

Fleet Store Espresso Comments

Survey Comment	Facility Response
need 2 clerks at all times . One is just not enough to make specialty drinks and handle other sales at the same time. Results in long frustrating lines. I.E. You just want a can of soda while the person in front of you wants a double special mocha.	Thank you for your feedback. We review hourly sales to provide the most efficient staffing. We will work to staff a second person in the early morning to help with coverage. (around 7 - 8)
More Variety of Drinks	Please pass on what other drinks you'd like to see offered.
It would be nice to have a drive through espresso with two windows. The line gets so long at the current stand that it sometimes takes up to 30 minutes to get coffee.	Unfortunately the facility has no room or place to put a drive through, we will see what impact we can make with staffing to help with the wait.
A drive thru would greatly benefit us here and having 2 people working during the rush hours would really help out. Some days I have waited over 20 minutes but I love my coffee!	Unfortunately the facility has no room or place to put a drive through, we will see what impact we can make with staffing to help with the wait.
The Starbucks coffee is good, but the I am unsatisfied with the junk food they sell.	Thanks for the comments on the coffee, please let us know what you would like to see carried in the facility.
DIRTY	Sanitation and cleanliness is important to us, and we partner with base to meet the requirements and standards We will monitor the area more frequently but please feel free to pass those concerns on as you see them so we can react on them quickly.

Hospital Espresso Comments

Survey Comment	Facility Response
Closes too early.	Based on this survey, we are reviewing our hours of operation. We hope to start staying open later in the next month or so.
Needs to be open longer!!!	Based on this survey, we are reviewing our hours of operation. We hope to start staying open later in the next month or so.
It would be nicer for this to open when sick call opens since we have such a long wait some days.	Based on this survey, we are reviewing our hours of operation. We hope to start staying open later in the next month or so.
Price is ok, but not too happy that they do not accept debit/credit cards for payments which becomes very inconvenient.	Unfortunately, we do not have the capability to take credit or debit cards at this time. The hospital is working to bring in an ATM.
I love to use this stand but my appointments are in the afternoon and I usually miss the close time by only a few minutes. Need an extra hour in the afternoon.	Based on this survey, we are reviewing our hours of operation. We hope to start staying open later in the next month or so.
the stand in the hospital is really good, my only problem is how old the machine is that's makes the drinks because it takes forever to get a coffee	We are reviewing where our highest volumes are. We may move a newer machine here based on our review.

Hospital Snack Bar Comments

Survey Comment	Facility Response
excellent food.	Thank you for your feedback
Service could be more friendlier for customers that are not in uniform. It seems the higher the rank the better the service deal for those in uniform. Vets don't count anymore.	All our customers are important to us and we apologize for any experience that was unacceptable. Please let us know of any encounters with our staff that have not provided you with friendly service.
I love the breakfast wraps...	Thank you for your comment.
Price is ok, but not too happy that they do not accept debit/credit cards for payments which becomes very inconvenient.	We apologize but we are unable to accept debit/cc cards at this point, we hope to offer some time in the future.
great double cheese burgers	Thank you for your comment.
The prices here for some items are pretty fair, but absolutely atrocious for others. In no world should a fairly small breakfast cost over \$5.	Most menu items are under \$5.00. There are a few items (such as O'Brian potatoes, that were brought in by customer request, but are costly, and we charge appropriately to cover the costs.

Hangar 5 Snack Bar Comments

Survey Comment	Facility Response
Management wont replace these so called "Earth Friendly" plastic-ware. Plastic-ware melts in our food. A lot of us have complained about them but to no avail. It's trash and its a waste of money!	Our composting program is fairly new and very earth friendly. We are having some issues with plastic ware. We will continue to watch for improved product as it becomes available. We have implemented a policy to offer regular forks upon request. Thanks for the feedback.

Hangar 6 Snack Bar Comments

Survey Comment	Facility Response
Need healthier choices, prices are a bit expensive, but if the food is healthy then is a good trade off.	We have worked specifically to improve our healthy choice. We encourage customers to give feedback on any specifics they would like to see.

Subway @ Ault Field Comments

Survey Comment	Facility Response
Subway needs a much larger space. There are not enough tables & chairs to accommodate a big lunch crowd.	Thank you for your feedback. Space is limited, but we will take a look at where we may be able to add additional seating.
I have had continued rude service at this location. They make the sandwiches so messy sometimes and I don't want to be rude and ask them to remake it but sometimes I have to! Then sometimes the register would ring up wrong prices and they would argue.	Thank you for your feedback. We continue to work on improving our overall service. We have addressed the contract on numerous occasions, and have seen results. Please continue to pass on these incidents as you experience them.
Service not so friendly. In fact cold.	Thank you for your feedback. We continue to work on improving our overall service. We have addressed the contract on numerous occasions, and have seen results. Please continue to pass on these incidents as you experience them.
It gets too busy....not enough seating.	Thank you for your feedback. Space is limited, but we will take a look at where we may be able to add additional seating.
DIRTY, wont use ever again, employees need some grooming standards.	We apologize, this location, despite it's heavy traffic is normally a VERY clean operation. We will work harder at maintaining the cleanliness in this operation.
Service here is terrible. Yesterday, in fact, I purchased a sub here. The person at the register accidentally gave the person in front of me my sandwich, and me his. I informed him of the error and was treated as though it was somehow my fault.	Thank you for your feedback. We continue to work on improving our overall service. We have addressed the contract on previous occasions, and have seen results. Please continue to pass on these incidents as you experience them.
Need to expand sitting area and table/chairs; expand food stores too - bring in taco bell, etc.	Thank you for your feedback. Space is limited, but we will take a look at where we may be able to add additional seating.

Rice King @ Ault Field Comments

Survey Comment	Facility Response
should be it's own restaurant with more space for seating. The line is always out-the-door long and there is normally only 1 server. Recommend having at least 2 servers during the lunch hour 1030-1330.	We will pass the staffing issues to the contractor for action, and have them staff the time frame appropriately.
The very best in both value and food	Thank you for your comment.
Need rice noodles offered more through the week other than 2 days	Thank you for the recommendation and we will look at the offering.
prices are a little high; must get food early or it does not taste fresh.	Thank you for your feedback. We will pass your comments on to our contractor.
Food quality has become worse over time!	The contractor works with the NEX and the base on maintaining not only sanitation guidelines but quality as well. Please speak to management on the specific quality issues
I have come here to Rice King after getting really rude service at Subway and the people at Rice King have always been nice.	We're sorry to hear about your Subway experience, this comment has been passed onto Subway, thank you for the comments about Rice King
To much oil and fried food.	Through other food vendors in the facility we attempt to offer choices, please check out the other food vendors for healthier alternatives.
Polite & friendlier service.	Thank you for your comment.
Not enough seating.	We apologize for the inconvenience but due to space limitations seating is currently at capacity,
The Rice King needs to find other ways to prepare their food in healthier ways. I see too many "fat bodies" walking around, i.e., Sailors who are not meeting weight standards. Fried foods are not good to for military and DoD civilians for health and work	Please see other food vendors in the facility for more choices, as well as healthier alternatives.
Service has always been nice, but they are frequently out of my favorite (General Tso's Chicken,) so I rarely eat there.	Menu items are adjusted based on demand, we will find out why this was discontinued and see if the menu adjustment can be reviewed.

McDonald's @ Ault Field Comments

Survey Comment	Facility Response
Service is slow during lunch, sometimes only 1 or two registers working.	Have passed onto management for action and we adjust our staffing to cover the busier time.
slow service...sometime cold food	We will review the staffing and provide staffing for the busier time frames, if you have received your food cold please bring back to allow management to correct immediately.
IT WOULD BE NICE IF YOU COULD GET A BURGER IN THE MORNING INSTEAD OF A BREAKFAST MEAL.	We apologize for the inconvenience but McDonalds as a corporation is not set up to offer lunch in the morning in any of their locations.
I have only had 1 bad experience here and was served a raw patty and as soon as I brought it to the manager she immediately fixed the issue. That was the one and only problem.	This is how we hope most issues are handled, thank you for your feedback and bringing to our immediate attention.
Easy place to eat something small, but not very healthy. Easy food, just try to not eat there all the time.	Please check out our other food facilities for other alternatives.
No service line, just hodge podge standing around.	We have passed on to McDonalds to reevaluate that front line process.
McDonald's is convenient, but does not provide healthy alternatives to keep military and DoD civilians healthy and keep them in optimum performance.	While the offering at a fast food place like McDonalds does not have as many alternatives, please look at our other food facilities for more choices.
I would say this has the largest selection of unhealthy choices. There are some healthy salad items on the menu, but for the most part, the menu does not have healthy items	The offering at a fast food place like McDonalds does not have as many alternatives, please visit our other food locations for more choices.

Bakerview Restaurant Comments

Survey Comment	Facility Response
Slow service negates lunch visits. Go back to the self serve soup and salad bar for lunch.	Thank you for your feedback. We realize that the lunch period can be a bit hectic. As an alternative, you might consider a to go order. Call us at (360) 257-6587 to place your order. We will have it waiting for you. Thank you, also, for the menu ideas. We will take this into consideration during our next menu review.
Need to be open more times in the evening.	We would love to be open for dinner more nights a week, but there simply has not been enough business to support it. Because of this, we now focus on Friday Night dinner service. We hope you join us on Friday's and also Brunch on the first Sunday of every month .
This is a nice break when we feel like spoiling ourselves or just want to relax during our lunch.	Thank you for selecting Bakerview as your lunch venue of choice. We hope to see you again soon!
Great food, great price, great view. Only problem is that I prefer to eat quickly and the galley is much closer.	If time is short for you, we have take-out service available. Please call us at (360) 257-6587 to place your order. We will have it waiting for you.
Great lunch menu, price, location but need better service. One night for dinner really sucks.	We would love to be open for dinner more nights a week, but there simply has not been enough business to support it. Because of this, we now focus on Friday Night dinner service. We hope you join us on Friday's and also Brunch on the first Sunday of every month.
The food is not the greatest, and in a large group the food is bad. They are over priced and I have stopped eating there all together. The food is never tasty. I have tried the restaurant more than once in the past. I now do the brown bag. I will just keep my money.	Thank you for the feedback. Bakerview service and quality score were among the highest at NASWI. We hope you will join us for lunch again soon. We would like to hear from you. Please call the facility manager at (306) 257-2892, during your next visit to let us know if you have seen a difference from your previous visit.
I think they could stay open later for dinner. You should get some Mongolian out door BBQ's and have a Mongolian night.	We had Mongolian BBQ in March and have done other theme nights as well. Hope you were able to attend and look forward to seeing you in the future.
Nice place to eat	Thank you
Cost is out of control, I continue to go to special events like the country buffet but the cost for the very few selections was really missing!	We strive to provide a quality product at a reasonable price. From our latest menu review, we are priced under our competitive set. Please contact our Installation Site Manager at (360) 257-2527 to let us know who you are comparing us to so that we can better assess our pricing model. We hope you will join us again soon.

Officers' Club Comments

Survey Comment	Facility Response
slow service and sometime rude waitress	We strive to provide outstanding service to all our guests. If we do not meet your expectation please bring it to the manager's attention, so we can correct it right away.
Salad bar is great!	Thank you for your comment.
The O'club use to have great food, don't know what happened, but the quality has GONE. When your chef Laura left, the food has just gone down hill from there. I don't eat there anymore. I have had problems with orders for take out. I will brown bag it!	We strive to provide a quality product at a reasonable price. We introduced a new menu on June 1st with some exciting new menu items. We hope you will stop by and give the new menu a try.
Annette and Randi are the best.	Thank you for your comment.
Dismal atmosphere, dreary inside, poor service, small servings at high prices - would rather pay such money at a TGIF rest.	We strive to provide outstanding service at the best possible price to all our guests. Recent surveys show that we are priced much lower than our competitive set. If we do not meet your expectation please bring it to the manager's attention so we can correct it right away.

Kegler's Comments

Survey Comment	Facility Response
Best burgers	Thank you for your comment.
SOME TIMES IT TAKES TO LONG TO GET YOUR FOOD DELIVERED AND IT COLD BY THE TIME YOU GET IT.	Our goal is to get the order to the guest as quickly as possible and to ensure every meal is the highest quality possible. From 1145 to 1215 we are busiest, which can occasionally cause a backlog. We are now offering delivery all afternoon. If it works in you schedule, after 1230 you should see a significant reduction in your wait time.
THE BEST PIZZA!!	Thank you for your comment.
It would be nice if Kegler's would answer their phone before 1100 for us to put our orders in for delivery. Allot of us our lunch starts at 1100 so by the time we get our food our lunch is almost over. But I really do like the delivery service since some days its just impossible to leave.	Thank you for the feedback. We will take this into consideration for future staffing. The hours of operation are set around the hours of highest demand.
Good pizza!	Thank you for your comment.
Being open later would be nice, but not necessary. I've never had bad food, nor bad service in the many times that I've eaten there.	Thank you for your comments. We look forward to seeing you again soon.
Kegler's makes a good pizza that's about it. The food is always grease and taste-less. And is very over PRICED!	We recently did a price comparison and found we are priced lower than our competitors. Please contact our Installation Site Manager at (360) 257-2527 to give us a sense of who you are comparing us to. We would be very interested to know if we are missing the mark with our competitive set.
Pizza is overpriced completely; would be nice to offer sliced pizza	We recently did a price comparison and found we are priced lower than our competitors. Please contact our Installation Site Manager at (360) 257-2527 to give us a sense of who you are comparing us to. We would be very interested to know if we are missing the mark with our competitive set.

Skywarrior Theater Concessions Comments

Survey Comment	Facility Response
Nothing healthy available at the theater.	Please contact our Installation Site Manager at (360) 257-2527 and let us know what think should be on the menu. We will be happy to review suggestions.

Admiral Nimitz Hall Galley Comments

Survey Comment	Facility Response
add fried chicken as a standard food to the speed line, just like pizza.	I love fried chicken too. We are limited in our serving choices by the Navy Standard Core menu but we can look at offering it occasionally on the speed line.
As an MAA, hard to make the chow hours while working	Box lunches! 360-257-3675
Please include some sort of CRISP fried potato side for each breakfast. When I get there and there are only soggy potatoes or, even worse, under cooked cold potatoes it ruins my entire meal. Other than that, I love breakfast at the galley; it's like a grand slam breakfast for only \$2.30!	We make every effort to ensure our meal items are cooked properly, breakfast potatoes should and will be hot!
Keep the chow menu phone line updated. Reopen the ridiculously blocked off parking sites	We will work on getting the phone line up to date.
The best place to eat so far inside NASWI	Thank you for your comment.
At times the menu conflicts. IE Garlic bread when a chicken entree is served, cornbread served with a fish entree, etc.	You are right. We are in the process of implementing the new Navy Standard Core Menu. We're still making adjustments to provide menu choices that are not the same or are not appetizing together.
The menu should be published on the base web site to facilitate meal planning.	The menu is published on www.navylife.pnw.com
Not Used, not sure if I can use this facility as a retired person/contractor!	Unfortunately, civilians can no longer eat at Navy galley facilities.
I don't have to eat at the galley but I actually choose to here! The food they serve is good and the fruit is nice and fresh. Great prices too!	Sounds like a wise customer.
Galley is not open for civilians. Other sites allow civilians to dine.	Unfortunately civilians can no longer eat at Navy galley facilities.
DOD civilians should be allowed to eat at Admiral Nimitz Hall.	Congress determines who can eat at Navy galley facilities. Please write your Congressman on this issue!
I wish CNIC would come to their senses and allow Civil Service employees to be served even if at a different rate. I understand that the color of MY money is unacceptable to DON.....what a shame! Honor, Courage, Commitment.....? I can't eat in a place I have responsibility for.	Congress determines who can eat at Navy galley facilities. Please write your Congressman on this issue!
I cannot give an opinion because the Navy will not allow DoD civilians to eat at the establishment. This is a bogus deal! I have been to many military bases and DoD civilians' monies were good enough to spend at any chow hall and DoD civilians were allowed to eat there.	Congress determines who can eat at Navy galley facilities. Please write your Congressman on this issue!
lots of good choices, salad bar is top notch. cant beat it, clean and great customer service.	Thank you for your comment.
price of food for people who are buying is expensive	Prices are mandated by NAVSUP.
One of the best galleys in the Navy! Great service and food.	Thank you very much.
One of the best places to eat on base.	Thank you very much.
Good food especially on customer appreciation days.	Ask the staff for a birthday coupon book during Customer Appreciation days if your birthday is that month!
The desserts are awesome. It does not help me to lose weight.	Thank you for your comment.
Excellent food on customer appreciation days. I like the birthday free stuff also. Staff has good customer service.	Thank you very much.
Like eating there for a full complete meal, and healthy to boot. Price has gone up though	Prices are mandated by NAVSUP.
A fine galley and for the most part they attempt to provide a healthy balanced menu. Salad bar available everyday.	Thank you very much.

Rice King @ Seaplane Base Comments

Survey Comment	Facility Response
Taste and flavor not consistent. Variety would be better	Quality of the food is very important to us and the contract we have passed onto management and will monitor more frequently.
I went to get some lunch. Customer service was not seem. The staff didn't smile. Left me waiting until I was calling them. Even at that point I still didn't get a smile. They just stared at me. Said "What could I get you". The place didn't look very clean. Table's were dirty. There were only 4 people in the place.	Customer service, cleanliness are very important to us. We will bus the areas more frequently especially during the busier periods but please pass these observations on immediately so we can take action immediately

Anchor Grille Comments

Survey Comment	Facility Response
Healthier choices would be nice	Management continues to work on the menu, please pass on your ideas directly to management - demand and utilization of the item will drive food contracts to maintain that item or remove from the selection if not selling well.
I have had them throw a partially eaten corn-dog (that wasn't cooked thoroughly the first time) back into the deep-fryer to re-cook. When I pointed this unsanitary practice out to them the woman said that is how they always do it!	This is unacceptable and has been passed onto NEX management to correct with food operator, please let us know right away if you have not seen a change.