

Pierside Comments

Survey Comment	Facility Response
Most of the staff are very polite and easy to deal with except for some that may not really familiar with customer service skills.	We are happy to hear that you have had a very positive experience with the majority of the staff. All employees go through Star Service Training. In May, we began a training initiative to put our managers and supervisors through Coaching For Extraordinary Service to help carry the customer service focus into the future. We hope that all your future experiences will be positive. Please call (425) 304-3918 to let us know how we are doing.
Employees observed unclean practices; smoking and not washing hands, touching food without gloves... will not eat there again.	This is core to the Food Handlers Permit that each server is required to received and keep update and is regularly emphasized with the team. We will redouble our efforts to ensure this is happening. Please call (425) 304-3918 if you observe this in the future.
Have not used due to inconvenient access	Unfortunately, not much can be done about the physical location. We hope that you will take the time to visit us more often following the Pierside Resource Center renovation. Look forward to seeing you soon!
It just seems to far for me to go in order to get there....	Unfortunately, not much can be done about the physical location. We hope that you will take the time to visit us more often following the Pierside Resource Center renovation. Look forward to seeing you soon!
Too far away from our office to allow us to run over there for a meal, can't drive there because it's pierside.	Unfortunately, not much can be done about the physical location. We hope that you will take the time to visit us more often following the Pierside Resource Center renovation. Look forward to seeing you soon!
Replace it - RATs	We have not experienced rodents in the facility. We presume you are referring to rodents on the dock, which Environmental is working diligently to contain.
I strongly think the Pierside Grill should be expanded to include more room for the computers and in the T.V. lounge.	The Pierside Resource Center is going through a renovation for this very reason. We look forward to welcoming you to the newly remodeled facility.
Need more room	The Pierside Resource Center is going through a renovation for this very reason. We look forward to welcoming you to the newly remodeled facility.
Add some lettuce/spinach/tomato/onion option for burgers? Have grilled chicken breast instead of fried?	We offer tomatoes, onions, pickles and lettuce to customers, however, we discontinued spinach some time ago due to lack of popularity. We strive to provide the most popular items using the best quality product at the best price possible. We will be happy to consider the grilled chicken breast for our next menu review.
I've only been there once but, at the time, I enjoyed my visit. A change of atmosphere. If only we can drive up to the facility, I would like to visit more often.	Thank you for your comment.
If you want to get your food there you have to walk for half an hour and you can not drive due to the force protection for the ships.	Unfortunately, not much can be done about the location. We hope that you will take the time to visit us more often following the Pierside Resource Center renovation. Look forward to seeing you soon!
need some actual healthy choices	Thank you for the suggestion. The menu at Pierside is now 0g Trans Fat as we work to bring you more healthful choices. Menu offerings are based on what customers purchase most often. Please send specific thoughts & ideas to Jocelyn Cardona, your Installation Site Manager for Business Activities in Everett, at jocelyn.cardona@navy.mil . We would love to hear from you.
Beats the All American	Thank you for your comment.

Subway @ The Commons Comments

Survey Comment	Facility Response
Staff needs further training with some of their products and how to operate some of their equipment but they are trying their best to please their customers and to speak English.	The Subway franchisee is working on more training and better staff communication by his team. We hope to see positive results from their efforts.
Not a regular Subway customer, I'm unhappy with the sub not at looking like the picture advertised. The subway sandwich is all lettuce and bread.....small slivers of meat.	Meat portions are set by the Subway corporate. The sandwiches are made in front of the customers to add any item is never an issue. Additional meat option is also available for minimal charge.
employees lack of English skills result in sandwiches made incorrectly, nearly every time I go there. 1-2 times per week.	The Subway franchisee is working on more training and better staff communication by his team. We hope to see positive results from their efforts.
1 they need to serve fresh soup. I've gotten sick a few times because I didn't know the soup they were serving was a week old. just stored and rewarmed over and over until either to burned to use or they finally run out.	We have sent your concern to the Subway franchisee. Please let us know if there continues to be an issue. Thank you.
Unfortunately Subway corp. has gone downhill in the fact that the meat portions on their sandwiches has decreased. I also feel the service at the facility in the commons could be vastly improved by the number of employees during peak times, employees that can fully understand the English language and be able to consistently provide all menu items listed.	The Subway franchisee is working on more training and better staff communication by his team. We hope to see positive results from their efforts.
I like Subway and eat there somewhat frequently. It's a good option to have available.	Thank you for your comment.
They don't offer wraps. There service is horrific... the only experienced person there is the older gal. The other younger guys are awful and not nice at all. Their service is so poor. I dread going there because of it.	Subway corporate has made the decision to discontinue wraps. The Subway franchisee is working on more training and better staff communication by his team. We hope to see positive results from their efforts.
LOVE THE FLATBREAD SANDWICHES!	Thank you for your comment.
Very poor service. Attendants don't know the equipment or the menu!	The Subway franchisee is working on more training and better staff communication by his team. We hope to see positive results from their efforts.
Very convenient, good food choices and prices.	Thank you for your comment.
Need more options and better prices. Needs competition. Coffee / hot chocolate thing is horrible.	The variety and number of choices are a corporate decision by Subway. With 6 options of \$5 footlongs, the pricing is very competitive. Subway has now begun serving Seattle's Best Coffee.
1 - why do we pay tax? 2 - can't understand most of the people who work there 3 - needs to be open even when the big ship is gone	Tax is charged based on State law. English fluency of workers is being worked on by the Subway franchisee.
Nicely run Subway franchise, great hours of operation. Friendly staff.	Thank you for your comment.
Does not seem that sanitary.	Subway complies with Navy and Subway sanitary standards.
On base Subway costs more than off base for certain items (cookies, i.e.)	Our prices are very comparable to other Subways in the area.
best place on base to eat.	Thank you for your comment.
they are very poor on the meat they put on the subs	Meat portions are set by the Subway corporation. Additional meat option is always available for an additional charge.

Tremors Comments

Survey Comment	Facility Response
Usually only visit for special get together with friends.	Thank you, we hope to see you often, especially when we have special events.
When is this place open?	Thank you for your interest. Tremors is opened M-F at 1600 and Sat/Sun at 1700. Hours may vary depending on patronage and holiday scheduling.
It needs to be updated/modernized.	Many people have very different ideas as to what should be updated and modernized. Please call (425) 304-3918 with your thoughts and ideas. We would love to hear from you.
Open during the day as a coffee shop would be GREAT!	Thank you for the suggestion. We are currently looking at gourmet coffee options beyond Subway's offerings and will keep you posted as to progress.
It seems like a nice place to go because it's the only bar on base.	Thank you, we hope to see you often, especially when we have special events.
I've never eaten in Tremors, but I understand they order from the All-American.	There are two food options available at Tremors, Tremors itself offers food, primarily bar appetizers or we also provide delivery from the All American. The best of both worlds!
Need to redecorate. Needs to be a Navy Theme, not old rock stars	Many people have very different ideas as to what should be updated and modernized. Please call (425) 304-3918 with your thoughts and ideas. We would love to hear from you.
Open for morning coffee and lunch sandwiches	Thank you for the suggestion. We are currently looking at gourmet coffee options beyond Subway's offerings and will keep you posted as to progress.
Extend working hours on the weekends, so our sailors can prevent alcohol incidents out in town, and keep it in house.	Thank you for the concern for our Sailors! We too agree that extended hours on weekends would be great. Tremors is opened M-F at 1600 and Sat/Sun at 1700. This is very much dependent on how many customers we have. Please call (425) 304-3918 with ideas on how to make Tremors the bar destination of choice! We would love to hear from you.
Tremors needs to be open earlier.	Tremors opens at 1600 during the week and at 1700 on weekends. We have tried opening earlier in the past with no success. Please call (425) 304-3918 with menu suggestions. We would love to hear from you.
Smells like stale grease when you enter the Commons, not a healthy aroma to promote working out in the gym, etc.	Thank you for the feedback. We too noticed the smell and have changed the oil that we use. Please call (425) 304-3918 if you have not noticed a significant change. We would love to hear from you.
need to update the decor	Many people have very different ideas as to what should be updated and modernized. Please call (425) 304-3918 with your thoughts and ideas. We would love to hear from you.

The All American Comments

Survey Comment	Facility Response
Ate there last week for first time in over a year. I think they have gone downhill.	We strive to ensure that we provide quality food and service. Please let us know if you have challenges with future visits, we want to be sure you are happy with the service and food quality.
Is All American on 2-week cycle? Why do we Hotdogs for main course?	The All American is on a 21-day cycle menu provided by the Navy.
Need to come up with healthier selections and variety of menus. It seems like food are being recycled every week.	The All American is looking at a healthier menu items to include more salads and vegan foods. Please let us know what menu items you would like to see.
Prices are terrible.	We regularly check pricing and believe you would be hard pressed to find a better deal either in town or on base.
The food quality needs to improve, no taste on multiple items. Not even salt and pepper is added. Need to have better supervision to oversee actual cooking. Need better recipes, with fresh ingredients.	We normally use the Armed Forces Recipe Card when preparing food, but lately we have been taking recipes from the internet and implementing them when preparing our food to address the concern you are raising. We hope you have been enjoying the new menu items. Let us know if this is better meeting your needs.
Keep up the EXCELLENT work! In my opinion The All American is an exceptional dining facility for the price, choices offered and the overall quality provided!	Thank you for your comment, we strive to provide the best customer service for our Sailors.
It's been great until the last few weeks, it seems like they are cutting down on choices. One starch, one vegetable, Salad bar are going down too. Dessert only one choice.	Thank you for your feedback. The reduction to one starch and vegetable was necessary to keep costs down.
night crew and day crew are great	Thank you.
The menu lacks variety, and good healthy quality food. As far as variety goes I've noticed that the menu for the weekly menu for lunch is some kind of goulash, and a fish product. Also if I don't like either main product, there is only one alt. which is pizza. Whatever happened to taco salad, or another kind of product to choose from like for example the pasta chef that made kush kush for lunch that one time.	We are using the Navy 21-day cycle menu. We will strive to create more variety for Sailors to choose from. We are looking at offering items such as taco salad once a week.
As far as the food goes there is a lacking of quality in the food as well. Some times the food taste really good, and look good, but sometimes it doesn't.	Thank you for your comments. Our intention is to provide you a consistent quality at all times. We will review with the team to ensure this is the case at all times.
As a person who would just like a hamburger for lunch, the speed line at the A-A doesn't offer them.	Unfortunately, funding restricts The All American from offering two entrees, an alternative, and a hamburger bar; but we will look at trying to set a specific day once a week just for hamburgers.
The quality varies daily at the All American; however, I enjoy eating there.	Thank you for your comment.
The All American is okay. The assistants are very nice. The All American is always receptive to suggestions... and very friendly. I wish they offered a wider- variety but I can understand why they don't... due to the lack of business. However, I think they would receive more business if their civilian prices were lowered.	Thank you for your comment. We strive to provide the best quality product and service at the best possible prices.
Several instances where plain white rice is the only choice as a side with the entree. Plain white rice is fine if you have a sauce, gravy, or vegetables to serve with it, however this is often not the case. Serve a different kind of rice (i.e. fried with veggies, wild, etc.) or offer something to compliment the white rice.	Thank you for your comment. Please know that we serve different kinds of rice with certain meal. We use the Navy 21-day cycle menu and with certain meals it calls for white rice.
its the best!!!	Thank you for your comment! We look forward to seeing you again soon.
Extremely loud and noisy	We'll tone down the TV sound and music. Please let our staff know if you continue to have problems with the noise levels.

Salad bar dressing containers are unsightly	We will continue to ensure that the salad dressing containers remain clean.
Naval Station Everett needs to get rid of the All American and make it an official Galley like all the other bases, so the CS can have more shore duty billets so it wont be a business. There is a lot of complaints about the meals not being covered by the meal passes. Only certain portion is covered by the meal passes, the rest will come out of our pocket. Why can a meal pass cover the whole portion? All other bases do. Let's make a change.	Thank you for your comment. We have plenty of choices for dinner meals on the menu that are covered by meal passes.
The mornings and the afternoons are ok at the All American.	Thank you for your comment.
I have a lot of problem at night time getting my food. They only provide a limit amount of food for meal pass sailors. For example, I just wonted fruit and breadsticks one time. I got the fruit but had to pay for my breadsticks but I'm allowed to get a pizza and breadsticks under the meal pass. The way they handle how to give out the meals does not make sense. I have no problem with civilians working on base but I think an issue arises when a civilian is in charge of a military galley. Who ever is in charge at night is not fair with the prices and to sailors who have a meal pass on base. Something needs to been do ASAP to meet the needs of junior sailor to help them get the right amount and the right nutrient for their meals at night time.	We apologize that you were unable to get your full meal with your meal pass. Rest assured that our servers will ensure that salad, starch and soup are offered with your order.
I will often bring in a lunch to save money, but when I don't have something available I rely on the All American for a healthy, full meal.	Thank you for your patronage.
Needs better hours, better food, and way lower prices.	Thank you for your suggestion we will further analyze our business.
Salad bar is FANTASTIC! Sometimes the food in the steam table isn't cooked all the way through.	Thank you for your comment, we will ensure that our culinary specialist and chefs are aware of your concern.
Lack of respect for religious practices (meat on Fridays in Lent) indicative of a disrespectful, inconsiderate attitude toward religious requirements.	We apologize if we have offended you. We will take this in consideration in the future.
Should be open between breakfast & lunch	Funding for The All American does not allow us to be opened between breakfast and lunch.
I love the little pizzas. Can't beat the value for the price of admission.	Thank you for your comment.
The selection and quality of the salad bar continues to decline. The main reason I seldom if ever eat there anymore.	We're looking at ways to provide a better salad bar. Please let us know what you would like to see that is missing. We will do our best to incorporate your suggestions.
The pizza is great.	Thank you for your comment.
Night time service is not consistent.	Thank you for your comment, we will ensure our evening team is aware of your concern to ensure that they provide quality customer service during all meal periods.
the base galley turns into a shity restaurant that is way overpriced for the evening chow hours, comrats can't even cover dinner.	I am sorry that you feel that way, we have carefully priced out our meals to ensure that our prices are competitive.
On the weekend they serve thing like tuna fish sandwich. this is not worth it. There menu has gone down hill in the last couple of years and we usually bring food from home or go to pier side.	Thank you for your comment, we constantly try to improve our services and products.

Subway @ Smokey Point Comments

Survey Comment	Facility Response
Soup and chili very watery.	Have passed onto management for action
In general I didn't like my experience at this subway at all the general location is inconvenient because the employees are slow, don't treat their customers with respect, They also don't have enough food to go threw out the day. So in general I don't	Thank you for your feedback, this has been passed onto NEX management who have worked with the Subway manager to correct. Food quality and service is important to us and we appreciated the opportunity address all issues. Please contact local NEX manager.
I eat there every weekend when I go grocery shopping at the commissary. Again, the only game in town, so you eat what they offer.	Thank you for your comment.
Would like more Salad options (i.e. spinach, greens). Disappointed that wraps are no longer available.	Subway continuously works their offerings and we have passed onto management for review and action.
That corner never seems clean.	Have addressed with Subway for their action, and the NEX management will also partner with Subway to monitor and keep the area clean
great idea.	Thank you for your comment.
Service at Smokey point subway needs to be stabilized. constant turn over, slow service, poor scheduling of workers through out the course of the week. subway is the "only" fast food facility walking distance from the service personnel who attends classes	This has been identified and addressed, Subway has already made some adjustments to their staffing and coverage. Thanks for the input and please let management know if there continues to be problems.
I enjoy how friendly the employees are.	Thank you for the positive feedback.