

ROAG Survey Responses

Naval Base Kitsap

1. Galley (Bremerton) should be open for lunch.

Response: The Bremerton Galley does not operate as a full service galley due to the limited number of RIK eligible personnel stationed in Bremerton.

2. WSFF and MLA galleys are truly inconsistent; quality depends on the attitude of the CS assigned. Needs supervision.

Response: Due to manning shortages, the galley can only support providing one cook at each lower base galley. To increase the quality of food service at the lower base galleys, the NBK Food Service Department has made manning reorganization in other galleys so that a First Class Petty Officer (galley supervisor) is assigned to each galley for quality control and additional customer service.

3. Bangor galley food choices diminish in the last 45 mins of chow hours.

Response: The galley watch captain and the galley supervisor have and will continue to monitor the serving line to ensure that the level and quality of service is maintained till the last minute of the meal hours.

4. Food in galley is disappointing, simple pancake should be good.

Response: We do our best to provide the best possible Food Service to each and every galley patrons.

5. The upper base galley is not conducive to a military installation that has 24 hr personnel.

Response: We currently do not have the resources to staff and maintain a 24-hour galley at the Trident Inn.

6. Sam Adams needs more on their lunch menu.

Response: We recently reworked the menu for Sam Adams to be reflective of the most commonly ordered items. Please send us a note sharing what type of menu items you feel are missing. We will be happy to consider options that can be test marketed as specials.

7. Sam Adams is a great value for lunches, not sure everyone knows they are there.

Response: Thank you for the feedback. We are in the process of developing additional marketing options. Word of mouth, though, is still the most compelling. Please spread the word freely!

8. I have seen rats around the Inside Out Café – three times. The baskets are not cleaned between uses which lead to cross contamination.

Response: Food service, quality, and sanitation are an absolute priority. Our assumption is that the reference to rodents is outside the building. EJB has been notified to investigate and remedy any rodent issue. To the best of our knowledge, there has been no recurrence since this comment came forward. Preventative Medicine inspects every Navy Food Service facility monthly and reports findings to the CO for review. Keep the comments coming so that we may work to better serve you.

Naval Station Everett

1. Would like more advanced notice of what is being served at the All American, not just the day of.

Response: The weekly menu will be put back in the Plan of the week each week.

2. I am very satisfied with the All American (galley), the salad bar is awesome, the service is great, needs more healthy options.

Response: Thank you for your comment. We always strive to provide the best to our customers. In addition, The All American Restaurant does provide a variety of healthy options. It has a 0 trans fat menu including 13 heart healthy items in the evening menu.

3. Sometimes the All American food is cold.

Response: Plastic lid covers are now over the food to keep it within the required temperature. Furthermore, the temperature of the food is taken every 15-30 minutes to ensure its proper temperature. In the evening, the food is made to order and servers serve the food to patrons almost immediately, although at times, foods are placed in the warmer for a short period of time. We will bring this subject to our staff during our next weekly meeting (28 Aug 08) to ensure that patrons are not served cold food.

4. All American, food is too salty.

Response: Although we are not sure if the food that is being referred to is from the day or night shift, both shifts have been informed of this concern and will watch the salt usage on food items.

5. All American is always out of certain items.

Response: It's hard to solve this problem without knowing what the certain items are. In addition, our evening staffs are in the kitchen early enough to ensure that we have everything needed to prepare what's on the menu. It will help us greatly if we know what "certain items" are being referred to.

6. I don't eat much on base because there is only Subway and the All American, need 1-2 more places and have better hours.

Response: I'm not sure as to how old this suggestion is as we have the "AFTERSHOCK" and it has been operating from 0600-1300 for over a year now. We now serve "fish and chips and chicken strips with fries" at "TREMORS" in the evening as well.

7. During lunch time it would be nice to have option of hot sub/hoagie instead of pizza.

Response: Subway provides hot sub/hoagie options. They are located in the Commons.

8. Service at the Aftershock is slow.

Response: Thank you for the feedback. We have been working to increase speed of service during peak periods, particularly in the morning hours when we have a specialty coffee drink run. We hope you have been seeing an improvement. Please keep the feedback coming so that we can continue to work to better serve you.

Naval Air Station Whidbey Island

1. ADM Nimitz Hall is the best galley around.

Response: A true statement, no further comments.

2. Offer a "Grab and Go" Pizza for those in a hurry or on their way home.

Response: We do provide "Grab and Go" meals during meal hours. We even offer G & G 30 minutes prior to regular breakfast and lunch. It is also available one hour after lunch.

3. Galley hours do not accommodate those who work nights and who work at Hanger 9.

Response: We have a Mobile Canteen run from 2300-1230 and Hanger 9 is the first stop.

4. I had a problem at ADM Nimitz Hall, could not break a \$20.00 and had to go the Exchange to break it just to get food, should have an ATM, I and most of my friends would pay \$4.00 at an ATM just for the convenience.

Response: We recently turned over a new Cash Collection Agent. We have corrected the issue through training.

5. At the galley, have a cash register that can break a \$20.00.

Response: Same response in #4.

6. Would like to see a better variety at the ADM Nimitz, the food usually has no taste and they don't give you enough.

Response: Galleys portion meals. We follow the Armed Forces Recipe Cards in preparing and cooking the food items. You are welcome to go through the line as many times as you wish. We also have all you can eat salad, dessert and specialty bar. The new Navy Core Standard Menu will be out soon with a better variety of foods.

7. Would like something like Sam Adams, would frequent more than the Back Alley.

Response: Earlier this year we explored a brew pub concept for Back Alley. The startup costs made this not viable.

8. The food at the Bakerview is poor, seems like cook does not take pride, not consistent.

Response: Food quality and service is something we take most seriously at CPO Club/Bakerview Restaurant. We have reviewed the commentary from the survey with the team to see where we can continue to improve. Comment cards over the last 30-days indicate an increasing level of satisfaction, which we hope you are experiencing as well. Please keep the comments coming so that we can work to better serve you.

9. Bakerview, biggest complaint is the size of the hamburgers, hardly a meal.

Response: We serve a 1/3 lb burger as a standard. We are happy to double the meat upon request (surcharge does apply). Please ask us during your next visit.

10. Bakerview – needs better signage, more people would know when they are open.

Response: In October 2007, we put up a new sign with electronic display. This sign shows hours of operation, which we were hoping would address this issues. Please let us know your thoughts and ideas on how we might improve on this.