

Windjammer Restaurant	
Comment	Manager Response
Staff are very friendly, good customer service.	Thank you for the nice comments. Our team take a lot of pride in what they do. Your compliments have been passed to them.
Great breakfast!	Thank you for the nice comments. Our team take a lot of pride in what they do. Your compliments have been passed to them.
Really like this restaurant.	Thank you for the nice comments. Our team take a lot of pride in what they do. Your compliments have been passed to them.
Didn't eat there	We hope you will take the opportunity to visit our wonderful restaurant during you next visit
Very nice restaurant! Enjoy eating here when I stay at resort about once per year.	Thank you for the nice comments. Our team take a lot of pride in what they do. Your compliments have been passed to them.
Excellent!	Thank you for the nice comments. Our team take a lot of pride in what they do. Your compliments have been passed to them.
One visit with "contracted meals" so I don't know if this was typical or not.	Catered meals are available anywhere at the resort and are prepared and served by our team with pride.
I did not eat at the Windjammer.	We hope you will take the opportunity to visit our wonderful restaurant during you next visit
The restaurant was a bit dirty. I understand it's a bit old, but that's no excuse when it comes to cleanliness.	Thank you for the feedback. Absolutely agree that there is no room for the restaurant to be dirty. Our housekeeping and service team have reviewed your comments. Please let us know how we are doing on your next visit by either contacting the Resort Manager @ 360.276.4460 or by providing feedback on the ICE survey available on www.navylifepnw.com
We were camping in area and just passing through. Never used restaurant.	We hope you will take the opportunity to visit our wonderful restaurant during you next visit
Wait staff make the customer request their bill and come to the register most of the time. This doesn't seem right even if the customer is an employee. We pay and so we are customers and should be treated as such.	One of the priviledges of being a staff member is to dine at the restaurant during your work day, albeit at a charge. the servers are taking your orders as with other customers. You are correct, however, that during prime dining periods all team members do bring their tickets to the register. This is to help ensure we all work together to take the best care of our Resort guests as possible.
Was not available during my visit	The Windjammer is opened for breakfast, lunch and dinner 7-days per week. We would be curious to know when you came that it was not available. Please contact the Resort Manager @ 360.276.4460 with the date/time so that we can look into this.
The windjammer was ok, there were better restaurants out in the local area.	Thank you for your feedback. There are certainly other restaurants in the area. We would greatly appreciate more specific feedback from you on how we can make the restaurant better. Please let us know how we are doing on your next visit by either contacting the Resort Manager @ 360.276.4460 or by providing feedback on the ICE survey available on www.navylifepnw.com
Was there for Fathers Day weekend, staff was outstanding, cottage was immaculate and food was wonderful. Weather? Not so much. Thanks!!	Thank you for the wonderful feedback. We have passed your comments to the team who take great pride in what they do. Hopefully your next stay with us will have more cooperative weather. During you next visit, please check out our bowling alley, theater, game room, hot tub or fitness center for some great indoor entertainment.

I haven't used it.	We hope you will take the opportunity to visit our wonderful restaurant during your next visit
Awesome!!!!	Thank you for the nice comments. Our team takes a lot of pride in what they do. Your compliments have been passed to them.
We enjoyed it very much. Very friendly and they were great with my kids.	Thank you for the nice comments. Our team takes a lot of pride in what they do. Your compliments have been passed to them.
It has been several years. I can not fairly evaluate at this time.	We will have to work on remedying that. This summer we completed a \$3.6 million cottage renovation project, as well as remodeling our game room, remodeling the whale watch tower with a "Big Eye" to help take in the sites. We hope to see you soon.
It's been awhile since I ate at the Windjammer, so I don't remember all of the items asked in the survey, but I do remember that the servers were very gracious and the food was yummy.	Thank you for the nice comments. Our team takes a lot of pride in what they do. Your compliments have been passed to them.
Never eaten there.	We hope you will take the opportunity to visit our wonderful restaurant during your next visit
Quiet, well lit and personable staff.	Thank you for the nice comments. Our team takes a lot of pride in what they do. Your compliments have been passed to them.

Beachcomber Espresso

Comment	Manager Response
Didn't try it.	We hope you will take the opportunity to visit our wonderful espresso and gift shop during you next visit
Do not drink coffee.	
I've never been to the Beachcomber.	We hope you will take the opportunity to visit our wonderful espresso and gift shop during you next visit
I did not use the Espresso stand.	We hope you will take the opportunity to visit our wonderful espresso and gift shop during you next visit
Didn't use.	We hope you will take the opportunity to visit our wonderful espresso and gift shop during you next visit
There isn't enough staff in the espresso bar it feels like it is an after thought	Thank you for your comment. For summer 2010 a barista was added to the gift shop staff to provide all day service at the espresso bar
Was not available during my visit	Espresso is available each monring at 0730. We are sorry that we missed you and hope to have the opportunity to serve you in the future.
It's been a while since we were last there. The hours could have improved since then.	Espresso is available each monring at 0730. We hope that this meets you needs during your next visit.
Never eaten there.	N/A
Never been there.	N/A