



NAVY REGION NORTHWEST
**FOOD SERVICE
ROAG**
Regional Operations Advisory Group

2016

YOUR FEEDBACK IS APPRECIATED!



**RESULTS
ARE IN!**

**WINDJAMMER RESTAURANT
AT PACIFIC BEACH RESORT**

THE FOOD SERVICE REGIONAL OPERATIONS ADVISORY GROUP WOULD LIKE TO THANK ALL THE PARTICIPANTS OF THIS YEAR'S SURVEY. YOUR FEEDBACK IS GREATLY APPRECIATED!

CNRNW FOOD SERVICE ROAG REQUEST/ISSUE RESPONSE TRACKER

MWR/FFR FACILITY: ALL AMERICAN BREMERTON

COMMENT/CONCERN	RESPONSE/ACTION
Great food and service.	Thank you for your positive comments. We look forward to welcoming you again soon.
Better food choices, salads, healthy living food.	Our summer menu is rolling out in June. Please let us know what you think.
our most recent visit, the restaurant was closed and the bar had limited hours and food, it would have been nice to know that prior to our arrival so we could have planned.	Hours of operation are based on demand. For specific hours, please visit our website at www.navylifepnw.com . We are currently working to expand food service for our 2017 season.
The Restaurant seems very dark. Too bad it can't take advantage of the wonderful views. The serving staff are always very friendly.	Thank you for your positive comments. We look forward to welcoming you again soon. We are currently working on redesigning the Restaurant and expect to be ready for the 2017 season.
The whole place needs to be renovated.	We are in the process of redesigning the Restaurant and expect to have renovations completed in the off season later this year. We have just completed 10 suites and three cottages, we are continually trying to recapitalize the facility.
Great place to vacation and eat! Wish the hours were a little longer at times, but other than that, awesome service, food and convenience!	Thank you for your positive comments. We look forward to welcoming you again soon. We are currently working on redesigning the Restaurant and expect to be ready for the 2017 season.
The NEX food services don't have any consideration for people with food allergies. So, it would be nice if gluten free options were available, such as bread and buns, in addition to more healthy options such as a vegetable main dish, etc. Also, either avoid dairy-based sauces, or offer the sauce on the side for people allergic to dairy.	We are not affiliated with the NEX. We offer gluten free breads as well as dressings. Please let us know if you have special dietary needs. Odds are we can produce an off menu meal that you will enjoy.
The servers were not very happy and it felt like pulling teeth to ask for water or coffee	Thank you for your candid comments. We are conducting customer service training. Please let us know if you see a difference.

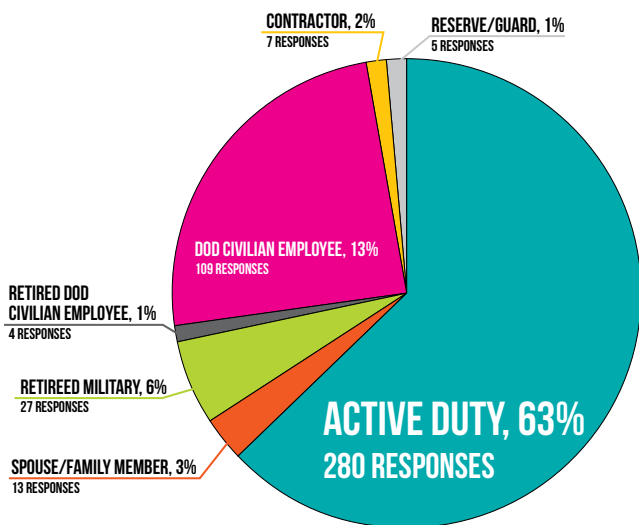
COMMENT/CONCERN	RESPONSE/ACTION
Service quality and wait time is hit and miss.	Thank you for your candid comments. We are conducting customer service and food production training. Please let us know if you see a difference.
Had to wait for a while for service once.	Thank you for your candid comments. We are conducting customer service and food production training. Please let us know if you see a difference.
We went in February and the menu changed from the last time we went offering fewer healthy choices and fewer choices in general. Very disappointed bring back the old menu!	Our summer menu is rolling out in June. Please let us know what you think.
Impactful on your stay when this restaurant closes which it seems to lately.	Hours of operation are based on demand. For specific hours, please visit our website at www.navylifepnw.com
Both visits to this restaurant have been disastrous. Taking over 1 1/2 both times for food having the restaurant staff trying to justify the wait by saying there is constant problems in the kitchen is ridiculous. I will either take my food in the future or go down the road to a restaurant.	Please accept our apology for your experience. We are conducting customer service and food production training. Please let us know if you see a difference on your next visit, please feel free to contact the manager at 1-360-276-4460 and accept a gift certificate to visit the Windjammer.
pretty good experience here	Thank you for your positive comments. We look forward to welcoming you again soon.
When I took my family up there last, I was with two toddlers (one with autism) and in-laws and despite being the only server, they were very accommodating and considerate of the situation. We each had clam chowder, which my family raved about and ordered to-go. Afterwards, we attended Karaoke night and it was fun and busy. Wish there was food available in the late evening.	Thank you for your positive comments. We look forward to welcoming you again soon. We are currently working on redesigning the Restaurant and expect to be ready for the 2017 season.
Love this place, wish they had more servers and was open more/longer.	Thank you for your positive comments. We look forward to welcoming you again soon. We are currently working on redesigning the Restaurant and expect to be ready for the 2017 season.



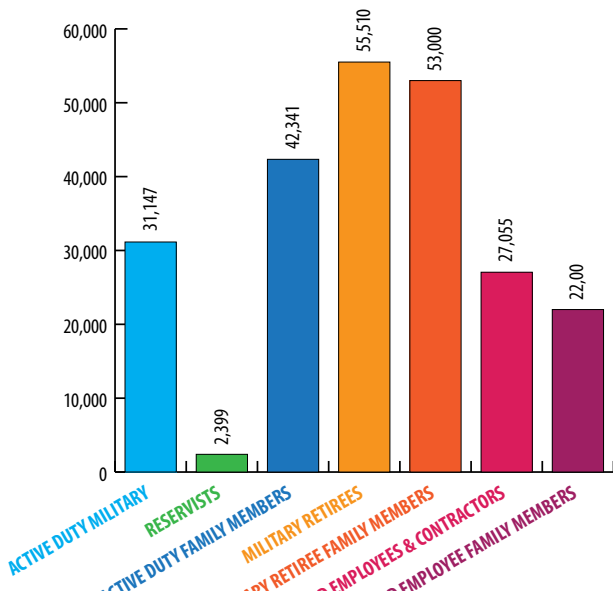
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RESPONSES BY STATUS



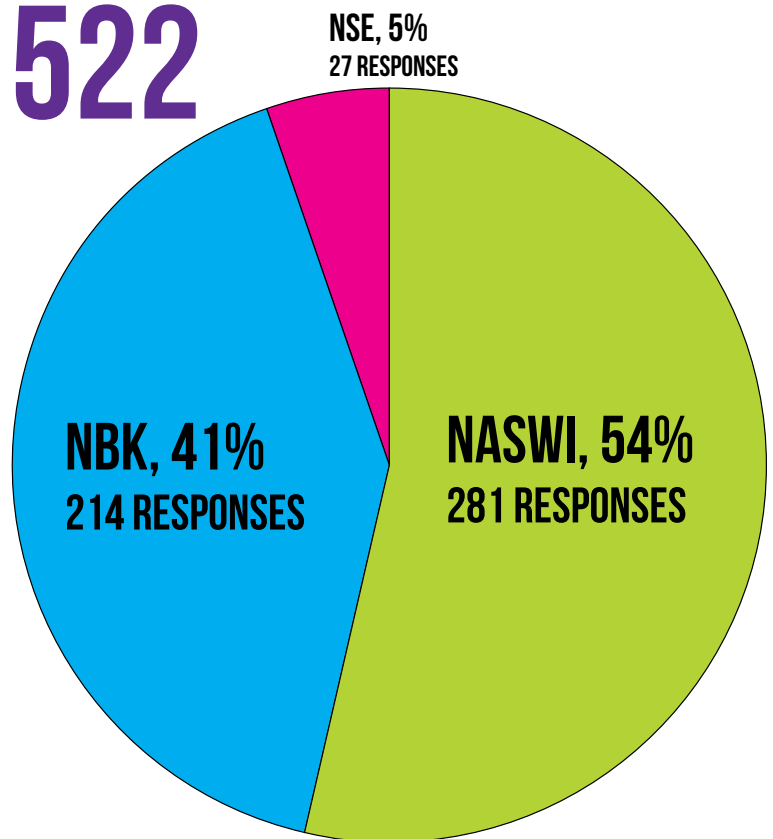
NAVY REGION NORTHWEST DEMOGRAPHICS (FY 2012)
TOTAL NAVY "FAMILY" IN NW = 233,452



TOTAL RESPONSES:

522

SURVEY RESULTS BY BASE



RESPONSES BY LIVING LOCATION

