffing during the lunch periods
Please schedule more employees on drill weekends, the line is literally backed up for over an hour.	We will provide Subway the drill weekend dates so they can staff appropriately.
Re-evaluate the crew.	
Great food selection and great service. Should be in a bigger building which would attract a lot more customers.	Thank you for your comments
Why do they not participate in the national \$5.00 foot long?	We are not participating in the 5 - \$5 footlong program.
subway is subway.	
Too many kids working there. They need adult supervision.	Being addressed for improvement

Personnel tends to not care how they prepare your food. They just through the ingredients on the bun and half the time, it ends up in the wrap. Need to take more care in how you prepare a persons food. Also, there are times when a person was on the phone with their gloves and proceed to preparing your sandwich without changing their gloves. When they are asked to change their gloves, they get an attitudes.	Thanks for passing on the observations, we are working with Subway to monitor and correct service levels and quality as well.
Good tasty food	Thanks for the positive comments
Servers are in need of some training on how to treat customers. They are not attentive and pay more attention to themselves vice who they are serving. They also take breaks during the busy lunch hour.	That training is underway
A good Subway with quick service, especially during the lunch rush.	Thanks for your feedback
The only healthy place with a huge line out the door, figures!	We have asked our manager to look at their staffing during the lunch periods
Far more expensive than the Subway stores in town and most of their sandwichies don't qualify for the \$5 footlong promotion like they do in town. Very dissapointing that they would take advantage of the fact that we don't have time to go into town during lunch.	We are now conducting regular surveys to insure they are running the same promotions. All Subways in town are run by the same company and should always be running the same specials.
Not enough seating area during lunch hours	Will pass onto contract and see if we can improve
Servers are knuckleheads and are barely coherent. The food court area is usually dirty with the trash cans always overflowing. The servers could benefit from some customer service training.	Customer service re-training is underway, this includes regular monitoring and serivce of the food court area.
The employees are rather lazy and unprofessional. The place needs a mature supervisor to keep those kids in check.	Thanks for the feedback, and we're working with Subway to correct the issues you commented on.
I've seen employees eating behind the counter with plastic gloves on and then prepare food without changing gloves. Employees are unpersonal and border line rude. The facial piercings are un-professional. I have stopped using this facility.	We're sorry to hear you've stopped coming to this food facility. We are working with Subway corporate to address and resolve quality and service issues immediately.
Employees have an attitude, for the quantities they sell a day, priceces should be cheaper. It is unvelibable that they did not even participate in the 5 dollar footlong campaing. This restaurant is a Cash Cow, and it should not be talking advantage of the Sailors.	5 - \$5 footlongs are now available.
Nothing to add. Good job.	Thank you
There good just need to be faster and have more than 2 people working at lunch break prices are fair for what you get the clubs should be more like Subway	We've reviewed staffing with management to resolve serivce.
Subway service is the worst on the base. Additionally, their refusal to participate in any of the national price promotions of the chain can only be because they know they have a captive customer base and exploit that fact.	We are participating in the 5 - \$5 foot long program.
Terrible coustomer service. Teens work there with no supervision. Very rude!	Service levels are being addressed with the management of Subway
I like subway. The food is a pricy but I usually stick to there 5 dollar foot longs. Would like it if they were open later hours.	
The workers have an attitude issue, seem like they don't even want to work, just be there type of attitude.	Service levels are being addressed with the management of Subway
The people that serve you act like you are inconveniced that you are there. The service makes me not want to go there. They routinely limit type and amount of toppings. Not a friendly environment.	Your comments are being addressed with management

<p>Why are they able to charge taxes on their food if they are on a military base? If you go to any other military base any restaraunts on their bases can not charge tax but yet and still NASWI allows them too and that is completely wrong.</p>	<p>Contractors like Subway are not exempted from taxes and are legally required to collect, some vendors will include in their pricing and others will show it as a separate item for payment.</p>
<p>The staffing could be a little cleaner and a little more polite. The hours could do with a slight extension on both the opening and closing. They don't serve breakfast early enough to be breakfast. They are in too big of a hurry to close.</p>	<p>Service is being addressed and will improve, effective 1 October Subway will open at 6am Monday through Friday</p>
<p>Rude</p>	<p>Won't tolerate, if you have another similar experience please call the NEX Ops Mgr at 360-257-0613</p>
<p>This Subway doesn't take part in the \$5 foot long deal, and the one out in town does. They also don't have a wide selection of vegetables as I've seen in other Subways. The food is good, but the service is terrible. The people that work there are very rude. I came up to order once, and the guy made a remark about how he hoped I wasn't going to order a bunch of sandwiches. When I asked why, he said because he was tired and didn't feel like making a bunch more. Which is funny, because he's getting PAID BY THE HOUR to do just that. To complain to a customer whose job is much longer hours and more intensive isn't a wise idea. The staff will also sit in the back when they think no one's around chatting it up, and they've got this attitude like, "Hang on a second, I have to finish my conversation before I can start on your order. I'll be there in a minute." I shouldn't have to wait on them to quit screwing off to take my order, they should be making sure to serve everyone immediately, regardless of if it's the lunch rush or every hour thereafter. I am not the only person who has experienced this.</p>	<p>We are working with Subway on improving their service levels additionally, Subway does offer the 5 - \$5 dollar foot long sandwich deal.</p>
<p>kids who work there are very rude.</p>	<p>Rude service will not be tolerated, we are working with Subway to improve,</p>
<p>Poor customer service. Should honor the \$5. footlong price.</p>	<p>We are working with Subway on improving their service levels additionally, Subway does offer the 5 - \$5 dollar foot long sandwich deal.</p>
<p>Worst Subway i have every been to. If i want a good healthy sandwich for cheaper i have to go to the subway out in town. This subway doesn't have any specials, you feel rushed, the quality of the sandwich sucks. This place needs to be shut down.</p>	<p>Subway does offer the 5 - \$5 dollar foot long sandwich deal.</p>
<p>Best healthy choices and selection of smaller portions.</p>	<p>Thank you for your comments</p>
<p>Staff is prone to disappearing for stretches of times. Vegatable toppins are wilted and old half the time - staff won't get new lettuce even if current use is brown and curling at edges. Staff basically ignores customers, carying on conversations and not listening to requests or the answers asked. Too many times I've recieved the wrong cheese or my sub will be toasted when not wanted to be or vice versa.</p>	<p>All these issues are being addressed with local Subway and their Corporate office</p>
<p>The people working there aren't very good at customer service and I stopped going there after the 3rd time. Also when I go to the espresso stand next to them I often see them goofing around with other employees while customers are standing in line waiting for service.</p>	<p>Please call the NEX Operations manager to report these issues and she will address immediately with the contract. provide all the information to the NEX Ops Mgr at 360-257-0613</p>
<p>Never been there</p>	

On quite a few occasions, the personnel who work there do not adhere to hygenic service. I observed numerous occasions where a young man was leaning his hairy arms on the paper that they wrap the sandwich in at the end...YUCK! although he had gloves on, that only covered to the wrist. And they are alot of times slow and just...uncaring that you want to get your sandwich and eat quickly because you do not have much time.	Please call the NEX Operations manager to report these issues and she will address immediately with the contract. provide all the information to the NEX Ops Mgr at 360-257-0613
Subway should make available the same as the other subways	Subway does now offer the 5 - \$5 dollar foot longs.
Last time I ate at Subway, their bread was moldy and did not bother throwing away other moldy bread when the re-made my sandwich. I was very disappointed. I have not purchased from them since.	Please call the NEX Operations manager to report these issues and she will address immediately with the contract. provide all the information to the NEX Ops Mgr at 360-257-0613
it would be nice if they had the same hours as the rice king. Price on there specialty sandwich have gone up.	
Subway does not have standard hours. They will open late and close early if they feel that buisness is slow. There is also specutation that they are putting things such as eye drops in peoples food.	Please call the NEX Operations manager to report deviation from their posted hours. If you have creditable information that this is happening please provide all the information to the NEX Ops Mgr at 360-257-0613
We need to remind the Subway attendants that they are part of Team Whidbey and that they should be professional and courteous at all times. (Have heard many complaints)	Agreed, management is working those attitude issues.
Does not participate in sales events that local stores participate in.	The operation offers the 5 - \$5 footlongs, and will rotate specials as they happen
Service is poor, workers have poor attitude, especially the manager! Hurry up and order is no way to treat a customer!	Service levels have been brought to Subway Corporate for attention
I don't know why the store don't offer the five dollar offer like out in town?	The operation offers the 5 - \$5 footlongs.
Service is unsatisfactory because the teenagers behind the counter cant seem to keep their hands off their cell phones. I have gone there three times in two weeks and the register attendant is always playing with a cell phone.	This has been addressed with the Subway management for correction
Price for salads is a bit too high - especially when you are not getting anywhere near the same amount of meat or lettuce that you would get in a sandwich. No bags to carry salad in. If you purchase more than one, it can be difficult to carry. Service is okay, alhtough it is quite apparent when the Manager is not around - and why is the Manager only available to talk to between 09-14 during weekdays?	Thanks for the feedback and they have been passed on for review.
That manager knows how to run that place, needs work on her customer relations, but what a hard worker and great standards.	Thanks for your observations and we're addressing the customer service issues.
Did not have an oppurnity to use it.	
Never used it.	
Subway's employees are rude. They don't even listen to you when you tell them what you want. One guy mutilated my sandwich because he was talking to his buddy about basketball instead of watching himself cut the sandwich. It's not just one employee either, and it's not just me...everyone I know thinks that Subway's employees are worthless and they only eat there when they are in a hurry and don't want crappy Rice King food.	Service level is unacceptable and we are working with contract to adress service and quality issues
ok	
The Subway on base should honor the 5\$ footlong deal that every other Subway in town does.	Subway is offerring the 5 - \$5 footlongs promotion

I have been stationed at NASWI since 2000 and the help there has always been horrible. It seems like all of the younger people working there have attitudes and poor customer service skills.	We are working with Subway on improving their service levels additionally, there is no excuse for rude or poor service and we have Corporate Subway's support in getting this corrected.
The employees are not friendly and do not put customer service as their priority. They just try to rush through your order and get you out of their way as fast as possible.	Service levels are being addressed with the management of Subway
Subway knows we as Sailors have limited choices on base. I feel they price gouge due to this. Many of the prices out in town are not reflected on base. I.e. \$5 footlongs. The employees are horrible and appear to be under the influence of a controlled substance the majority of the time.	Service is being addressed and will improve. This means not only addressing service levels but all issues regarding quality. Regarding offerings Subway does offer the 5 - \$5 foot longs on a regular basis.
Horrible employees, ranging from being disrespectful to customers, to appearing to be under the influence of a controlled substance. Also seem to charge a bit more than other Subway restaurants.	We don't tolerate rude service and we have Corporate Subway's support in addressing these issues
The people that work there are very lazy, I have seen a line with 7 people in it. They would have 5 people sitting around or hiding in the back and 2 people working the line. They make sloppy sandwiches, they are rude to customers, and they have opened late and closed early a couple times (refused to service someone because they were getting ready to leave). I have personally seen one of them roll there eyes at a customer acting very rude because they didn't order fast enough. The service here is horrible, they need to seriously take a look at that.	Service is being addressed and will improve. This means not only addressing service levels but all issues regarding quality. Regarding offerings Subway does offer the 5 - \$5 foot longs on a regular basis.
It would be nice if they would honor the \$5 footlong that is all over the commercials. The guys making the sandwiches are very sloppy while making it and i have seen them several times eating behind the counter with their barehands then go right back to making the customers sandwiches.	Service is being addressed and will improve. This means not only addressing service levels but all issues regarding quality. Regarding offerings Subway does offer the 5 - \$5 foot longs on a regular basis.
Let's start, Convenience: The lines are long due to the fact that the employees are always on break Quality: The level of attention to detail is so low that the food constantly is getting worse. Price: This is the most agitating fact of my list of complaints and that is that the Navy allows companies to constantly rip-off the Sailor buy price gouging and not offering all the services that the same resturant out in town does. Atmosphere: The employees seemed to be under the influence of an illegal drug enough said!!!!!! Hours: does not account for the late shift getting on watch.	Service is being addressed and will improve. This means not only addressing service levels but all issues regarding quality. Regarding offerings Subway does offer the 5 - \$5 foot longs on a regular basis.
Had a bad day once when I went in at lunch time and they were closed due to a Manager shift change. It looked like the cash register and food items were being inventoried during the busiest time of the day.	This has been passed onto management and will be addressed
Quick service during lunch time.	Thanks for your feedback
I have never received worse service. Also, on a few occasions I went for a sandwich and there was no bread. Also, some of the younger workers (female) are extremely rude, do not pay attention to what you are ordering. Very unprofessional. I have not eaten there since this experience.	We apolozie about the customer service received and have partnered with Subway corporate to resolve these problems.
Wish they had a Quizno's too or a Blimpie's instead...	Thank you for the feedback
should definently change up the \$5 footlong sub specials, or offer a couple more choices	The 5 - \$5 footlong is being offered regularly at the Subways
Bring back the breakfast menu!	Breakfast is being served at Subway

It should be open for longer hours.	
Subway is by far the healthiest choice, but the crew that works there could really use some improvement, especially the weekend crew.	Thanks for the feedback, and we're working with Subway to correct the issues you commented on.
The staff there at times can be a little short and it is odd sometimes to see one with piercings in places I am not use to. I did come in about 1300 and got told I had to wait 5-10 minutes while they counted the till. I left.	This has been addressed with Subway corporate and have their suport in resolving.
They do not serve breakfast until 0800, should be earlier.	Effective 1 October, Subway will open at 6an Mon-Fri
Excellent Subway resteraunt. They do get extremely backed up during busy periods though.	Thanks for feedback, we are working service levels with the contract
The service here is horrible! The workers are extremely rude and they take unannounced unscheduled "breaks" during which you can't order. This is a major problem if you only have 10 min to get food and be back to work. When asked to make a sandwich other than "normal" they refuse and get an attitude. I eat there only as a LAST resort!	We apologize for the service and are working with Corporate Subway to resolve. Please bring all service issues to the NEX Operations Mgr at 360-257-0613
The girl who works there (manager I think), is generally impatient and rude to customers. There's been times I've chosen to go elsewhere just because she was working. Also, they tend to make excuses for why their full menu is unavailable at certain times of the day.	This has been addressed with Subway corporate and have their suport in resolving.
The workers here don't care, frequently close early, have crappy lettuce and tomatos, and often do not offer the national promotions. This is a Navy base subway, why not offer the nationally advertised promos?	Service is being addressed and will improve. This means not only addressing service levels but all issues regarding quality. Regarding offerings Subway does offer the 5 - \$5 foot longs on a regular basis.

McDonalds - Ault Field	
Comment	Manager Response
Some of the rudest workers at this location. :(Orders haven't been right lately and they run out of food, which seems impossible to me for a McDonald's.	Service levels are being addressed with he contract
this McDonald's is very slow. one morning i ordered breakfast for myself and waiting 30 minutes. the sad fact is that i was in the drive through.	We apologize for the poor service and are addressing with the contract
Takes to long to get your food. Waiting between 10 minutes to upwards of 20 minutes.	Addressing wait times with contract
I've submitted at least 2 complaints to McDonald's regarding the service. They're the slowest and least customer service oriented McDonald's I've ever seen. I do not go there any longer.	Please pass your issues to the NEX Operations Mgr at - 360-257-0613
Although McDonalds is very bad for you when I do have to shop there everything is great. They are as good as a McDonalds can be!	Please visit another one of our food location for more options
I love ammonia treated burger. Look it up. You wont ever want to eat this stuff again.	We apologize for the poor quality and have addressed with the contract
Fast service, some healthy choices. Eat here occasionally.	Thanks for feedback
McD's is McD's. I would much rather have a Taco Bell or an Arby's. Would be healthier or more flavorfull. I wouldn't miss it if this place had to go.	Understand that this location does not meet your food choices, please visit some of our other food locations for additional options
Very busy during lunch. Would avoid eating there just for that fact. Gotta have my Big Mac sometimes though.	Staffing and service levels being addressed with management
The McDonald's on base consistently presents an unacceptably poor level of customer service and timeliness. On numerous occasions I have waited over 15 minutes in the drive-thru line for simple orders. Even when I'm one of only a few vehicles, I have never been through the drive-thru in under 5 minutes. I continue to occasionally eat there for the convenience of the drive-thru, but I hate to do it because I know how long it will take.	Please pass your issues to the NEX Operations Mgr at - 360-257-0613
One thing we all know for sure is that you never know what you're going to get in your bag at drive-thru - THEY SCREW UP THE ORDER 50% OF THE TIME OR MORE. It's also the slowest drive-through in Oak Harbor!	We have passed on to the contractor to improve the quality control through the drive through
Have not ate there.	
location near the exhchange and galley make it difficult to find parking during lunch hours.	
We need a Popeye's Chicken	Please pass onto your region food representative
I mean c'mon, it's McDonalds...	
Takes entirely to long to get food. Wait is usually 10 minutes upwards to 20 minutes at times.	We have passed on to the contractor to improve wait times
Charging extra for sauce is bad. Have the manager ever been to business school? There are restaurants lose customers because of that. They are willing to risk losing potential customers who might spend hundreds of dollars a month because they don't want to lose money on a 10 cents sauce? Mistakes were often, seems like it's not a big deal any more. Stuff's customer service are outstanding.	Comments have been forwarded to management
The fact that it is mcdonalds is the only reason why I marked 1 for healthy choices. Overall though I do enjoy eating here because it's fast, easy, and the employees there are nice.	Thanks for feedback

Basically only option (along with Subway and Rice King) within walking distance of 50% of employees on base. These three places become terribly overcrowded at lunch time.	We are addressing staffing during the lunch periods with the contract
i've never seen such a wait for an order of nuggets. they have more complaints than any fast food out in town!	Wait times have been addressed with management
Need more healthy choices, particularly for the military clientele which needs to have a more healthy selection to maintain physical fitness.	Thanks for the feedback, please visit some of our other food locations for additional food options
It's fast food !	
Service has gotten very slow over the past year. Have had 15-20 minute waits with only two cars in front, especially on reserve weekends. Maybe give them a heads up when the drill weekends are, especially since they are the only food option on weekends in the morning at the moment.	Thanks for feedback and suggestion we are pssing on dates for reserve weekends soe they can be better prepared
not a mcdonald's fan for competing with healthy choices at the galley	We hope you're visiting some of our other food locations
Average.	
this mcdonald's has a few very nice people working there.	Thanks for feedback
Standard McDonald's. I really don't eat at McDonald's, but many people report that they are happy with the food, convenience and service.	We hope you're visiting some of our other food locations
BIG MAC SNACK WRAP IS THE GREATEST INVENTION EVER.	Thank you
Quality is very inconsistent at this store and training seems to be lax. Why can't they tell the difference between a "large #10 with Cole" and a "#10 with a large Coke"??? And, when you break it down for them, why do half of them then say, "Oh, you can't do that. If you want a large Coke, you have to have a large meal." Maybe not everyone wants all the extra calories (or extra expense) of a large fry vs a medium fry. It all adds up when you buy lunch 3-5 times a week. Plus, I know for a fact they will reset the timers instead of throwing the food out and making fresh - that's why the fries are sometimes good, and other times nasty, and why sometimes the burgers are drier than formed sawdust. (I've seen them do it, and a family member confirmed it when she worked there briefly, stating it is "common practice" in that store.)	Your comments have been passed on for management's action
Drive through in the evening is slower than molasses	Contract has been told to address this issue
Drive through service is a joke with your correct order being received less than 50% of the time. No really, its funny. I have returned more food here than I have eaten. In general, food quality is good for a McD's. The interior is usually clean enough. ketchup container usually empty.	Thanks for observations, we have passed on for action and will monitor
Since they are on base, they seem like their customer service is down.	Thanks for feedback, we're working with contract to address service issues
Now they got it together fast - good variety of food choices not to expensive and the food is still hot when you do the drive thru	Thanks for your feedback
Service at NAS McDonalds is by far the worse i've ever seen. It takes on average 7-10 mins from time of ordering your food to receiving your food in the drive thru. They appear to be short handed time and time again. It is actually faster and easier just to go off base mcdonalds then to go on base mcdonalds. A different food service would be also good!	Your comments on service level has been passed on as well as issues regarding staffing

This Mc Donalds is one of the worst Mc Donalds I've ever been to as far as trying to get my food ordered and in my hands in a reasonable time. On average I wait 10 - 15 minutes whether its busy or not. I don't particularly like Mc Donalds anyway and would rather see a wendy's or pretty much anything else.	Thanks for your observations, your comments on service level has been passed on as well as issues regarding staffing
an hour later would be great for people who work nights and dont make it to to dinner truck ontime	
Very few non-fried foods.	Please visit our other food locations for additional options
This is by fair the WORST McDonalds, key word in Fast-Food, FAST!!! Which is not the case. For in store services employee seem very hostile and un polite.	We aer addressing with contract for improvement
Drive thru sevice very slow normally.	We aer addressing with contract for improvement
Why are they able to charge taxes on their food if they are on a military base? If you go to any other military base any restaraunts on their bases can not charge tax but yet and still NASWI allows them too and that is completely wrong.	Vendors/contracts are legally required to pay all taxes, they are not exempt. Some vendors will include in the price of their product while others separate out taxes, but they are required by law to pay taxes on their services
McDonalds needs to bring back some of the alternatives to bacon and sausage in their breakfast menu. Chicken and Steak Belong in breakfast.	Much is driven by the franchise but this has been passed on for consideration
If they get your order right you should go buy a lottery ticket.	We're addressing with contract to get these right
The staff often gets orders wrong. I have ordered a Chicken Selects meal and often been given a chicken sandwich... Which is not the same thing.	We have addressed with management for action
Why is there a McDonald's on a Naval base? The Navy cannot try to promote healthy sailors and healthy lifestyles if a McDonald's is both allowed on base and the only food source with the longest hours. I ate there once because everything else closed before I had time to eat.	Whle McDonalds does not meet your eating standards, many customers do eat at the location, please visit our other food locations for other food options
Unfortunately, the service is usually poor here especially when compared to the McDonald's out in town.	Comments have been passed on to management for action
The drive through is so slow I usually go somewhere else.	This has been passed on for staffing action as needed
I always use the drive through, but hey its McDonald's and they have very high standards on cleanliness, etc for their stores.	Thanks for feedback
Fatty, Fatty, Fatty, Its convenient but unhealthy. Our sailors are under pressure to work and keep healthy, but when you have the McDonalds as the closest most available facility to the sailors the result is unheathly overweight sailors. Solution, local grown veg, fish, fruit, sandwich stands. If unfeasable, monitor the health quality of the food in all the base facilites. Help us help you keep the saiors healthy.	Please visit some of our other food locations for additional options
why is McDonald's price on base higher than out in town.	Please call our NEX Ops Mgr at 360-257-0613 with specific items
Needs free Wi-Fi	Wi-Fi is available at the Seaplane Food Court
For a Navy pushing its sailors to eat well, a McDonalds's on base is the worst idea. Plus, its McDonalds, trash food, what can be said positive about it. I'll admit I've eaten there a few times, every time service is incredibly slow.	Please visit some of our other food locations for additional options
Service is very slow during weekends. Staff seems not to friendly. Not glade you are there for them.	We are addressing staffing and customer service levels with the contract
I don't think McDonalds is a very healthy place to eat and have not wasted my time here for several years.	Please visit some of our other food locations for additional options
Been there only twice.	

<p>I have not eaten at this particular McDonald's because I do not eat at these horrible health hazards! These places should be removed from ALL bases. Our job is to stay healthy, and when the MOST convenient place is the most unhealthy, and its provided to our sailors, what does that say to them? Its like leading a horse to poisoned water, and then punishing it for getting sick.</p>	<p>Understand that this location does not meet your food choices, please visit some of our other food locations for additional options</p>
<p>service here really is below standard</p>	<p>This is being addressed with the contract for correction.</p>
<p>I have only eaten here twice, and both times the order I received was not my order. Horrible food anyway. No one should go there. More heathy choices! Get rid of McDonalds!</p>	<p>We apoligize for the service you experienced, please visit our other food locations for additional options</p>
<p>McDonalds be closing too early, and be taking way too long. I mean we get there tryinig to get a quick snack and be late going back in to work.</p>	<p>Please pass on any time you're seeing a failurre to support the posted scheduling - NEX Ops Mgr - 360-257-0613</p>
<p>Eating at McDonalds on base is one of the worse experiences you will ever have to deal with when it comes to fast food. The service there is horrible. The speed at which they move in is amazingly slow. I cannot count the amount of times it has taken them 15-20 minutes to get our food. Just a burger and fry alone will take 15 minutes minimum. I really wished that more people complained about it. They are a horrible restaraunt and they are incredibly slow and rude. Thank you.</p>	<p>We apoligize for the service you experienced, and thank you for your feedback, we have addressed these service issues with the contract for correction</p>
<p>Good in a pinch, but don't eat there too often - would like to see more healthy choices, salads, fruit, veggies - but I know it is not driven by just one group. Service has always been good.</p>	<p>Please visit our other food locations for additional options, and thank you fo your comments</p>
<p>Please close this place. My twin brother is a manager for Mac's and this place is a disgrace. I can't stand going into this place and avoid it when ever possible. The service is beyond bad, and the inside is always dirty and if there is no soap in the bathroom for me then what are the employees using?</p>	<p>Thanks for the feedback, issues on service and food quality has been passed onto management for action</p>
<p>WON'T EAT IT!!!!</p>	<p>Hope you visiting our other locations for other food options</p>
<p>Service is often VERY slow at this McDonalds compared to hte McDonalds out in town. Especially the drive thru.</p>	<p>We have addressed with management for action</p>
<p>It takes an extremely long time to receive meals. Even during lunch time, when the restraurant should be ready to serve customers. There is an extremely long wait. I have waited over 4 minutes, in the drive thru for a burger.</p>	<p>Staffing and service levels being addressed with management</p>
<p>Great staff. Very friendly!!</p>	
<p>McDonald's out in town has the same menu with cheaper prices.</p>	<p>Please pass on those difference in pricing to the NEX Ops Mgr 360-257-0613</p>
<p>Normally, I'd say this subway must recruit the best workers from all around because they'll be so far ahead they take orders from dudes ten people deep in line. It's crazy. Except the other day I was in there and they had no customers and two employees up front...eating...up front...and I stood there for a few minutes before being noticed... I give them straight 5's because they're that good that often.</p>	<p>Thanks for passing on the comments</p>
<p>Price gouging. They overcharge due to the lack of options on the island. Employees are grumpy and rude.</p>	<p>Service levels are being addressed with he contract, please pass on what items are not competitively price with similar McDonalds</p>
<p>states they have WIFI however if you don't have long life batteries you can't seem to long on and they dont provide outlets for patrons.</p>	
<p>One of the slowest fast food restaurants I've ever encountered, the employees are at least moderately friendly, if slow-moving.</p>	<p>Thanks for the feedback, issues have been passed onto management for resolution</p>

I like McDonalds too much. I need to stay away from there. Haha. But good people. Rather get served here than at the McD's in town.	Thanks for your observations
The staff at times is quite rude especially at the drive thru. There has been several times that I have ordered and they forgot items and you don't notice it till you get back to work and by then its too late. Now i sit at the window and verify everything and they actually give you an attitude when they see you doing this.	Staffing and service levels being addressed with management
this is my least favorit place to eat on this base Because the food is the least healthy, but its to be expected from this buisness. the franchise has totally lost my respects over the years, not saying this Mc D's is a total mess of a place to eat, but the majority of McDonald's has left a bad taste in my mouth.	Please visit some of our other food locations for additional options
Price: This is the most agitating fact of my list of complaints and that is that the Navy allows companies to constantly rip-off the Sailor buy price gouging and not offering all the services that the same resturant out in town does.	Please pass on what specifics you have to the NEX Operations Mgr at 360-257-0613
Not open 24 hours. Mid crew has to drive off base to use drive through. Facility is often over crowded during lunch hour, exceeding 10 customers in line to give order and around 5-7 on average waiting for their order.	Staffing and service levels being addressed with management
I've ordered here a few times where they forgot my Fries or something I ordered. I had to drive all the way back for my missed order. But they were nice enough to give me what they missed, plus add an apple pie for Free...that was nice of them.	Thanks for you feedback we're asked management to monitor
Extremely slow. Everytime I would attempt to go through the drive through I am always asked to wait, even if there are no cars in line and the front of the store is empty.	Service levels are being addressed with he contract
the night crew is slower than mallas in jan	This is being addressed with the contract
drive thru can take forever, even when there isn't a line, maybe understaffed???	Staffing and service levels being addressed with management
The food is too much of a health risk for the work force, including Sailors. The food is rich in unhealthy fats, sodium and calories. Remove McDonald's and bring in a healthier choice, i.e., The Pita Pit or something.	Please visit some of our other food locations for additional options
Sometimes they give you the wrong order, or your order is missing items.	Please pass on your issues immediately to management so it can be identified and resolved immediately

Fleet Store Rice King - Seaplane Base	
Comment	Manager Response
have not been there	
Same comments as the Rice King on Ault Field.	
No different than any other rice king. Horrible!	We hope your visiting some of our other food operations for other eating options
Never eat here.	
Need more meatless options.	What specific options would you like to see? Visit our other food locations for other food options.
Have not ate there.	
We need a Popeye's Chicken	Please pass onto to your region food representative
Closes a bit too early for those coming home from work.	Comments passed on for review
Same as the Rice King on Ault Field. High levels of deep fried foods.	Please visit our other food operations for other food options
Same as auld field. Rather get a plate of stir fry from next door at Anchor Grille. Way better.	We're glad your utilizing another one of our food options
Not an option for lunch for main base	
Quick and cheap. Good food. Very nice service.	Thanks for feedback
Needs to be open longer...	Will pass on comments for review
Not flavorful, barely filling, not good value for the money. Rice Kings in San Diego are great! This one is a disappointment.	Your comments will be passed onto to the management
Have not used.	
I do not use this facility.	
Fried rice is usually dried up and hard, food not always prepared in time for patrons.	We're passing on for quality control, please let the management know as soon as you have an issue.
Do not use.	
The gal who works the counter Mon-Fri lunch rush is awesome! She always remembers my name and what I like to eat. Very friendly!	Thank you for your input, appreciated
I've never been to the Rice King on the Seaplane Base.	
The small food court there seems extremely dirty and almost as if it doesn't "fit" into the NEX atmosphere of being well kept and clean.	We will monitor more closely, thank you for your observations.
Never been there.	
I have never been to the Fleet Store Rice King- NAS Whidbey Island (Seaplane Base).	
The Service could be better, possibly because they are next to the Anchor Grille.	We will pass on service concerns.
Same as the one on Ault food.	
I like this place.	Thanks for your comments
Again, Get rid of Rice King!	Please visit our other food operations for other food options
Chinese are very smart! The black pepper chicken (chicken with green bell peppers and onions) must be banned! unless they improve on this product. You see if you order this entree you will have 95% onions 75% bell peppers and 5% chicken. Why? onions is the cheapest of all in these entree ingredients. The chinese should be hel accountable for this " in your face rip off!"	Please visit our other food operations for other food options
I won't eat at the Rice King at Ault Field anymore so why would I eat at this one!	We're sorry to hear that, if you'd like to pass on any specifics please call NEX Ops Mgr at 360-257-0613

Enjoy their food as I do the Rice King on Ault Field. My daughter lives on Base so stopping there to bring home food is nice. Same as the other, I do think the food is a little higher than it should be as many people go through NEX and a profit must assuradly be made. Give us a small break!	Thanks for your comments
I don't use it.	
same comments as Rice King on Ault Field.	
don't use this very often, but it's just like the othe one.	
never eat there	
Did not have an oppurnity to use it.	
Never eaten there.	
Prices are a little high	Pricing is based on their operating costs, and we try to be as competitive for service provided as we possibly can,
I LIKE the Rice King. A lot of food for the money! Good value, hot and tastes good. Healthy choices available.	Thanks you for your feedback
Found way to many things wronf with my food in this establishment. I will not eat there and urge others to not eat there as well. Dirty!	We apologize for the poor experience and will work with contract to monitor cleanliness more closely.
Either way No matter what Rice King it is. I love it.	Thanks for your comments
The food never seems fresh.	What specific items do you not see as fresh? Please pass onto the NEX Ops Mgr at 360-257-0611
Great service; quick and great food!	Thank you for your input, appreciated
not many vegetable choices that look freshly made, mostly greasy choices.	We will pass on to management
The food is too much of a health risk for the work force, including Sailors. The food is rich in unhealthy fats, sodium and calories. Remove Rice King and bring in a healthier choice, i.e., The Pita Pit or something.	Please visit our other food operations for other food options
i love rice king!	Thanks for the comments
I don't find this one as good as the one on Ault Field.	Please pass on what you don't find done as well to NEX Ops Mgr - 360-257-0613
I do not use this facility	

Anchor Grille	
Comment	Manager Response
Where the heck is the Anchor Grille? have not been there	This is located in the Seaplane NEX Food Court
Where is the Anchor Grille? Dont know where or what this is.	This is located in the Seaplane NEX Food Court
Never eat here.	
Never heard of Anchor Grille Have not ate there.	This is located in the Seaplane NEX Food Court
Great fish.	Appreciate the comments
We need a Popeye's Chicken	Please pass onto your region food committee representative
This place is real good as well, been here most of all on SeaPlane	Thank you for your input
Closes a bit too early for those coming home from work.	
Hamburger and Sandwiches. Not much choice, sometimes too much oil. Coffee is good.	Thanks for the feedback, we've passed onto management
If this is the Grille right next to rice king in the exchange, I love this place. I always eat here when I get a chance. I never really knew the name so if this is not the grille located in the exchange next to rice king then please disregard this comment. The employees here are very nice and give me whatever I want, how I want it, and are not expensive. I also enjoy the surrounding area being that its also connected to the exchange. Highly recommended place to eat.	We appreciate your comments
Unfamiliar never used Anchor Grill I've never heard of the Anchor Grille Have not used.	
Good food and good service.	Thank you for your feedback
Do not use. I have never heard of the Anchor Grille. Never been there. I have never been to the Anchor Grille.	
Don't run out of your special too soon and make sure you cross it off the menu when you do.	Thanks for feedback and we've passed onto to management
Haven't used in several years. I would rather have Rice King.	We're glad your using another one of our food options
It would be nice to have more healthy choices because they focus on their fried foods mostly.	We will pass onto to management
only being open from 1100 to 1300 is not convenient. never used	We will pass for consideration/review
A few Sundays I'll stop by for breakfast or lunch. Missing an oppertunity for repeat business. it's cost a little but pays you back a lot.	We will pass for consideration/review
Did not have an oppurnity to use it. Never eaten there	
Where is this?	Located in the Seaplane Food Court
I have gotten moldy grapes and yogurt from this store twice already and when i asked for a refund it was really difficult to get even when they saw the mold.	Thanks for bringing to our attention, if you have difficulties in the future please call the NEX Ops Mgr at 360-257-0613
Great food and service! never eaten there	Thanks for the feedback.
I really like the staff working at the Grille. They are always positive.	We appreciate your comments
Seldom use it, but its been good each time	Thanks for comments

One of the better place to eat on any Naval base I've been stationed. The fries are always fresh and the wait time is usually very short.

Thanks for the positive feedback

Never used this service.

Hospital Snack Bar	
Comment	Manager Response
Never really tried it.	
have not been there	
Never used it.	
I love that they have a grill there!	Thanks for your feedback
It's a grill. Nothing is coming out of that place that is going to be good for you. Its slitly better than Keiglers.	We hope you visiting our other food locations for other food options
I don't eat there or participate in the establishment	
There isn't one.	
Need more meatless options.	What specifically would you like to see
Only ate there two time over the past three years but had no bad experience.	
Slow service, long lines.	We will look at staffing
Best tasting food on base. Chicken nuggets/strips are a joke. Please warn people they are going to pay \$6 for frozen nuggets that dont taste good.	Reviewing all menu items to bring in more healthy items and better pricing.
Breakfast are awesome. would like them cheaper but still worth it.	Thank you for you feedback
Never Been	
Small, I guess not much people sit and eat there anyway. People would bring outside food there, staff with their lunch box... Charge extra for water cup.	Thanks for the comments
Average hospital snack bar, but not bad at all.	Thanks for feedback
Not an option for lunch	
Thank you Karen for being such a great employee!	Yes, we know, thank you!!!
The prices just keep going up. This is ridiculous. One great worker but this needs to stop. How many times are you going to raise prices to those who didn't expect it?	Reviewing all menu items to bring in more healthy items and better pricing. Pricing has not been raised in over 2 years,
Way too pricey for the hospital.. Karen is great and knows what she is doing. Normally will not order food when she is not there...	Reviewing all menu items to bring in more healthy items and better pricing.
KAREN deserves a trophy!!! She is the hardest working person in the whole hospital. I eat there everyday. She needs MORE HELP there - should be three people from 1100 through 1400. When I see that her supervisory organization is clueless as to her activities, well, not much respect for those slackers. It is and always has been KAREN that consistently, reliably, with cheerfulness and quality holds that place together. Without her, patient care would suffer. Every one would be grumpy like me! Really people looking at this survey, come on over and work with her for a month. I'll bet NONE of you could last! Seriously!!!	Thank you for your feedback
Was always friendly service in the past. Have not used in some time.	Thanks for the feedback
The menu has not changed significantly in 12 years. Some kind of salad/soup bar would be nice. Anyone who has been here long term HATES to eat at the grill.	Reviewing all menu items to bring in more healthy items and better pricing.
It would be nice to have fresh fruit and Healthy snacks available for purchase. Regular lettuce for salads instead of the shredded lettuce served.	Reviewing all menu items to bring in more healthy items and better pricing.
Need a Salad Bar @ Hospital Snack Bar	Reviewing all menu items to bring in more healthy items and better pricing.
I do not use this facility.	
don't eat here anymore, the level of apathy was enough to turn me off spending 7 dollars for a sandwich	Reviewing all menu items to bring in more healthy items and better pricing.
Do not use.	
I've only used the vending machines at the Hospital Snack Bar.	We're glad to offer that service also

A LITTLE BIT OVER PRICED	We continue to try to be conscious of the cost to operate the facility while trying to remain competitive
I have never been to the Hospital Snack Bar - NAS Whidbey Island.	
being that it is a hospital it would be nice to have healthy options like a salad bar	Reviewing all menu items to bring in more healthy items and better pricing.
Service is not very friendly or personable. The atmosphere is neo-penal and cold. No wireless Internet either. Why not get a Starbucks in here?	
Customer service is very low.	Please pass on any service issue to management so it can be addressed
no longer exists	Hospital Espresso stand is no longer operating
Hours	Will review
work have poor attitude, try it you will see. It is like you are doing them a favor or something.	Your comments of the service level have been passed on to management for action
The lunch "special" averages \$6-\$7--most of us cannot afford it. What about a dollar menu...	Reviewing all menu items to bring in more healthy items and better pricing. Looking at a Value menu as well.
most prices are good....sandwiches and wraps are ridiculously expensive	Reviewing all menu items to bring in more healthy items and better pricing.
haven't used in probably 18 months.	
Healthy choices is getting better, but there is still no option for full leaf salads and fresh fruits and vegetables. A Salad Bar Or similar salad option would be great!	Reviewing all menu items to bring in more healthy items and better pricing.
Needs to be able to take debit cards.	
Great staff	Thanks for feedback
SERVICES IS REALLY BAD!!!! YOU CAN BE STANDING RIGHT IN FRONT OF THEM AND IT TAKES 10 MINS BEFORE YOU GET "CAN I HELP YOU" LIKE YOUR BOTHERING THEM. GET ANOTHER JOB!	We apologize for the service and address
Soups are very good.	Thanks for your feedback
This store usually closed when I am there but they do stock good and healthy things in their vending machines.	Thanks for comments
Open up at 0730 ready to serve food!	Passed on to managers
Prices are too high. For the price of the lunch specials, I can go to McDonalds and pay less. Karen is the only one who can cook, if Karen is not cooking, I won't order.	We attempt to balance the operating costs with pricing competitiveness.
never used	
\$2.50 for a tiny ham/egg/cheese on sourdough! Kid sized, too pricey. More healthy choices.	Please visit our other food locations for other options
Usually run out of salad.	Will pass on for review
same problems as the Hanger 6 snack bar, no real options and over priced.	Options are limited at this location, please visit our other food locations for more options. While pricing may appear high we try to balance operating cost with being competitive
Did not have an opportunity to use it.	
Never used it.	
Don't use facility.	
Been years since I grabbed a meal there.	
Outstanding breakfast burritos.	Thanks for comments
only ate from the vending machine	
great for those long waits :-)	We've addressed this with the contract
Sometimes the wait is incredibly long and there is only one person behind the counter. That person has to ignore everyone waiting in order to cook. When there are 2 people there it goes much more smoothly. I wish the sweet potato fries were still available and that there were more kinds of salads available.	Reviewing all menu items to bring in more healthy items and better pricing. Will also consider "grab N Go items that will be fast.
don't go to the hostile	

The food is too much of a health risk for the work force, including Sailors. The food is rich in unhealthy fats, sodium and calories. Add more healthier choices... low fat or nonfat options; healthier margerines; more veggies and fruits.	Please visit our other food locations for other options
This is one of my favorite places to eat when I have the opportunity.	Thanks for your comments
Do not use	
Nver used this service.	

Bakerview Restaurant	
Comment	Manager Response
Wish that it was better priced for junior enlisted or at least that the buffets were prices according to rate/rank to help the junior enlisted.	Thank you for your feedback. In an effort to provide a wide range of pricing options, we added a \$5 lunch special everyday. Let us know what you think during your next visit by giving us your comments on the ICE survey found at www.navylifepnw.com
We've only eaten lunch there, but I don't like the fact that I have to get my own drinks now.	Thank you for your comments. The change in service was one of several changes made during the past 18-months to expedite speed of service during lunch and ensure that the facility remains financially viable long term. The combination of changes has had a very positive impact for the most part, but we certainly understand and appreciate your comments.
Prices are getting higher and higher while portions get smaller and smaller.	The kitchen has set standards for portion sizes which has not changed. We would be very interested in hearing more from you so that can better respond to the concner. If you feel your serving is smaller then you expected please contact the Installation Site Manager @ 360.257.2527.
Being off-base makes it less convenient, but not terribly so.	Going to Bakerview at lunch does take a little more drive time. On the other hand, there is rarely a long delay to get back in the gates between 1230-1300. We hope to see you again soon.
3 out of four times I have eaten there being the first to order out of about 30 people, I was the last served, and even after notifying the waitress, once I still recieved the wrong food. The way the cook there hamburgers is terrible. They cook a bunch of them early in the day and then re heat them. I only go back there for command functions and would not suggest it to any of my friends to eat there..	Thank you for your comments. Your experience in service delay is troubling, even more so that you have brought it to the attention of one of our team. When you have the opportunity, please contact the Installation Site Manager @ 360.257.2527 so that we can better understand your experience. We do cook hamburgers just before opening in order to accommodate business volumes quickly. This should not be negatively impacting the quality of the final product at all. the facility manager has reviewed the cooking process to ensure that you are served the best possible product.
When I have called and attempted to make a reservation for the Mothers Day brunch the said thqat you dont need to but their sign says that you do.	We apologize for the miscommunication. Reservations are strongly recommend for holidays such as Easter and Mother's day, due to the high number of guests. We have reviewed this will all hostesses to make sure that this does not get miscommunicated in the future. Thank you for your feedback
I quit going when we were made to stand in line to order. I quit standing in chow lines when I made Chief 26 years ago.	Chief, the lounge still offers table service for club members there was no change to lunch service in the CPO Club, only the Bakerview Restaurant section
Went regularly till member's discounts were stopped. Now seldom eat at this facility.	You are correct that the members discount was discontinued in 2008 with a vote from the CPOA. Membership Privileges do include free birthday meal, up to \$10, for you and your spouse at any one time during your birth month (a \$20 per year value), booking of club facilities for private parties and other functions, Friday afternoon happy hour hors d'oeuvres, 2 membership events each quarter, DJ/karaoke twice a month, ability to borrow entertainment supplies (China, chafing dishes, silverware, chairs, etc.) for use by members for private home use only (40 people max, subject to availability). We hope to see you again soon.

Rarley eat there. they seem to be closed most of the time for dinner.	We are open every Friday night for dinner, offering Prime Rib, Seafood, Pasta, and wide range of other dished. Unfortunately, business volumes during other days of the week were not sufficient to justify being opened.
Prices are way too high for the Island and the population.	We are sorry that you feel that way. We do a market survey annually to validate our pricing and find that overall we are consistently lower than our competitive set.
Love this restaraunt.	Thank you. Our team takes great pride in what they do. Tell you friends.
There needs to be more healthy varieties, not so much fried food and cream based soups. Lunch salad, deli style sandwiches, etc.	Thank you for your feedback. We have a number of salads, wraps and sandwiches on the menu. Please contact the Installation Site Manager @ 360.257.2527 if these items are not meeting you needs to see about incorporating specific requests. Thank you.
Need more healthy choices, lower prices and quicker service.	Thank you for your feedback. We have a number of salads, wraps and sandwiches on the menu as well as a daily lunch special of \$5. With the change in service this past year, average wait for receving your meal is 7 minutes. Please contact the Installation Site Manager @ 360.257.2527 if these items are not meeting you needs to see about incorporating specific requests. Thank you.
If allowed to advertise within the community of Oak Harbor they would be able to expand their dinner hours and ensure that people know its open to the public.	Oak Habor has a wide varitey of restaurants to serve the community, many owned and operated by current or former service members. Our restaurant is established for all eligible patrons. While we are not allowed to run an ad in the Whidbey News Times, word of mouth is the best advertisements, so tell your friends to come on by for dinner next Friday.
Quality seems to be lower than before, and the hours are not all that great.	Our team takes great pride in what they do. Please let us know where we have missed the mark by contacting the Installation Site Manager @ 360.257.2527
I did not like the change in ordering and paying. Seems to clog up the front entrance.	Thank you for your comments. The change in service was one of several changes made during the past 18-months to expedite speed of service during lunch and ensure that the facility remains financially viable long term. The combination of changes has had a very positive impact for the most part, but we certainly understand and appreciate your comments.
We need a Popeye's Chicken	
I LOVE the Bakerview!!	Thank you. Our team takes great pride in what they do. Tell you friends.
Need more specials, open longer hours. More items on menu.	Our current lunch menu has 42 entress to choose from, which is a fairly large menu to maintain, but we always welcome suggestion of new menu item. Generally we will try it out as a lunch special to see how it sales. Over the years there have been many adjustments to the hours we are open, we simply have to limit the hour of operation to what is supported by guest. The hours of operation have been determined by those days/times that there is enough business to support the facility.
The new ordering when you enter takes a way from the restaurant atmosphere.	Thank you for your comments. The change in service was one of several changes made during the past 18-months to expedite speed of service during lunch and ensure that the facility remains financially viable long term. The combination of changes has had a very positive impact for the most part, but we certainly understand and appreciate your comments.
Beautiful Restaurant, great view.	Thank you. Our team takes great pride in what they do. Tell you friends.

Nice view	Thank you. Our team takes great pride in what they do. Tell you friends.
Would like to see extended hours and a change or additions to the existing menu for added choices or provide non menu specials.	Our current lunch menu has 42 entrees to choose from, which is a fairly large menu to maintain, but we always welcome suggestion of new menu item. Generally we will try it out as a lunch special to see how it sales. Over the years there have been many adjustments to the hours we are open, we simply have to limit the hour of operation to what is supported by guest. The hours of operation have been determined by those days/times that there is enough business to support the facility.
Would like to see increased customer hours. Great venue and view - would get more catering business if we invested in a few facelifts for the ballroom.	Over the years there have been many adjustments to the hours we are open, we simply have to limit the hour of operation to what is supported by guest. The hours of operation have been determined by those days/times that there is enough business to support the facility. We are currently exploring options for a remodel of the ballroom and will keep you posted of any changes.
Not open often enough.	Over the years there have been many adjustments to the hours we are open, we simply have to limit the hour of operation to what is support by guest. The hours of operation have been determined by those days/times that there is enough business to support the facility.
This is in the CPO Lounge that we normally eat at. The service there is EXCEPTIONAL, Annette is a great a what she does. We no longer eat in the restaturant b/c of the inconviene on how you order at the front desk before sitting down. You do not get a chance to relax and look over the menu. Just feel pressure to hurry up and order b/c of the line of people at lunch.. Wished that you would change it back to the way it was...	We are glad you enjoy the service that is provided to members in the lounge and we will pass you compliment onto Annette. The change in service was one of several changes made during the past 18-months to expedite speed of service during lunch and ensure that the facility remains financially viable long term. The combination of changes has had a very positive impact for the most part, but we certainly understand and appreciate your comments.
Great food!! The restaurant needs to be marketed better within the community (and it would help if the building and landscaping was more attractive to bring in new customers.	Oak Harbor has a wide varitey of restaurants to serve the community, many owned and operated by current or former service members. Our restaurant is established for all eligible patrons. While we are not allowed to run an ad in the Whidbey News Times, word of mouth is the best advertisments, so tell your friends..
Bring back the waitstaff.	Thank you for your comments. The change in service was one of several changes made during the past 18-months to expedite speed of service during lunch and ensure that the facility remains financially viable long term. The combination of changes has had a very positive impact for the most part, but we certainly understand and appreciate your comments.
IT WILL BE NICE TO HAVE IT OPEN FROM 0900 TILL 2000 OR SO; SOME OF US DON'T HAVE SCHEDULED LUNCH BREAKS.	Over the years there have been many adjustments to the hours we are open, we simply have to limit the hour of operation to what is support by guest. The hours of operation have been determined by those days/times that there is enough business to support the facility.
I do not like the way the set-up has changed. Placing your order at the counter, getting your ownm drinks and not being waited on irks me. The service at the officers club is great but the food is sub-par. Even with that trade off I prefer the O club.	Thank you for your comments. The change in service was one of several changes made during the past 18-months to expedite speed of service during lunch and ensure that the facility remains financially viable long term. The combination of changes has had a very positive impact for the most part, but we certainly understand and appreciate your comments.

Great food and prices but the hours are very limited.	Thank you for the nice comments. Over the years there have been many adjustments to the hours we are open, we simply have to limit the hour of operation to what is support by guest. The hours of operation have been determined by those days/times that there is enough business to support the facility.
It would be nice if brunch ended at 2:30 so we would not be so rushed to eat our meal after church.	Brunch hours were 9-2 at one point, we did not have the coustomer to support from 9-930 or 1-2, we did extend the hours from 1 to 130 in effort to accomindate those who get out of church later
great view	Thank you. Feel free to tell your friends!
Getting food to the patrons within a time limit, without the patrons having to ask about their meal. Most patrons only have a limited time to eat.	Thank you for your comments. The change in service was one of several changes made during the past 18-months to expedite speed of service during lunch and ensure that the facility remains financially viable long term. The combination of changes has had a very positive impact for the most part. Average time from order to delivery of food has been 7-minutes since making the change.
food is bland. service is extremely slow during peak lunch hours. not enough healthy choices.	Please let the staff or manager know next time you are unstatisied with the quality of your meal so we can make it right for you. We do track ticket times during the lunch period the average time to get your meal in the dinning room is 7minutes from the time you place your order. There are a variety of salads, wraps and sandwiches to choose from. Please let the staff or manager know next time you are unstatisied with the quaility of your meal so we can make it right for you.
I don't like ordering and paying for food at the entrance to the restaurant.	Thank you for your comments. The change in service was one of several changes made during the past 18-months to expedite speed of service during lunch and ensure that the facility remains financially viable long term. The combination of changes has had a very positive impact for the most part. Average time from order to delivery of food has been 7-minutes since making the change.
On occassion, the line to order food can be quite long. Food quality and customer service are top notch.	Thank you for your comments. The team takes great pride in what they do. The team works very hard to minimize any wait time when lines occur.
Haven't been there. Sorry! I thought I was answering for a different facilty and it won't take my answers back, so I changed them all to good.	We hope you will visit us soon.
Inconsistent hours for brunch and highlighted choices make it hard to know when to go. Price same as in town - value no different than a in town facility.	As a response to guest requests we did attempt to bring back brunch, on the first Sunday of each month. We did not consistantly have the partonage to make that profitable, and have discontinued brunch service. We do a market survey annually to validate our pricing and find that overall we are consistently lower than our competitive set.
Would like to see some cheaper options. Burgers without the fries.	Bakerview offers a \$5 lunch special everyday. We hope this will meet your pricing needs.
Poorly managed, have seen civilians turned away before. The resturaunt is closed more often than it's open, most people don't know what the hours are.	Over the years there have been many adjustments to the hours we are open, we simply have to limit the hour of operation to what is support by guest. The hours of operation have been determined by those days/times that there is enough business to support the facility. Hours of operation are posted on the website www.navylifepnw.com should you need access to hours of operation

Too expensive, variety is limited.	Bakerview offers a \$5 lunch special everyday in addition to the 42 entrées on the menu. Please contact the Installation Site Manager @ 360.257.2527 for specific item requests and we will look at how we might incorporate into the menu
The new way of ordering food Dont like that,its slow and a pain. All the club food prices are HIGH	Thank you for your comments. The change in service was one of several changes made during the past 18-months to expedite speed of service during lunch and ensure that the facility remains financially viable long term. The combination of changes has had a very positive impact for the most part. Average time from order to delivery of food has been 7-minutes since making the change.
I haven't had an opportunity to use this restaurant yet.	We hope you will visit us soon.
I would go during my lunch period if they brought back the salad bar/hot bar. Normal service takes too long.	One of the changes made over the last 18-months was to the method of service for lunch. This has allowed us to have an average 7-minute delivery time for orders. We hope you will give this a try.
Annette is always friendly and works very hard for her customers.	Thank you. Our team takes great pride in what they do. Tell you friends.
Should be open on more weekdays for dinner.	Over the years there have been many adjustments to the hours we are open, we simply have to limit the hour of operation to what is support by guest. The hours of operation have been determined by those days/times that there is enough business to support the facility.
Loved the food and atmosphere. Prices are way to high for a family of 4.	Thank you for the nice feedback on food and atmosphere. We do a market survey annually to validate our pricing and find that overall we are consistently lower than our competitive set.
I lean more towards the healthy choices and smaller portion options.	We will look at offering more half portions on the next menu revision. Thank you for the feedback.
THE FOOD IS EXCELLENT AT THIS RESTAURANT.	Thank you. Our team takes great pride in what they do. Tell you friends.
Hours are not posted on door. Every time my friends and I have tried to eat there, it has been closed.	Thank you for your feedback. We have request a new display for the hours of operation. As an alternative, you can find our hours of operation on www.navylifepnw.com
I've never dined there but I've been in there and the place is nice and the staff were very friendly and helpful.	We hope you will visit us soon.
would like to see them reopen for dinners	Over the years there have been many adjustments to the hours we are open, we simply have to limit the hour of operation to what is support by guest. The hours of operation have been determined by those days/times that there is enough business to support the facility.
Wish we could be open for dinner more than just Fridays! BEST VIEW, BEST SERVICE, BEST FOOD, BEST PRICES!	Thank you for the wonderful comments on food, service and facilities. Over the years there have been many adjustments to the hours we are open, we simply have to limit the hour of operation to what is support by guest. Our hours of operation are posted on the website www.navylifepnw.com should you need access to hours of operation
Go back to table service. If I want to walk to a counter I will go somewhere else.	Thank you for your comments. The change in service was one of several changes made during the past 18-months to expedite speed of service during lunch and ensure that the facility remains financially viable long term. The combination of changes has had a very positive impact for the most part, but we certainly understand and appreciate your comments.

<p>Wish we could afford wait staff during the week.</p>	<p>Thank you for your comments. The change in service was one of several changes made during the past 18-months to expedite speed of service during lunch and ensure that the facility remains financially viable long term. The combination of changes has had a very positive impact for the most part, but we certainly understand and appreciate your comments.</p>
<p>Satisfactory for hours because they are not open for dinner.</p>	<p>Over the years there have been many adjustments to the hours we are open, we simply have to limit the hour of operation to what is support by guest. Our hours of operation are posted on the website www.navylifepnw.com should you need access to hours of operation</p>
<p>Not open enough hours. Still required to have a CPO membership to use any other part of the restaurant</p>	<p>Membership to us the CPO Club, is NASWI Instruction, the CPOA would be the venue to express you concen over that issue</p>
<p>Why bother having ha restaurant that is only open for lunch and 1 time a week for dinner. Seems like a waste of money and no ROI what so ever. Get rid of it. Food variety is pretty much non-existent. Food quality is constantly an issue there, especially when the Chef isn't there and the cooks just do whatever they want with your food. Prices are too high. Whoever the business manager is needs to be fired for running all the MWR restrautns and clubs into the dirt at NAS Whidbey Island.</p>	<p>Thank you for your feedback. We absolutely agree that you should expect the same food quaility at each visit. Your concerns have been reviewed with the Culinary team to ensure this is the case. We update menus annually, the last revision of the lunch menu included 10 new items recommended by guest, which takes our menu to 42-entrees. When we are going through the menu revision process we do price comparisons with local restaruant, to ensure our guest are getting the best value. With regard to the hours of operation, these hours reflect the times that guest patronage regularly high enough to justify being opened.</p>
<p>Don't call yourself a restaurant if your not going operate like a restaurant. If you really want to turn this establishment around to make money, then email or call me and I would be happy to talk about the Elephant in the room. Rick Swankie 360-257-6695 or rpswankie@hotmail.com What a Huge money make just waiting to happen.</p>	<p>Mr. Swankie, the Installation N9 for NASWI will be contacting you about your comments</p>
<p>Comment on the CPO side only. Annett is the best!!!</p>	<p>Thank you. Our team takes great pride in what they do. Tell you friends.</p>
<p>Open only one night "Friday" for dinner! Totaly UNSAT! Thursday would be good, or Saturday. At least two days a week.</p>	<p>Over the years there have been many adjustments to the hours we are open, we simply have to limit the hour of operation to what is support by guest. The hours of operation have been determined by those days/times that there is enough business to support the facility.</p>
<p>Open more on weekend wood be nice</p>	<p>Over the years there have been many adjustments to the hours we are open, we simply have to limit the hour of operation to what is support by guest. The hours of operation have been determined by those days/times that there is enough business to support the facility.</p>
<p>It seems that as the number of diners diminish, the prices creep up... sholdn't it be the other way? There is no way to get out of that resteraunt for lunch for under \$10. No wonder everyone is going to fast food instead. Kind of sad that I'm rating the galley higher on prices and hours... The staff at the club is excellent.</p>	<p>The galley mission is to feed the troops, and is given 100% funding to accomplish that mission. MWR restaurant receive 0% in funding, and are required to generate a 5% profit. The prices on the dinner menu have not changed in over 2 years, but yes the number of nights dinner is offered has been reduced. The restaurant simply can not be open nights there is not enough business to pay the expense of it being open. IF we continued to operate the way we were, the entire operation would have closed.</p>

<p>Food is way too greasy and unhealthy.</p>	<p>Thank you for your feedback. We have a number of salads, wraps and sandwiches on the menu. Please contact the Installation Site Manager @ 360.257.2527 if these items are not meeting your needs to see about incorporating specific requests. Thank you.</p>
<p>understand the limits on advertising, but a lot of the public thinks it is part of the Chiefs Club!</p>	
<p>Great service and real good ambience.</p>	<p>Thank you. Our team takes great pride in what they do. Tell your friends.</p>
<p>I feel as if the food is cooked half assed and the bruches are the worst. The food is not prepared correctly.</p>	<p>Please let a staff member or the manager know the next time your food is unsatisfactory, we surely want every guest to be completely satisfied on every visit</p>
<p>Ordering and paying at counter prior to sitting down is not convenient. Long lines tend to form. Would rather sit down, read the menu and have my order taken by staff.</p>	<p>Thank you for your comments. The change in service was one of several changes made during the past 18-months to expedite speed of service during lunch and ensure that the facility remains financially viable long term. The combination of changes has had a very positive impact for the most part. Average time from order to delivery of food has been 7-minutes since making the change.</p>
<p>Staff is always very polite and delivers food quickly giving patrons a very enjoyable time, I've never had a bad meal there.</p>	<p>Thank you. Our team takes great pride in what they do. Tell your friends.</p>
<p>I love this place. They are fantastic people serving fantastic food.</p>	<p>Thank you. Our team takes great pride in what they do. Tell your friends.</p>
<p>No salad bar on Mondays. Also, not alot for those choosing vegetarian or vegan.</p>	<p>We currently do not have enough guest using the salad bar to support it, and Monday is the slowest day of the week, so we have made the decision to avoid the expense of the salad bar on that day. Please provide us with any vegetarian or vegan menu items we may consider</p>
<p>needs to be open all weekend long not just friday night</p>	<p>Thank you for your comments. The change in service was one of several changes made during the past 18-months to expedite speed of service during lunch and ensure that the facility remains financially viable long term. The combination of changes has had a very positive impact for the most part. Average time from order to delivery of food has been 7-minutes since making the change.</p>
<p>advertise in the public domain (no fliers or adverts in the local paper) and because of their location on the edge of town, word of mouth only couldn't keep the Bakerview open for dinner through the week. Really miss the convenience of every night dining and the Sunday brunch EVERY Sunday. Regarding the advertising, from what I understand because the CPO Club/Restaurant sits on Navy (Federal) property, they don't pay property tax (to WA state). The other eating establishments in the town of Oak Harbor were upset and argued that the Bakerview has an unfair advantage in not having to pay said taxes, so in "fairness", the Bakerview was agreeably barred from being able to solicit any non-military advertising off base. Since they are only open for lunch through the week, dinner for one night a week, and Sunday Brunch only once a month, what would the appeal be for the general public to consider coming to the Bakerview. It is a vicious circle. Another hole in the bucket for the CPO Club and Bakerview is the Officer's Club. Forgive the perception, but it seems both have suffered since MWR took over management a few years back. For present day (and I'll complete the rest of this survey accordingly), if ever there</p>	<p>Each MWR facility has its own operating budget, not now or in the past have funds be diverted from the CPO Club or any other facility to support another (the O'Club). MWR has been operating the clubs for over 20 years, longer then even most of the RCPO's can remember, and yes at one point there was active duty managers at the club, the Navy reduced those billets, not MWR. We operate within the regulation set by the Navy, which include prohibiting us from competing with local vendors. There are very few CPO Club left in the Navy as I'm sure you are aware, Whidbey Island's has survived because of the support of the CPO community and yes the management by MWR.</p>

I would eat there if open on weekends. take family	Over the years there have been many adjustments to the hours we are open, we simply have to limit the hour of operation to what is support by guest. The hours of operation have been determined by those days/times that there is enough business to support the facility.
Since the change in Staff and ordering at the door. It takes a little bit longer than normal. These ladies are really working hard to serve both sides during lunch.	Thank you for the feedback. We have been checking the order to delivery times since making the service change and have found that we averaging 7-minutes. Please let the restaurant manager know next time you experience a delay. We want to be sure that you are getting the best quality food and value in a timely manner.
The new setup actually slows the time to recieve food and takes away from customer service.	Thank you for your comments. The change in service was one of several changes made during the past 18-months to expedite speed of service during lunch and ensure that the facility remains financially viable long term. The combination of changes has had a very positive impact for the most part. Average time from order to delivery of food has been 7-minutes since making the change.
I have never been to this place	We hope you will visit us soon.
Love it!	thank you. Please tell your friends.
Good atmosphere and food.	thank you. Please tell your friends.

Officers' Club	
Comment	Manager Response
Like the lunch buffet.	Thank you. Please tell your friends.
Prefer the CPO club	
Love Luke and Kathy! Fabulous service!	Thank you. The team takes great pride in what they do. Be sure to tell your friends.
I've stopped ordering hamburgers from the club, because the patties they use are absolutely disgusting. Chicken breasts aren't so great either - obviously pre-cooked with the fake grill marks on them. Unappetizing.	Thank you for your feedback. Please contact the facility manger if you food does not meet your expectation druing your next visit, we are committed to you enjoying every dining experience you have with us
i have not been to the Officer's club	we hope to welcome you soon
Never been there.	we hope to welcome you soon
I have never eaten at the Officers Club!	we hope to welcome you soon
Salad bar is touted as the best in Oak Harbor. Now I know this is just opinion but ranking of salad bars... 1. Base Galley, 2nd largest selection but the least expensive. 2. All you can eat pizza downtown, I think its called Pizza Time, best selection and most expensive. 3 & 4. It's a toss up between Pizza Factory and the O Club, expensive and not a large selection. If you couldnt tell I LOVE sald bars.	Thank you for your feedback. We appreciate your ranking. Please know that the Galley operation is a funded thorough appropriated funds. Our restaurant receives no funding and is required to be self-sustaining.
I don't eat there or participate in the establishment	we hope to welcome you soon
We had our Christmas Party there, it was absoltely horrible. I am surprised that the Officer's on this base put up with this horrible food.	We apologize that we did not meet your expectation. It would be helpful to know what item you were unsatisfied with, or which event you attended so that we can better isolate the issue. If you have a moment, please contact the Installation Site Manager @ 360.257.2527
Never eat here.	we hope to welcome you soon
I enjoy the Officer's Club and eat most of my lunches there. Great service.	Thank you. Our team takes great pride in what they do. Tell your friends!
We need a Popeye's Chicken	
Never Been	we hope to welcome you soon
there are never enough people, so the check-out line to pay ALWAYS takes longer than the meal.	Thank you for the feedback. We are in the process of adding a second terminal to process payments. With our recent system upgrade, credit card processing speed has improved significantly.
Have never eaten there other than a command function.	we hope to welcome you soon
It seems dark in there.	The low ceiling by the windows in the dinning room does darken the room, unforently that is a challenge, to get a balance between it seeming dark and being lit up like a cafeteria
Bakerview is a lot more beautiful inside and outside. The inside is not bad, it's just more like a ballroom with table and chair instead of an actual restaurant. seems like a lot of choice on the meal, but they are all sandwich and burger. It seems more of a fast food place and not so much of an actual restaurant with actual meal. Only open from 11am-1pm	Thank you for your feedback. The space at the O'club is mulipurpose, needing to be able to function as part of the ballroom for large catering events and restaurant during the lunch period. We offer wraps and a salad bar in addition to burgers and sandwiches. Our menu is reviewed annually and determined based on what guests are purchasing. If you have specific wishes, please contact our Installation Site Manager with your ideas @ 360.257.2527
Service slow when crowded	Thank you for the feedback. Occasionally we get far busier than expected, which will slow service for a short time. We review business volumes constantly to ensure we are appropriately staffed. Please let us know how we are doing since making the comments via the ICE survey www.navylifepnw.com

Grab and go is a great idea, good variation of specials. Great venue.	Thank you. Please tell your friends.
the price is okay if you are an officer.	
Not enough wait staff at lunch.	Thank you for the feedback. Occasionally we get far busier than expected, which will slow service for a short time. We review business volumes constantly to ensure we are appropriately staffed. Please let us know how we are doing since making the comments via the ICE survey www.navylifepnw.com
On several occasions, Leanne was extremely rude to memebers from my squadron. I dread having her as our waitress because she makes the hour for lunch that we seldom get to enjoy as a group unpleasant.	The server mentioned has been counseled on this and is committed to taking care of every guest. Please let us know if you have seen a change by either calling the Installation Site Manager @ 360.257.2527 or via the ICE survey @ www.navylifepnw.com
Because I do frequest the O club, and have Celiac disease, it would be wonderful to have some gluten free or vegan choices ont he menu. Even offering to wrap a burger in lettuce instead of the bun would be much appreciated!	We would be absolutely happy to accommodate your needs. Please ask your server to have your menu selection be in a lettuce wrap, and the kitchen will prepare it that way.
I do not utilize the O club.	we hope to welcome you soon
Sometimes 2 checkout people are needed for lunch hours Mon-Fri	Thank you for the feedback. We are in the process of adding a second terminal to process payments. With our recent system upgrade, credit card processing speed has improved significantly.
Excellent choices and service!	Thank you. The team takes great pride in what they doe. Be sure to tell your friends.
While I don't eat at the Officer's Club very often, the food is quite good, served quickly by a professional and courteous staff.	Thank you. The team takes great pride in what they doe. Be sure to tell your friends.
It would be VERY helpful if there were a clock for those of us who have to get back for 1300 patients, and if wait staff remembered that not all of their patrons are officers who can sit around all afternoon. The biggest drawback to going there is that it often takes too long to order, to get the food, to get the bill, and then to get through the checkout process during a 50 minute lunch break - especially when all those officers in front of you have to flip through the book looking for their cards. These are college graduates, officers, and pilots - they can't be responsible for their own cards???	Thank you for your feedback. We will get a clock up in the dining room. We are working on speed of service in the dining, especially for the check out process. The staff is now offering to cash out your check from the table, and we are adding a second credit card processing terminal. Please let us know if you have seen positive changes through the ICE survey www.navylifepnw.com
Hours are too restrictive. Some more healthy choices would be nice. Salad bar way too expensive. Use the deck!	We have expanded the hours on Friday to 2pm, as a test to see if we should expand the rest of the week. We do offer sandwiches, wraps, fresh fruit and yogurt from the grab and go cooler through out the day. Unfortunately, the deck is weather dependent.
Waitresses are awesome! They are always pleasant and are always working hard.	Thank you. Our team takes great pride in what they do. Tell your friends!
Need to offer longer hours and have more staffing for lunch.	We have expanded the hours on Friday to 2pm, as a test to see if we should expand the rest of the week. We are working on speed of service in the dining, especially for the check out process. The staff is now offering to cash out your check from the table, and we are adding a second credit card processing terminal
I very rarely eat at the NAS Whidbey O Club.	we hope to welcome you soon
I have never eaten at the Officer's Club.	we hope to welcome you soon

<p>The service at the Officer's Club is CONSISTENTLY poor. The servers are nice, but tremendously slow. I've waited 20 plus minutes just to order and get a glass of water. We can't pay at the table so we're forced to queue up at the door to pay. This line can be up to 10-15 minutes long just to pay your check. There is no quick lunch at the O'Club. On another note, the salad bar is overpriced for the limited options available. The galley has a better salad bar at 50% less cost.</p>	<p>Thank you for your feedback. We are working on speed of service in the dining, especially for the check out process. The staff is now offering to cash out your check from the table, and we are adding a second credit card processing terminal. Please let us know if you have seen positive changes through the ICE survey www.navyllifepnw.com</p>
<p>If you call a order in the wait to pick up and pay is long, your stuck in the same line as those looking for their club card and still trying to pay its Sloooooooooooooow, just want to be able to pick-up the food pay and go not have to wait some of us don't get long lunches. How about delivery</p>	<p>we will start allowing pick up order to avoid the line. We have no plans to offer delivery service at this time</p>
<p>Why isn't a breakfast served here for guests staying at the BOQ overnight? Most hotels serve at least a light continental breakfast. Just a thought for better service.</p>	<p>Thank you for your feedback. We looked at this option and found that there was not enough business to justify opening for breakfast. We appreciate you thinking about additional business opportunities for us.</p>
<p>O'club hours are limited. Also, would be nice to see the bar open other than Fridays.</p>	<p>Thank you for your feedback. Hours of operation have been determined by the times/dates that there is the level of business to justify being opened. We will be happy to open the bar for special events. Please contact the facility manager @ 360.257.2852 to make arrangements.</p>
<p>Do not use O Club except for special functions and parties.</p>	
<p>The service and food at the O'Club are both great! The cost however is too high for only a salad bar. The average cost in the local area is \$5.95-\$7.95 which includes the drink. And runs cheaper at lunch time to draw customers. \$10+ is too high, so we do not go very often</p>	<p>Thank you for your feedback. We make every effort to provide the best value to our guests. We conduct menu and pricing reviews annually and have found that overall we offer the best value in the area relative to our competitive set. We would be interested to learn who you are comparing us to so that we can get a better sense of their offerings. If you have a moment, please contact our Installation Site Manager @ 360.257.2527 to help us better understand where you go when not the Oclub. Thank you.</p>
<p>Never been eaten there.</p>	<p>we hope to welcome you soon</p>
<p>I lean more towards the healthy choices and smaller portion options.</p>	<p>Thank you for your feedback. We in the process of reviewing our menu and will look to incorporate half portions.</p>
<p>NEVER GONE THERE</p>	<p>we hope to welcome you soon</p>
<p>I like this place.</p>	<p>Thank you. Please tell your friends.</p>
<p>Never been there</p>	<p>we hope to welcome you soon</p>
<p>The salad bar at lunch is expensive and there is no meat on the salad bar.</p>	<p>Thank you for your feedback. We make every effort to provide the best value to our guests. We conduct menu and pricing reviews annually and have found that overall we offer the best value in the area relative to our competitive set. We would be interested to learn who you are comparing us to so that we can get a better sense of their offerings. If you have a moment, please contact our Installation Site Manager @ 360.257.2527 to help us better understand where you go when not the Oclub. Thank you.</p>

<p>High prices for the quality of the food.</p>	<p>Thank you for your feedback. We make every effort to provide the best value to our guests. We conduct menu and pricing reviews annually and have found that overall we offer the best value in the area relative to our competitive set. We would be interested to learn who you are comparing us to so that we can get a better sense of their offerings. If you have a moment, please contact our Installation Site Manager @ 360.257.2527 to help us better understand where you go when not the Oclub. Thank you.</p>
<p>There needs to be a better system in place for paying for meals. As it stands now, all are forced to wait in line, sometimes upwards of 10 minutes to pay at the cashier. Would prefer if the wait staff was able to handle this.</p>	<p>Thank you for your feedback. We are working on speed of service in the dining, especially for the check out process. The staff is now offering to cash out your check from the table, and we are adding a second credit card processing terminal. Please let us know if you have seen positive changes through the ICE survey www.navyllifepnw.com</p>
<p>Notice the name of the establishment "Club" it's located on base is open for lunch only with great food, salad bar, and service that's off the hook. Has anyone done a usage analysis on the salad bar? How many users, vers cost? lower overhead with only one meal and they do a great job at that one meal.</p>	<p>Thank you for your feedback. We conduct menu and pricing reviews annually and have found that overall we offer the best value in the area relative to our competitive set. Part of this review is looking at what items are ordered and how frequently to determine whether or not they should remain on the menu.</p>
<p>One of the waitresses is not my favorite, but otherwise it is a good place.</p>	
<p>No comment on the Officer club. Never eaten there.</p>	<p>we hope to welcome you soon</p>
<p>I don't eat there</p>	<p>we hope to welcome you soon</p>
<p>Don't use this facility.</p>	<p>we hope to welcome you soon</p>
<p>Great Club, FANTASTIC staff!</p>	<p>Thank you. Our team takes great pride in what they do. Tell your friends!</p>
<p>If they would get me my food faster, I'd be inclined to go more often. One time it took 65 minutes to get my food... usually it's like 30-40 minutes. Those of us on very tight schedules can't afford to wait 40 minutes for food. Also, because of their poor service, I refuse to become a member. - Several of my fellow Officers feel the same way. If the service were better, we'd be members and eat there much more often because of the atmosphere and convenience.</p>	<p>Thank you for your feedback. We are working on speed of service in the dining, especially for the check out process. The staff is now offering to cash out your check from the table, and we are adding a second credit card processing terminal. Please let us know if you have seen positive changes through the ICE survey www.navyllifepnw.com</p>
<p>The prices seem pretty high for on base. It would be nice to be able to eat on base somewhere nice without taking most of our paycheck.</p>	<p>Thank you for your feedback. We make every effort to provide the best value to our guests. We conduct menu and pricing reviews annually and have found that overall we offer the best value in the area relative to our competitive set. If you have a moment, please contact our Installation Site Manager @ 360.257.2527 to help us better understand where you go when not the Oclub. Thank you.</p>
<p>Good food and great place to unwind or take a mid-day break (Lunch) with co-workers.</p>	<p>Thank you. Our team takes great pride in what they do. Tell your friends!</p>
<p>Only been there for Command functions like Christmas parties or the Halloween fest. Aside from that, it is the Officer's exclusive bar. Seeing the numbers of officers that utilize it (or lack thereof) I can't see how or why it stays open aside from financial supplement from other MWR sources. If it were up to me, I'd close it and move their bar (like virtually EVERY other Naval base I've been to) to an alcove of the Officer's BOQ. I would ABSOLUTELY NOT combine the CPO and Officer Club, nor would I turn the CPO or Officer Club into an "All Hands" Club.</p>	<p>Thank you for your feedback. The restaurant is M.T. McCormicks and is an all hands restaurant. The O'Club portion of facility is the bar and opened on Fridays for four-hours. The O'Club itself receives no funding other than dues paid.</p>
<p>I work at NHOH and sometimes walk across the street and eat the salad bar delicious and always fresh</p>	<p>Thank you. Our team takes great pride in what they do. Tell your friends!</p>

I do not go to the O club	we hope to welcome you soon
Very little opportunity to utilize the O-Club during the weekend.	Thank you for your feedback. We have attempted weekend hours, particularly during football season, and have found that the level of patronage does not justify being opened.
Poor weekend hours.	Thank you for your feedback. We have attempted weekend hours, particularly during football season, and have found that the level of patronage does not justify being opened.

Kegler's	
Comment	Manager Response
Good Sandwiches!	Thank you. Our team takes great pride in what they do. Please tell your friends.
Its a good a place to hang out.	Thank you. Our team takes great pride in what they do. Please tell your friends.
Need choices for vegetarians.	You can modify menu items to make it fit you dietary needs. The staff would be happy to do that for you, maybe a toasted sub with marinara, peppers, onions, mushrooms, tomatoes, and olives?
Good for a quick hamburger when the CPO club is closed.	Thank you for your support at both places
There needs to be more food available that are not fried, especially for kids!	We added PB & J and Grilled Cheese to the menu in June, as well as apple sauce and apple slices to replace french fries. Please let us know if you have noticed a change via the ICE survey www.navyllifepnw.com
What do you expect from a bowling alley?	From our end, we expect that you will get the best possible product and service for the best value anywhere. Let us know how we are doing via the ICE survey www.navylifepnw.com
Pretty good place, the Pizza is awesome.	Thank you. Our team takes great pride in what they do. Please tell your friends.
Horrible! Horrible! Horrible! Good luck trying to find lean protin that hasn't been fried. Good luck finding anything that isnt fried period. As for vegetables the salad is ridiculusly small and way overpriced. I can almost eat an entire meal with drink and dessert at the galley for what a horrible salad costs. I'm havving a difficult time thinking of anything remotly healthy.	Thank you for your feedback. We are in the process of reviewing our menu and think you will notice positive changes. Menu items are determined by what sells. Please note that the Galley operation is funded with appropriated funds whereas our restaurant has to be fully self-sustaining.
Great pizza. Family bowls occasionally and enjoy the convenience.	Thank you. Our team takes great pride in what they do. Please tell your friends.
lots of fried everything nothing really baked or truly healthy except for prepackaged salads--yuck.	Thank you for your feedback. We are in the process of reviewing our menu and think you will notice positive changes. Menu items are determined by what sells. Please note that the Galley operation is funded with appropriated funds whereas our restaurant has to be fully self-sustaining.
Never eat here.	We look forward to welcoming you soon
Its hard to be healthy when everything is fried	Thank you for your feedback. We are in the process of reviewing our menu and think you will notice positive changes. Menu items are determined by what sells. Please note that the Galley operation is funded with appropriated funds whereas our restaurant has to be fully self-sustaining.
Good in a desperate situation but would prefer to go off base.	Please let us know what you would like to see that is missing by either contacting the Installation Site Manager @ 360.257.2527 or via the ICE survey www.navylifepnw.com
Prices are way too high.	Thank you for your feedback. We conduct menu reviews at minimum annually and have found that our pricing is consistently lower than our competitive set. Please let us know what you are looking for and we will see what can be done to meet your needs. the ICE survey is a great venue to share your thoughts www.navylifepnw.com
Hope they keep it up!	Thank you. Our team takes great pride in what they do. Please tell your friends.
More like fast food, not really my thing.	
We need a Popeye's Chicken	

Not a good lunch option because of the time it takes, and the prices. Good otherwise.	Thank you for your feedback. You should be receiving your food within 10 -15 minutes of ordering. If not, please let us know. We conduct menu reviews at minimum annually and have found that our pricing is consistently lower than our competitive set.
Lots of greasy food.	Thank you for your feedback. We are in the process of reviewing our menu and think you will notice positive changes. Menu items are determined by what sells.
I dont eat there often most food is greasy and the pizza is not good.	Thank you for your feedback. We are in the process of reviewing our menu and think you will notice positive changes. Menu items are determined by what sells.
The Chicken wings/Buffalo wings/Drumsticks are over Priced, 1 Dollar for a small chicken wing.	The inferno wing are expensive, we have tried several other products that are less expensive but the quality was horrible. We will continue to look for another product.
Mostly fast food/Bar food items	Kegler's is by designed to be a quick service food operation.
Open all day is great, anyone can go and grab food anytime. being in the convergence zone is great, kids get to play there, bowling, free wifi... most family friendly place.	Thank you. Our team takes great pride in what they do. Please tell your friends.
Here is a place I enjoy to eat only because the surrouding atmosphere being that it's connected to the bowling alley, kids zone, and all the other enjoyable things. The food here is not bad either. I enjoy more than just one type of food like the chili fries and the grilled cheese.	Thank you. Our team takes great pride in what they do. Please tell your friends.
Great food, kind of slow at times but a phone-in ahead of time takes care of that.	Thank you. Our team takes great pride in what they do. Please tell your friends.
Would like more healthy choices besides salad.	Thank you for your feedback. We are in the process of reviewing our menu and think you will notice positive changes. Menu items are determined by what sells.
Need a posted kids menu. Lots of fried/fatty foods.	We added PB & J and Grilled Cheese to the menu in June, as well as apple sauce and apple slices to replace french fries. Please let us know if you have noticed a change via the ICE survey www.navyllifepnw.com
Food is getting too expensive. Young sailors who don't get BHA rely on gally food but when they want to be able to take someone to a somewhat decent place near home-or walking distance of home, we don't want to spend a lot of money. a lot of gs positions don't pay much either and it would help if there was a place where the food was cheaper money wise then the quality. the food isn't bad. but the health choices aren't great and even worst, we pay a lot for grease. You are a restuarant, not mcdonalds. we have our own issues with mcdonalds.	Thank you for your feedback. We are in the process of reviewing our menu and think you will notice positive changes. Menu items are determined by what sells. Please note that the Galley operation is funded with appropriated funds whereas our restaurant has to be fully self-sustaining.
Great food!!	Thank you. Our team takes great pride in what they do. Please tell your friends.
Have not used.	We look forward to welcoming you soon
Great place to take the kids!	Thank you. Our team takes great pride in what they do. Please tell your friends.
Wonderful Pizza!	Thank you. Our team takes great pride in what they do. Please tell your friends.
Great food and service.	Thank you. Our team takes great pride in what they do. Please tell your friends.
French fries too greasy.	They should not be greasy, next time you get greasy french fries, please bring it to a staffs attention so they can get you a new order
Do not use this facility.	We look forward to welcoming you soon

I hear so many people say they have no healthy options but their turkey deli sandwiches are awesome, awesome, AWESOME and for an extra fee you can sub salads for fries. Healthy and split-able.	Thank you. Our team takes great pride in what they do. Please tell your friends.
I am truly unimpressed with Kegler's. The food is usually not that great and frequently the staff is less than friendly. I will eat at numerous other locations before I eat at Kegler's.	We apologize you have not enjoyed your dining experiences at Keglers, if you do choose to dine there again, please let the supervisor know if we do not meet your expectations
It is very convenient because they deliver when we're busy working but the only thing that delivers is extremely unhealthy and everything is fried.	Thank you for your feedback. We are in the process of reviewing our menu and think you will notice positive changes. Menu items are determined by what sells.
A couple of times I've found hair in my food. The staff is always so nice that I've never said anything, but it is really starting to cause an aversion, if you know what I mean. But the food is fairly good and the staff is great.	Please make sure you call if you find anything in your food. The staff wears hair nets and hats are required by the health code.
There is not a healthy choice worth buying here. Service used to be awful, but new people has improved it greatly. Equal chances of getting an order right or wrong. Recommend improving quality of current menu items and adding some soup or salad options.	Thank you for your feedback. We are in the process of reviewing our menu and think you will notice positive changes. Menu items are determined by what sells. You should receive your order accurately, on time and in a friendly manner at all times. Please let us know how we are doing through the ICE survey www.navylifepnw.com
Several times I have gotten cold food. Probably gonna stay away for a while.	If you ever get cold food let a staff member know and we will recook your order
Less fried foods. Shrink the portions and lower the price.	Thank you for your feedback. We are in the process of reviewing our menu and think you will notice positive changes. Menu items are determined by what sells.
FAST FOOD: Not meant to be a Healthy choice	Thank you for your feedback. We are in the process of reviewing our menu and think you will notice positive changes. Menu items are determined by what sells.
Overpriced, It is mostly "BAR FOOD"	Thank you for your feedback. We conduct menu reviews at minimum annually and have found that our pricing is consistently lower than our competitive set. Please let us know who you are comparing pricing to so that we can better understand our competitive set. The ICE survey is a great forum for future comments www.navylifepnw.com
The food is always greasy whats up with that. And they need to check to make sure all the condiments are in the bag and not just one of something The food prices are outrageous for the quality food served!	Thank you for your feedback. The food should not be greasy, next time you get greasy food, please bring it to a staffs attention so they can get you a new order. We conduct menu reviews at minimum annually and have found that our pricing is consistently lower than our competitive set. Please let us know who you are comparing pricing to so that we can better understand our competitive set. The ICE survey is a great forum for future comments www.navylifepnw.com
The remodle was an excellent improvement.	Thank you. Our team takes great pride in what they do. Please tell your friends.
When I go to Kegler's I don't really expect to eat healthy, since I don't think they have any healthy foods besides maybe some overpriced salads. There pizza is good, and so is there wings, although since they only have 25 cent wings on monday and being on night check I don't get a chance to eat those any more. The people are not always very nice.	We now have 25 cent wings on Sunday as well, and you can choose Hot, BBQ or Teriyaki. Please let the installation Site Manager know if you are not getting good service or let us know via the ICE survey www.navylifepnw.com
Fresh salads a non-fried food would be good.	Thank you for your feedback. We are in the process of reviewing our menu and think you will notice positive changes. Menu items are determined by what sells.
very good for fast food	Thank you. Our team takes great pride in what they do. Please tell your friends.
Best Philly Cheese Steak sandwiches this side of the Mississippi. Good Job!!!!!!!!!!!!	Thank you. Our team takes great pride in what they do. Please tell your friends.

Libraries, Restaurants and Playgrounds all in one building... Noisy to Read?	
Open at 10.	We opened earlier in the past, and did not have the customer base to support the additional hours.
Great food and a great establishment. My family loves this place!	Thank you. Our team takes great pride in what they do. Please tell your friends.
Great staff	Thank you. Our team takes great pride in what they do. Please tell your friends.
It convenient (close by work) and they deliver during a very narrow window of time. Some of the people who take the orders (in the past- I haven't called in a few months) are less than hospitable. I do like most of the foods, though, but some seem a bit overpriced.	Thank you for your feedback. We now offer delivery from 11-3 and 4-8. Phone skills is a area we have been working on. Please let us know how we are doing via the ICE survey www.navylifepnw.com
No fresh Salads	Salads are made fresh each morning
KEGLER'S HAS IMPROVE THE FOOD IS EXCELLENT.	Thank you. Our team takes great pride in what they do. Please tell your friends.
The woman who works the counter can be pushy when deciding what to eat. When she's up front I'll be asked every 30 seconds if I'm ready to order yet. No, not when a line is behind me - I won't hold up a line. I'll be the only one there and she'll still ask. Prices: the "sides" cost just as much a meal, a bit high.	Thank you for your feedback. We have shared your comments with the team to help improve our level of service. Please let us know if you have seen a change via the ICE survey www.navylifepnw.com
Have more variety on healthy foods. Start to serve breakfast daily.	Thank you for your feedback. We are in the process of reviewing our menu and think you will notice positive changes. Menu items are determined by what sells. Unfortunately, we have found that there is not enough business to justify breakfast operations.
There could be more healthy choices here.	Thank you for your feedback. We are in the process of reviewing our menu and think you will notice positive changes. Menu items are determined by what sells.
Good size portions for the price. They make the best fries.	Thank you. Our team takes great pride in what they do. Please tell your friends.
almost all there food is fried. It would be nice to have something not fried. A healthy choice	Thank you for your feedback. We are in the process of reviewing our menu and think you will notice positive changes. Menu items are determined by what sells.
I have only ordered the nachos supreme. Would have rather seen real cheese, and a whole lot of veggies, not just "nacho" cheese, jalapenos, and a few olives.	When you order please ask for cheddar cheese, they will use it in place of the nacho cheese.
Our office has ordered many times for Kegler's to deliver on base. Food's okay but far from great and very limited. We've had orders sent out wrong, missing items and a couple of times a very long time to get to us. The only food I really enjoy are the Onion Rings.	Thank you for your feedback. We have reviewed your comments with the team to help rectify your experience. Please let us know if you have seen a change via the ICE survey www.navylifepnw.com
Kegler's is AWESOME!	Thank you. Our team takes great pride in what they do. Please tell your friends.
Price is somewhat high.	Thank you for your feedback. We conduct menu reviews at minimum annually and have found that our pricing is consistently lower than our competitive set. Please let us know what you are looking for and we will see what can be done to meet your needs. the ICE survey is a great venue to share your thoughts www.navylifepnw.com
Product quality is dependent on who is behind the counter.	You should get the same quality no matter who is working, next time we don't meet your expectation, please tell us, so we can make it right for you
What kind of adult wants to go to a playground to eat? Service is bad, some of the employees can't even speak english.	Keglers is located in the Convergence Zone, which offers a little for just about everyone, from the playground, bowling, paintball, cyber café, trip planning, bar service and Keglers. You can choose to eat in Kegler's or the Back Alley Bar (the door are closed to the playground area).

the best thing about Kegler's, they deliver and it's hot when you get it, also the price is awesome for what you get. Take a cheese burger from Kegler's to McDonalds and compare, might as well as take the fries with you. Way more for your money then Mcd's. The burger is bigger and better. Close McDonalds is my advice.	Thank You, we have a new burger coming on the next menu revision, it will be 2 1/3lb patties, swiss cheese, american cheese, grilled onions, grilled mushrooms and two strips of bacon. Look for it in the next month or so.
Same as Bakerview.	
Good place to dine and relax.	Thank you. Our team takes great pride in what they do. Please tell your friends.
awesome price. I will not bowl, it is too expensive to bowl. Make the price cheap so I can take my family bowling	We offer discounted bowling on several night of the week, along with free bowling at lunch. Our price per game is \$1 less then out in town
It's bowling food...	
The fries are not the greatest	delete comment to left
I love that ther deliver, we dont get to go to lunch due to our work schedule, so this helps out a lot.	Thank you. We now offer delivery from 11-3 and 4-8.
They need to open earlier and provide the same coffee shop that the little NEX has and have breakfast. We would love this choice rather then having to go to Mc'donalds.	Thank you for your feedback. Unfortunately, we have found that there is not enough business to justify breakfast operations.
the only thing I have agains this dinnning facility is that is surves to many deep fried, and fried foods. the only healthy thing i saw on the menu was probably the salad. How ever I do like the setting and once in a while its not bad to eat here if i want the fast food type meal.	Thank you for your feedback. We are in the process of reviewing our menu and think you will notice positive changes. Menu items are determined by what sells.
Pizzas often come out greasy and that's not good for bowlers.	If your pizza does not meet you expectation please let a staff member know
Customer Service is a little on the "not so smiley" side...but in general, not too bad :).	
takes to lone to get food deliver	Thank you for your feedback. We now offer delivery from 11-3 and 4-8. Please let the manager know if we are late in delivery, or let us know how we are doing via the ICE survey www.navylifepnw.com
VERY convenient. When I can't get away from work. Food delivery from Kegler's is fantastic.	Thank you. Our team takes great pride in what they do. Please tell your friends.
The chicken strips that they used to sell were a lot better than the new ones that look like they came right out fo a freezer bag, and made from chicken scraps, not real chicken breast.	We have been using the same chicken strips for about 5 years now.
I would like simple breakfast choices, like muffins and/or scones and maybe a coffee shop.	Thank you for your feedback. Unfortunately, we have found that there is not enough business to justify breakfast operations.
Love the steak sandwiches	Thank you. Our team takes great pride in what they do. Please tell your friends.
I have not been to Keglars since the remodel. It would not be fair to grade them.	we hope to welcome you soon
WITH PSD JUST ACROSS THE STREET, SUGGEST THAT KEGLER'S OPEN UP FOR BREAKFAST SERVICES AND MAYBE EVEN A COFFEE SHOP. SHOULD OPEN UP AT 0730 TO ACCOMODATE NOT ONLY PSD BUT ALL CUSTOMERS COMING IN TO PSD IN THE MORNING.	Thank you for your feedback. Unfortunately, we have found that there is not enough business to justify breakfast operations. With PSD operation across the parking lot we will reevaluate the potential.
Pretty good!	Thank you. Our team takes great pride in what they do. Please tell your friends.

Skywarrior Theater Snack Bar	
Comment	Manager Response
have not been there	we look forward to welcoming you soon
Never been there	we look forward to welcoming you soon
I have never purchased snacks there!	we look forward to welcoming you soon
Have not had a chance to go to the movies yet.	we look forward to welcoming you soon
Convenient movie food that is reasonably priced. Low variety, need more choices.	Thank you for your comments. We are looking at adding some new candies in the near future
I don't eat there or participate in the establishment	we look forward to welcoming you soon
Never eat here.	we look forward to welcoming you soon
It's a snack bar. What do you expect?	
I rated health choices low because it is a theater, we don't expect to eat healthy at the movies. :)	
Never been there.	we look forward to welcoming you soon
We need a Popeye's Chicken	
Never Been	we look forward to welcoming you soon
pop corn isn't that good always taste old, more topping choice's would be good too, ie; cheese powder, ranch powder...etc...	Please let us know if there is anything wrong with the order so that we can fix it on the spot. We now have four topping choices available for you.
It is a theater and I do not expect to see healthy choices there. Have to have snack food that is bad for you once in a while.	
It opens when the theater opens, it has all you really need to watch a movie, can't complain.	thank you. Our team take great pride in what they do. Please tell your friends.
This to me is just a typical movie theatre snack bar. Prices seem average along with the quality and healthy choice. Although, it seems there is not much variety.	Thank you for your comments. We are looking at adding some new candies in the near future
Only open during movies	
Never been to Skywarrior theater snack bar	we look forward to welcoming you soon
Need to continue working on ways to reduce wait times for concession purchases (usually backs up due to credit card transactions). Glad the CO is investing recent award money into an interior facelift.	We added a second register that has been a great help in getting guests through the snack bar line. We recently removed the requirement for signature on credit card purchases under \$25, that has been speeding up the lines as well. We are excited for the changes that are coming in the near future, a sample of the new chairs is sitting in the lobby is you want to check that out. We will be improving the sound quality by draping the wall, new carpet, a new screen, and most exciting of all we are putting in a digital 3D projector
Expand the Snack Bar	Unfortunately, there is no plan to expand the snack bar at this time
tickets are cheap. food is cheap. you guys are awesome.	thank you. Our team take great pride in what they do. Please tell your friends.
It is what it is, a movie theatre snack bar !	
I'VE NEVER USED IT CAN'T SAY MUCH	we hope to welcome you soon
Not much healthy there but I guess you are at the movies right!!! Can't for the remodel.	We are excited for the changes that are coming in the near future, a sample of the new chairs is sitting in the lobby is you want to check that out. We will be improving the sound quality by draping the wall, new carpet, a new screen, and most exciting of all digital projector with 3D.
What is a healthy snack for the movie theatre, I put SAT, otherwise I don't think that matters for the movie theatre.	
I do not use this facility.	we hope to welcome you soon
Do not use.	we hope to welcome you soon
Love the self-serve butter dispenser, it would be even better if it were actual butter!!	
I haven't been there, but the kids say it is good.	we hope to welcome you soon

Nobody really expects "Healthy choices" at the theater, but it may be worth a shot. Some things aren't as bad as others. Popcorn is better unbuttered with flavor salts for instance. Good hot dogs.	We now have 4 topping choice available for you
Long lines make patrons wait up to 20 minutes for service and at times miss the movie offering.	
I have never been to the Skywarrior Snack Bar.	
It's snack foods at reasonable prices, nothing really healthy but that's ok. The people working there are usually pretty nice. Some times the soda fountain machine does not have a proper mixture of water and syrup mix.	We added a second register that has been a great help in getting guests through the snack bar line. We recently removed the requirement for signature on credit card purchases under \$25, that has been speeding up the lines as well. We are excited for the changes that are coming in the near future, a sample of the new chairs is sitting in the lobby if you want to check that out. We will be improving the sound quality by draping the wall, new carpet, a new screen, and most exciting of all we are putting in a digital 3D projector
The whole theater experience is a good deal for the minimal cost. My family really enjoys the theater.	thank you. Our team take great pride in what they do. Please tell your friends.
Always okay when I attend a movie there, but the two people working behind the counter get overwhelmed when intermission comes.	Thank you for the feedback. We are looking at our staffing model to make sure we have the correct amount of staff to cover the rushes. Please let us know what you think of the changes via the ICE survey www.navylifepnw.com
The entire snack bar area need upgraded. Low variety and small area to service the patrons.	Unfortunately, there is no plan to expand the snack bar at this time
This theater has a weird smell and bad dirty feeling as soon as you walk in. There is not any healthy choices.	It's an old building (built in 1942) that gets a lot of wear from command use during the week and movies on the weekends. When we shut down to for the renovation we will be doing some painting and pressure washing which should help, the new air handling system that was installed in the spring seems to be helping to reduce the musty smell.
Not expecting healthy choices for a movie theater snack bar. Prices are excellent, so much cheaper than other movie theaters and get far more goods for my dollar. Staff is always friendly.	Thank You for your patronage
There could be more healthy choices here but for a theater they are fine.	
Contractor. Not allowed to go to the theater.	
Theater food is subpar compared to other movie theaters	Thank you for your feedback. Please let us know where we are missing the mark by either contacting the Installation Site Manager @ 360.257.2527 or via the ICE survey www.navylifepnw.com . We would very much like to know what you are looking for to see how we might incorporate that into our operation.
The theater just needs an overhaul. Smells bad, sticky floor and seats makes you wonder about what you purchase. How clean is the ice/soda machine, popcorn machine etc.	Thank you for your feedback. We are in the process of a number of upgrades including new chairs (you can see a sample in the lobby). We will be improving the sound quality by draping the wall, new carpet, a new screen, and most exciting of all we are putting in a digital 3D projector
It would be nice to show movies maybe one day during the week. For the people who work nights or weekends we don't get to see the movies they show on Friday Saturday or Sunday.	We are looking at maybe opening on Thursdays after the renovation, the theater was open Thursday - Monday up until 4 years ago, we did not have the patronage to support Thursday or Monday, at that time
i don't go out into town as i prefer to support the base facilities	thank you. We appreciate your patronage.
Always greeted well and with smiles. Food is good but probably not the healthiest but then again, it is a movie theatre not a regular restaurant. I love the popcorn and my nachos. Would like to see the hot dogs cooked to a hotter temperature. Many times it's barely warm -- that's my only complaint. I like coming to the Skywarrior Theatre - I feel relaxed and at home.	Thank you for your feedback. We have a new hot dog roller on order and should be here any day now.

Looking forward to the renovations!	We are excited for the changes that are coming in the near future, a sample of the new chairs is sitting in the lobby is you want to check that out. We will be improving the sound quality by draping the wall, new carpet, a new screen, and most exciting of all a digital projector with 3D.
Love the "free" Saturday double features in the evening, However running out of snack bar items seem to be an issue. I am not talking 2-3 hrs into the feayures either, I mean showing up and there is not hot dogs or nachos available is unsat!	absoteluy agree that running out of items is nonSAT. We have reviewed with the team to ensure enough product is prepared based on the amount of people they expected for the movie. Let us know if you have seen at change via the ICE survey www.navylifepnw.com .
The theater is in horrible condition. Broken seats, sticky floors, everything feels old and musty.	Thank you for you feedback. We are excited for the changes that are coming in the near future, a sample of the new chairs is sitting in the lobby is you want to check that out. We will be improving the sound quality by draping the wall, new carpet, a new screen, and most exciting of all a digital projector with 3D.
Did not really expect too much of this Snack bar because it is in the movie house.	
The skywarrior theater is way outdated and is not enjoyable at all.	Thank you for you feedback. We are excited for the changes that are coming in the near future, a sample of the new chairs is sitting in the lobby is you want to check that out. We will be improving the sound quality by draping the wall, new carpet, a new screen, and most exciting of all a digital projector with 3D.
nobody wants health food at a movie theater!	
WWho goes to the movies for "Healthy Choices?" Hot popcorn and soda is all I need. :-)	
the staff at the theater are always nice and are helpful when assistance are needed	thank you. Our team take great pride in what they do. Please tell your friends.
They do not have enough room when entering the Theater and the line is slow.	We added a second register that has been a great help in getting guests through the snack bar line. We recently removed the requirement for signature onr credit card purchases under \$25, that has been speeding up the lines as well. We are excited for the changes that are coming in the near future, a sample of the new chairs is sitting in the lobby is you want to check that out. We will be improving the sound quality by draping the wall, new carpet, a new screen, and most exciting of all we are putting in a digital 3D projector
the people who work here are very friendly. I know they are about to go thru renovations so I know the seats and hopefully screen will get better but all in all its great for what you pay :-)	Thank you for you feedback. We are excited for the changes that are coming in the near future, a sample of the new chairs is sitting in the lobby is you want to check that out. We will be improving the sound quality by draping the wall, new carpet, a new screen, and most exciting of all a digital projector with 3D.
combo meals would be a nice addition.	Thank you for your feedback. We will take a look at combos during our next menu review.
Prices for food is high.	Thank you for your feedback. We review our menu and pricing a minimum of once per year and consistenly find we are lower than other comparable facilities. Please let us know via the ICE survey, www.navylifepnw.com , who you are comparing pricing with so that we can better assess where people go when not our facility.
Theater food prices are way above actual cost of product. Their profits on hot dogs must be close to 300%. You never get enough cheese for the Nachos even if you pay extra for the double serving.	Thank you for your feedback. We review our menu and pricing a minimum of once per year and consistenly find we are lower than other comparable facilities. Please let us know via the ICE survey, www.navylifepnw.com , who you are comparing pricing with so that we can better assess where people go when not our facility.
Quick service and friendly as well!	thank you. Our team take great pride in what they do. Please tell your friends.

<p>Surprised to see it on the survey, but ok. Has all one would expect at a movie theater. Staff is always friendly. Seems awkwardly small - would change the way it's laid out on the lobby floorplan.</p>	<p>thank you. Our team take great pride in what they do. Please tell your friends.</p>
<p>popcorn and pop are priced okay, but the candy that goes for \$2 is way overpriced, if the dollar store can sell the same thing, but bigger, for \$1, we should be able to get it there for close to the same price. Movie selection is usually pretty good, sometimes though there is no kids movie on the weekend which is huge bummer. love how the lg popcorn and lg pop have free refills though!!!</p>	<p>Thank you for your feedback. We review our menu and pricing a minimum of once per year and consistently find we are lower than other comparable facilities. Please let us know via the ICE survey, www.navylifepnw.com, who you are comparing pricing with so that we can better assess where people go when not our facility.</p>
<p>more variety movies and snacks</p>	<p>We are given a list of movies with play dates from the Navy Motion Picture Association, we do our best to schedule family movies Saturday and Sunday at 2pm, but have to work with the movies that are given us. We are looking to add more candy to the snack bar in the near future</p>
<p>come on, it's a theater...healthy choices? I really don't expect healthy choices.</p>	
<p>Great people are always nice. I think they need to really do some work, like repainting, update it, or expand??</p>	<p>Thank you for you feedback. We are excited for the changes that are coming in the near future, a sample of the new chairs is sitting in the lobby is you want to check that out. We will be improving the sound quality by draping the wall, new carpet, a new screen, and most exciting of all a digital projector with 3D.</p>
<p>Its minimal staff and the staff has always been happy to see us. Other than the sticky floor we have never had an issue there. We are not there to have a healthy meal:)</p>	<p>thank you. Our team take great pride in what they do. Please tell your friends.</p>
<p>Typical movie theater snack bar. The atmosphere takes a hit because the theater is a little run down.</p>	<p>Thank you for you feedback. We are excited for the changes that are coming in the near future, a sample of the new chairs is sitting in the lobby is you want to check that out. We will be improving the sound quality by draping the wall, new carpet, a new screen, and most exciting of all a digital projector with 3D.</p>

Admiral Nimitz Hall Galley	
Comment	Manager Response
The new decorations are cool! The serving line looks like Applebee's and Olive Garden.	Thank you!
The civilian staff should smile more.	Staff is conducting training in customer service.
Keep the current operations.	
Please put desserts by the speed line.	Desserts are now located on the speed line. Thank you.
For the price it is the best place to eat! The food and service is outstanding!	Thank you!
Never go there to eat.	
Not eligible to eat there.	
Hours are difficult to get to eat during the week. It would be nice if they opened a little earlier and stayed open a little longer on the weekend.	The galley hours are actually very well suited to the majority of our customers. We also have Grab and Go hours that open 30 minutes before and after the regular meal hours.
For a galley, it's pretty good.	Thank you.
Awesome Place, one of the best galley's in the Navy.	Thank you!
Love the salad bar. The best in town and maybe on Island. My only complaint about the galley is with the asparagus. The sign says you get 4 or 5, I always get 2. I understand you have a lot of people to feed but when I have asparagus and anyone I've seen eat asparagus puts down 10 - 15 spears.	Please let our staff know if you want additional servings of the asparagus. We would be very happy to accommodate your request. Thank you very much for comments.
Since retirees are not allowed anymore this is also NA.	
As a retiree and Civil Service employee I can only eat at the galley on no restriction days. Otherwise I would eat at the galley several times per week.	
I don't eat there or participate in the establishment	
I am glad I don't have to eat here	
Never eat here.	
Hours are short its always the same meals and the meals are very bland service is ok	Please come taste what we're serving now! Including grab'n'go, our meal hours are: breakfast - 0530-0800 lunch - 1030-1300 dinner - 1630-1800
When I was authorized to go there it was good. Retired/Civil Service members are not allowed eat in there anymore.	
Need more meatless options.	We always have at least one, and usually more than one vegetarian option for protein. Please ask our Watch Captain for assistance with your nutrition questions.
Mostly enjoyable meals at a reasonable price.	Thank you.
People should not be turned away because of the type of nice clothes they where. If it is soiled PT gear, I understand. If it is a pregnant woman in elastic pants that only remotely LOOK like sweatpants from a distance, she SHOULD NOT BE TURNED AWAY!	Our staff try to enforce our dress code. If you believe you are dressed within standards and need assistance, please ask for a supervisor.
I am no longer able to eat at the galley due to retirement. I have however, been able to eat at galleys at other locations (paying full meal price). I know that many retirees that are working here on the base would like the opportunity to eat at the galley rather than be forced to always eat "fast food" or brown bagging it. Can the galley be opened to retirees or is it not legal for some reason? We would be required to pay of course, so I'm not sure of the issues as to why not. Thank you.	CNIC and NAVSUP have mandated that galleys should be open only to active duty personnel due to funding allocations. However, retirees and civilians are allowed to eat in the galley during special meals authorized by the Commanding Officer. Other galleys have waivers that allows them to feed civilians. NASWI galley has no waiver. Thank you very much for your comments.

Dress code to strict. The food is usually not flavored well. Or cooked very poorly, it seems as if even some of the vegetables are way to watery. As well as usually undercooked. Most of the fruits are not ripe when being served. Breakfast is ten times better than the other meals of the day.	We are constantly refining our culinary skills and try to cook and flavor the food to suit most patrons. We hope you decide to continue eating at our galley, and that the food is enjoyable.
As a civilian I am not allowed to go. Too bad it's not open to everyone, they'd get a lot more business.	We are following the policy set by CNIC and have forwarded your welcome and valid requests through our COC. If this policy is repealed, we sincerely hope to have your patronage at our galley.
I am a civilian and not allowed to eat at the Galley	We are following the policy set by CNIC and have forwarded your welcome and valid requests through our COC. If this policy is repealed, we sincerely hope to have your patronage at our galley.
We need a Popeye's Chicken	
Love all the options for the salad bar! Great job by all involved.	Thank you.
Love the galley, too	Thank you.
The hours of the galley is what really bothers me. Some people have to be at work prior to 0600 eating the same grab and go items everyday is quite redundant. I eat all 3 meals in the Galley every day and the hours are honestly the worst part I have to work hard to work my schedule around that of the galley.	The grab and go menu rotates. Thank you for patronage.
The fruit bar in the morning is amazing! prices are good, best chow hall I've ever visited	Thank you.
Having to write down and itemize the price I am paying on a sign in sheet is stupid.	This is part of a check and balance system.
I am a retired Reservist and DoN civilian. I am no longer allowed to eat here.	We are following the policy set by CNIC.
For civilians with only 1/2 hour lunch, taking this away was a real loss. The convenience of already prepared wholesome food save time over ordering a meal.	We are following the policy set by CNIC.
Needs to open for Retirees We EARNED IT AND DESERVED IT.	We are following the policy set by CNIC.
Not authorized to utilize the galley	
Additional hours are need to support Navy Reservists. Breakfast hours should be added 1 weekend a month, typically the first weekend.	We strive to match our contractor's hours and to fit the majority of our customers. Please keep trying: We value your patronage!
Choices are good, there are different stuff everyday. Fast food line and main meal line give customers choice of what food they want. Having to take own trade all the way to the scullery is not cool.	Apologies for any inconvenience, and thank you for your compliments.
I rarely eat here but when I do it reminds me of a typical Galley. Decent food.	Thank you.
Not open to contractors	
When I was in patient at the hospital, the galley brought food over. The dinner food was DISGUSTING. I couldn't even eat it. Breakfast was fine but the dinner they served was some sort of fish with greens and it was just horrible and tasted bad. My husband couldn't even eat it.	We will QA what is being sent to the hospital.
excellent fruit bar for breakfast as a choice. Need to relook menu at times, serving jalapeño garlic bread with a main entree of fish? More roll availability for core lunch meals.	We are looking at all of the items and what they are served with.
More and larger portions of proteins, (beef, poultry, fish). Self-Serve the majority of the food. Not measured amounts served to and for you.	We have to follow the serving size to stay in our budget.

<p>No opinion. Have not eaten at the galley recently however the reviews that I get from my Sailors are very positive. I do not understand the "no civilian" policy...turning away paying customers that only help reduce the amount of wasted food without adding to the cost of meal preps. Doesn't make sense.</p>	<p>We are following the policy set by CNIC.</p>
<p>have not tried it yet.</p>	<p>You are missing a lot.</p>
<p>Highly recommend allowing retirees, etc., to eat in the Galley, again. Purportedly, financial reasons drove the decision to exclude these folks. Hard to believe this patronage was breaking the bank...if anything, they were consuming the rations being prepared for sailors who ate elsewhere until their money ran out.</p>	<p>We are following the policy set by CNIC.</p>
<p>Some people are allergic to pepper jack cheese, because all the cheese is thrown into one tray (recent change) they are unable to eat cheese. PLEASE go back to separating the cheese into their own trays</p>	<p>Sorry for the inconvenience, we serve a mixed cheese.</p>
<p>Keep shredded cheese on the salad bar. Sliced or shredded carrots on the salad bar instead of whole baby carrots. Serve fries on speed line 5 days a week. Allow a hamburger and hotdog on speed line, not either or.</p>	<p>Sorry for the inconvenience, we have to stay within a budget.</p>
<p>Have not eaten there for years. Used to attend special luncheons there.</p>	
<p>Weekend hours make using the Galley for breakfast impossible. As there are no breakfast hours, members are forced to pay for food that they should not have to. Suggest having limited hours for breakfast (0630-0730) or some type of takeout option for reserve weekends.</p>	<p>Brunch and dinner on the weekends has more options that spend your entitlement.</p>
<p>Bread products could be fresher, overall great selection for the price.</p>	
<p>LET RETIREES EAT AT THE GALLEY ALREADY!!!!!!!!!!</p>	<p>CNIC and NAVSUP have mandated that galleys should be open only to active duty personnel due to funding allocations. However, retirees and civilians are allowed to eat in the galley during special meals authorized by the Commanding Officer. Other galleys have waivers that allows them to feed civilians. NASWI galley has no waiver. Thank you very much for your comments.</p>
<p>As a contractor on the base, I feel we need the opportunity to be a patron of this facility.</p>	<p>CNIC and NAVSUP have mandated that galleys should be open only to active duty personnel due to funding allocations. However, retirees and civilians are allowed to eat in the galley during special meals authorized by the Commanding Officer. Other galleys have waivers that allows them to feed civilians. NASWI galley has no waiver. Thank you very much for your comments.</p>
<p>Most single sailors wish the Galley to be open at 0530 for breakfast so that they can eat and make it to work on time @ 0630.</p>	<p>Our grab'n'go is open at 0530. Please come by.</p>
<p>hours need to change especially for dinner, have grab n go and carry out available for all meals not jus breakfast and lunch allow service members to take main line to go</p>	<p>Our hours fit the majority of our customers. Adding more hours will increase our Food Service Atendant contract costs which we are not budgetted for. Please keep trying to utilize the galley during the regular open hours. We value your patronage!</p>
<p>I used to eat at the galley when ever I could, although now that I'm a twenty year retired veteran and now a Civil Servant, I no longer have the privilege to enjoy the atmosphere and great service of the galley.</p>	<p>We are following the policy set by CNIC and have forwarded your welcome and valid requests through our COC. If this policy is repealed, we sincerely hope to have your patronage at our galley.</p>
<p>It would be great if opened to civilian employees.</p>	<p>We are following the policy set by CNIC and have forwarded your welcome and valid requests through our COC. If this policy is repealed, we sincerely hope to have your patronage at our galley.</p>

give them the NEY	Thanks you for your support!
excellent salad bar and food choices.	Thank you.
Whidbey's galley is hands down the best galley I've eaten at in the Navy. Keep up the great food quality and service!	Thank you!
Do not use this facility.	
I try to eat there whenever they allow civilians to utilize. The salad bar is amazing and for the price--it's far beyond expectations. Also, the staff are very polite!	Thank you very much.
I would like to see a more robust salad bar and several fruit options available at each meal.	Please come see our expanded fruit and salad bar now.
I BELIVE THAT OVERALL EVERYTHING IS GOOD THERE THE FOOD IS GOOD AND THE STAFF IS PLESENT OVERALL. I ALSO REALLY LIKE THE OMLETS.	Thank you.
Overall I'd say that this is one of the best galleys that I've experienced. Better than 32nd streets in San Diego and miles ahead of the ship's galley. I never get any crap attitude when ordering my brunch omelets which is rare for the Navy. The place is always clean and I never question the cleanliness of the dinner ware and plates. Great Job NASWI galley. -HM3 Ellero NHOH Dental Clinic	Thank you.
I'm a contractor, I don't think I can eat there.	
Just not good. Typical galley menu and food.	You should try coming to see what we have now.
Have a different variety of TV on. TV is always on CNN. Also, why do we have to sign in now. That is making the line longer.	We are working with our funding source to get more channels.
Outstanding place to eat. Very healthy. Great prices, great service. Nothing but good comments. My #1 place to eat on base.	Thank you.
would like to see a better salad bar, with more variety.	You should try coming to see what we have now.
Should be open to retired military and civilian contractors on base as it was in the past. They are a good source of revenue and a deserving part of our community.	We are following the policy set by CNIC and have forwarded your welcome and valid requests through our COC. If this policy is repealed, we sincerely hope to have your patronage at our galley.
Morning Galley Hours: No breakfast for those of us that wish to work-out in the A.M. before work. EVENING HOURS: Consider to Open at 1600 Vs. 1630. Too many Carbs, breads and pastas served per each meal	We are open from 0530 to 0800. Perhaps considering to adjust your work-out hours to fit the galley will work best.
As a retiree I'm only permitted to eat at the Galley on limited occasions.	CNIC and NAVSUP have mandated that galleys should be open only to active duty personnel due to funding allocations. However, retirees and civilians are allowed to eat in the galley during special meals authorized by the Commanding Officer. Other galleys have waivers that allows them to feed civilians. NASWI galley has no waiver. Thank you very much for your comments.
The majority of the food is cold by the time I get to a seat. Also, I have had undercooked HARD boiled eggs on more than one occasion. The salad bar leaves something to be desired. The dinner entrées do not make sense to me. Many times, both entrées are vegetarian. It would be more pleasing to the customer, if there would be one choice of each. On a good note, the civilian staff is very friendly, however, the enlisted personnel are, at most, tolerable.	We do our best to maintain the food within the required temperatures. If you are served cold food please see a supervisor.

<p>I love the galley, but the food quality is sketchy. There is no consistency. Great one day, awful the next. I've gotten served soup that was as cold as if it came right from a can off the shelf. The salad/fruit bar has improved immensely over the last couple months. Great work there. Fruit selections wonderful. Is it possible to have small containers to put ketchup in? I'm forced to put it right on my plate which can get a bit messy.</p>	<p>Thank you. If you are served cold food please see a supervisor.</p>
<p>Should allow retirees to dine there other than on special occasions.</p>	<p>We are following the policy set by CNIC and have forwarded your welcome and valid requests through our COC. If this policy is repealed, we sincerely hope to have your patronage at our galley.</p>
<p>Suggestion: Move the pats of butter (next to the bins where rolls are kept in. Reason is currently it is kept on the main line. Typically a person will grab butter, and head to where the rolls are kept. If the bin has something other than rolls (garlic toast, etc.) that doesn't warrant butter then it goes to waste. By moving a pan with the pats of butter next to where the rolls are kept it will reduce waste of food, and save some money.</p>	<p>Thank you, we will look into moving the butter.</p>
<p>The galley I feel has gotten better since I've been here. Their salad bar is good with variety. Only thing I would Like to see different is there dinner hours during the weekdays to be open longer. Keep up the brunch on weekends that is my favorite meal.</p>	<p>Our hours are set to accommodate the majority of our patrons.</p>
<p>hours don't work well with those who work nights, staff isn't always understanding of situations.</p>	<p>Our hours are set to accommodate the majority of our patrons.</p>
<p>Civilians and retired personnel are not permitted to eat at the galley.</p>	<p>We are following the policy set by CNIC.</p>
<p>I think they should have 3 meal times on the weekends. There are people who have work on weekends, and in general are up early on weekends due to their work schedule during the week. It is very inconvenient. Also, the meal quality during the weekends and on nights during the week is not always satisfactory.</p>	<p>We will look at getting the quality of meals better.</p>
<p>Retirees and civil service personnel used to be able to eat at the galley. Why was this discontinued? This is like a slap in the face to those of us who served. And look at the money you people are losing. Both in revenue and food thrown away.</p>	<p>CNIC and NAVSUP have mandated that galleys should be open only to active duty personnel due to funding allocations. However, retirees and civilians are allowed to eat in the galley during special meals authorized by the Commanding Officer. Other galleys have waivers that allows them to feed civilians. NASWI galley has no waiver. Thank you very much for your comments.</p>
<p>food is bad. They are only open for 2 hours</p>	<p>The two hours should be enough for our customers to utilize the galley plus we also have Grab N' Go hours which you can take advantage of.</p>
<p>The galley is great for the most part, but it is very hard to eat there if you don't eat meat. My suggestion would be to offer meals like vegetable lasagna as a side option daily because eating plain salads all the time isn't very healthy.</p>	<p>We offer a variety of non-meat choices in addition to the salad bar items. We also have to stay within our budget so offering meatless options everyday will not be advisable.</p>
<p>The portions that they give us are ridiculous. Many of us have been working all day and when we finally get a chance to come to eat we get scraps as if we are some type of animals or something, for GOD's sake we are serving in the military and you feed us as if we are newborn children. I mean what are you going to do with the damn food anyway, throw it away, yes that what you are going to do so you throw it away instead of feeding it to us.</p>	<p>We have to serve a portion size, but you can get seconds 15 minutes before the meal ends.</p>
<p>More Salad, Less Carbs.</p>	<p>Please check out our new additions to the salad bar.</p>
<p>Looks a little scary at times.</p>	<p>Please see a supervisor</p>

<p>The food isn't very good. Meat is often dry, and peppers are seemingly put into everything- including red peppers in mashed potatoes. For people who get heartburn, that's a problem. People should be given the option to not have those things in their food, because the alternative for some protein is a burger since a salad isn't going to get me through the day. Also, with this new healthy portions thing, the fact that someone tells ME how much of something I can have to eat is stupid. I'm not over the Navy's weight standards, therefore I shouldn't be on a restricted diet. Everyone in the Navy is considered an adult to some degree, and making the galley force portions on people isn't going to cut their weight down, because they're sucking down McDonald's right across the street when the galley is closed. Bottom line, people should be able to CHOOSE with food.</p>	<p>We serve a healthy portion according to the recipe card and you can get seconds 15 minutes before the meal ends.</p>
<p>Except for the fruit (very fresh) or the vegetables (always enough served) the rest of the food reminds me of being in Boot camp and Hospital Corps School; even if the meal is supposed to be healthy, it doesn't look or taste healthy. For example: too much juice or sitting out too long so it's mushy.</p>	<p>Please give us more information.</p>
<p>Great meal for the price.</p>	<p>Thank you.</p>
<p>Do not use Galley except for special functions and meals.</p>	
<p>I would like to know why the retirees are no longer allowed to eat in this facility. It was very convenient for us to go and have brunch after church. I would like to have it back if possible.</p>	<p>We are following the policy set by CNIC and have forwarded your welcome and valid requests through our COC. If this policy is repealed, we sincerely hope to have your patronage at our galley.</p>
<p>I ENJOY EATING AT NAS WHIDBEY ISLAND GALLEY BECAUSE THEY JUST HAVE THE BEST VARIETY I HAVE EVER SEEN IN A GALLEY, AND THE PEOPLE ARE VERY HELPFUL. I ALWAYS TELL MY CIVILIAN FRIENDS THAT ITS TOO BAD THAT THEY ARE NOT AUTHORIZED TO EAT THERE ANYMORE BECAUSE I LOVE TO EAT THERE.</p>	<p>Thank you.</p>
<p>I WISH i could eat here. Sales would increase about 3-4x if retirees, GS and others could eat here. There is a REAL LACK of selection of places to eat at NASWI</p>	<p>We are following the policy set by CNIC and have forwarded your welcome and valid requests through our COC. If this policy is repealed, we sincerely hope to have your patronage at our galley. There are numerous fine dining facilities in NASWI such the O' Club, Subway, Rice King to name a few.</p>
<p>DON'T REALLY LIKE LEFTOVERS</p>	<p>Please give us more info.</p>
<p>Galley is most excellent overall, but I do have a few notes 1- Longer breakfast hours. I work nights so I'm not up during regular breakfast hours but if it was open till 9 night check can make it. -Crackers for soup? -Condiments: Could the A1 and other bottled sauces be available with each meal? -Not enough servings. Working nights, I and my shipmates make the galley at 1730. By then, the displayed meals are nearly always out - leaving us to leftovers and hastily cooked what's on hand (whoop fishwiches again!)</p>	<p>We have looked into this and we have made significant changes to improve our service. Thank you very much.</p>
<p>The staff at NAS are very nice and friendly. CS1 Adkins, CS1 Mcfarlane were very helpful in listing to my comments. Thank You!!!!</p>	<p>Thank you.</p>
<p>the food is tasteless, and some times hard to even keep down.</p>	<p>We are dedicated to our patrons, please see the watch captain if there is something unsat.</p>
<p>never been there</p>	

<p>It doesn't seem that I get to eat. It would be nice if second helpings were allowed.</p>	<p>Seconds are available 15 minutes before the line closes.</p>
<p>main line entree is the worst in my 23 years of service. It is very obvious that the CSs are not properly trained and are not paying attention on the quality of meals they put out. The failure here lies on the leadership. The leading CS, LPO, WC, down to the cook on watch should sample each product before it is placed on the line for top notch quality. It is common for young CSs not to put forth their best effort to prepare quality meals that they don't even eat. Senior CSs should monitor and motivate young CSs and elevate "CUSTOMER SERVICE". It is the same main ingredients (pork chops, steak, chicken, fish, etc.) commercial restaurants used, the difference is restaurants aim to put out the best quality products. A pork chop that is browned on the grill and allow to bake in the oven that uses hot air to cook would result in a very dry, rubbery, hard meat. If the galley is trying to open up to the public for a special meal that is great! However, the last Asian-Pacific Special Meal was the worst in my 23 years of experience as a CS. On a scale of 1 to 10, 10 being the highest, Admiral Nimitz Hall Galley, scored a 2. Why advertised this called special meal when it is the most ordinary</p>	<p>As you stated, we have a QA system that we use and try to serve the best food possible.</p>
<p>need to allow access to retired personnel</p>	<p>CNIC and NAVSUP have mandated that galleys should be open only to active duty personnel due to funding allocations. However, retirees and civilians are allowed to eat in the galley during special meals authorized by the Commanding Officer. Other galleys have waivers that allows them to feed civilians. NASWI galley has no waiver. Thank you very much for your comments.</p>
<p>During dinner time food option alway run out. Or what they start with is not what they end with. Lately the food is lacking in tast!</p>	<p>We try to serve what is on the menu, but sometimes have to have a back-up food.</p>
<p>longer galley hours, possibly like an open-buffet style.</p>	<p>Our hours are set to accomodate the majority of our patrons.</p>
<p>The new additional decorations are cool! It livens up the place. You should put the POW/MIA table somewhere not in the middle as you enter. No disrespect, but it shouldn't be your centerpiece.</p>	<p>It has changed. Thank you for the comment.</p>
<p>can't use as i'm a DOD employee, would like to see them open it up again to retirees, dod employees, contractors.great food when i do get to eat there on special occasions</p>	<p>CNIC and NAVSUP have mandated that galleys should be open only to active duty personnel due to funding allocations. However, retirees and civilians are allowed to eat in the galley during special meals authorized by the Commanding Officer. Other galleys have waivers that allows them to feed civilians. NASWI galley has no waiver. Thank you very much for your comments.</p>
<p>Your salad bar is outstanding but the replenishment of items sometimes takes a long time.</p>	<p>We are working with our new contractor, and are continuously training.</p>
<p>I used to eat there a lot but no longer. I used to use the Galley truck for lunch at work but no longer. Civilians are not allowed. that angers me since I work long hours on the base as Federal Employee and I can't go to the Galley so I can eat a healthy meal. I'm good enough to work for the Navy but can't eat in their "house". They may only invite us at Xmas & Thanksgiving. As for Galley Truck - it would be nice to use it since I only have 30 minutes and it would be convenient. Why are we not allowed the use? Doesn't make any sense to me.</p>	<p>CNIC and NAVSUP have mandated that galleys should be open only to active duty personnel due to funding allocations. However, retirees and civilians are allowed to eat in the galley during special meals authorized by the Commanding Officer. Other galleys have waivers that allows them to feed civilians. NASWI galley has no waiver. Thank you very much for your comments.</p>
<p>People go to the galley, eat, and then go get some food from a fast food spot. The food at dinner mainly be terrible. At lunch we sometimes got the chicken sandwiches so that be cool, but most of the time its real bad food.</p>	<p>We are dedicated to our patrons, please see the watch captain if there is something unsat.</p>

Have had some complaints about civilian service providers at the Galley. Hopefully they will be addressed. Bring back Retired patronage!	Thank you for your comments; we are working on both.
I like the new set up of tables where you can have some privacy instead of the thanksgiving style table set-up before.	Thank you.
You should change the centerpiece from the POW/MIA table to something else. The POW/MIA table should be in the messdecks.	It was changed last month.Thank you for the suggestion.
I eat there for the first time the other day and thought that it was great. They are doing an outstanding job there.	Thank you.
Vast improvement from when I first arrived in 1999. thank-you!	Thank you!
Outstanding!!!! BZ!!!!	Thank you!
Great salad bar, friendly service attendant and absolutely clean.	Thank you
On base this is by far the best choice for food. If the hours could be extended that would be great. If there was a mid rats that would help out greatly too.	We have the Chuck wagon that makes rounds for midrats.
Means should be cheaper here and they should allow civilians to eat here	We are following the policy set by CNIC and have forwarded your welcome and valid requests through our COC. If this policy is repealed, we sincerely hope to have your patronage at our galley.
very good compared to other galleys	Thank you.
Best Galley I have been in. Great atmosphere, and the quality of food is very high. Fantastic salad bar with very fresh produce and a lot of variety.	Thank you.
Food is not good quality at all.	Please see the watch captain if you are not happy with the food. We will address your concerns immediately.
best galley ever!	Thank you.
I live in the barracks, but due to my work schedule I cannot eat breakfast or lunch on sundays (galley opens after my shift starts and closes before it ends) and I have a hard time catching the gut truck due to our location in the White House BLDG385 during the week (in which case I dont get a lunch).	You can utilize the messenger of the watch or a standby to help you utilize the galley. Perhaps requesting for BAS through your COC would work better for you so you won't miss any meals if you are unable to utilize the galley during the normal open hours.
This Galley, in my opinion is one of the better Galley's in the fleet. My vote would put this galley 2nd only to NAS Pensacola's, but it is still held to a high satisfactory rating.	Thank you.
TV's are usually hard to hear.	Please ask a supervisor for the volume to be turned up.
retired personal can't eat their except for speacle deals	We are following the policy set by CNIC and have forwarded your welcome and valid requests through our COC. If this policy is repealed, we sincerely hope to have your patronage at our galley.
I love eating at the galley. I received comrats, and I live out in town. I try to eat there at least once a week if my schedule permits. The food has always been great. No complaints here!!	Thank you.
When I can't get to the CPO Club/Restaurant, I go here. This is a great Galley.	Thank you.
It truely is important for DOD civillians to network while eating chow with our military counterparts. I wish CNIC would once again recognize our color of money the the Galley till.	We are following the policy set by CNIC and have forwarded your welcome and valid requests through our COC. If this policy is repealed, we sincerely hope to have your patronage at our galley.
Afford the civilian workforce to eat at the Galley. They should be able to accept our "color" of money. If necessary, add an extra dollar to the civilians and keep it affordable for the Sailors.	We are following the policy set by CNIC and have forwarded your welcome and valid requests through our COC. If this policy is repealed, we sincerely hope to have your patronage at our galley.

For a base galley, they really do a great job. Sometimes I don't even feel like I'm in a galley.	Thank you.
Don't understand why breakfast starts so late on weekends when people on duty could utilize before 9am.	Our meal hours meet the majority of our patron's needs.
I rarely go, but when I do I have not been disappointed.	Thank you.
Can we let retirees back in for meals please	We are following the policy set by CNIC and have forwarded your welcome and valid requests through our COC. If this policy is repealed, we sincerely hope to have your patronage at our galley.
Salad bar has been great lately.	Thank you.
This SHOULD be available for retirees & CTR's for a fee as it once was.	We are following the policy set by CNIC and have forwarded your welcome and valid requests through our COC. If this policy is repealed, we sincerely hope to have your patronage at our galley.
Glad I don't have to eat there anymore.	If you are able, please come try our galley; it's one of the best.
If you are working during the weekends the hours make it impossible to have breakfast. The posted menu should normally be what is being served.	Please request your COC for a meal standby/chow relief if you are unable to utilize the galley for breakfast. Our meal hours meet the majority of our patron's needs. Thank you very much.
Weekend hours are not convenient to work.	Please request your COC for a meal standby/chow relief if you are unable to utilize the galley for meals. Our meal hours meet the majority of our patron's needs. Thank you very much.