



PINNACLE QUALITY INSIGHT
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January 13, 2022

To whom it may concern,

Over the course of the last twelve months, Pinnacle Quality Insight, a nationally recognized customer satisfaction firm, has interviewed the customers of Pacific View Senior Living Community Memory Care regarding their satisfaction levels.

Customers were asked to evaluate several aspects of their received services. From the results of these interviews, Pinnacle has determined that Pacific View Senior Living Community Memory Care has qualified for a **Pinnacle Customer Experience Award™** in the following service areas:

- Variety of Food/Menu Choices**
- Quality of Food**
- Dining Service**
- Dignity and Respect**
- Activities**
- Move-in Process**
- Transportation Needs**
- Safety and Security**
- Overall Customer Experience**

The Customer Experience Award™ is awarded to care providers who have achieved best-in-class customer satisfaction standards within their peer group.

Pinnacle congratulates the staff of Pacific View Senior Living Community Memory Care for achieving this honor.

Chris Magleby
CEO
Pinnacle Quality Insight

2022



CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight
recognizes

PACIFIC VIEW SENIOR LIVING COMMUNITY MEMORY CARE

for achieving best-in-class
customer satisfaction standards in

VARIETY OF FOOD/MENU CHOICES

A handwritten signature in blue ink, appearing to read "C. Magleby".

CHRIS MAGLEBY, CEO

2022



CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight
recognizes

PACIFIC VIEW SENIOR LIVING COMMUNITY MEMORY CARE

for achieving best-in-class
customer satisfaction standards in

QUALITY OF FOOD

A handwritten signature in blue ink, appearing to read "C. Magleby".

CHRIS MAGLEBY, CEO

2022



CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight
recognizes

PACIFIC VIEW SENIOR LIVING COMMUNITY MEMORY CARE

for achieving best-in-class
customer satisfaction standards in

DINING SERVICE

A handwritten signature in blue ink, appearing to read "Chris Magleby".

CHRIS MAGLEBY, CEO

2022



CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight
recognizes

PACIFIC VIEW SENIOR LIVING COMMUNITY MEMORY CARE

for achieving best-in-class
customer satisfaction standards in

DIGNITY AND RESPECT

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CHRIS MAGLEBY, CEO

2022



CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight
recognizes

PACIFIC VIEW SENIOR LIVING COMMUNITY MEMORY CARE

for achieving best-in-class
customer satisfaction standards in

ACTIVITIES

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CHRIS MAGLEBY, CEO

2022



CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight
recognizes

PACIFIC VIEW SENIOR LIVING COMMUNITY MEMORY CARE

for achieving best-in-class
customer satisfaction standards in

MOVE-IN PROCESS

A handwritten signature in blue ink, appearing to read "C. Magleby".

CHRIS MAGLEBY, CEO

2022



CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight
recognizes

PACIFIC VIEW SENIOR LIVING COMMUNITY MEMORY CARE

for achieving best-in-class
customer satisfaction standards in

TRANSPORTATION NEEDS

A handwritten signature in blue ink, appearing to read "Chris Magleby".

CHRIS MAGLEBY, CEO

2022



CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight
recognizes

PACIFIC VIEW SENIOR LIVING COMMUNITY MEMORY CARE

for achieving best-in-class
customer satisfaction standards in

SAFETY AND SECURITY

CHRIS MAGLEBY, CEO

2022



CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight
recognizes

PACIFIC VIEW SENIOR LIVING COMMUNITY MEMORY CARE

for achieving best-in-class
customer satisfaction standards in

OVERALL CUSTOMER EXPERIENCE

A handwritten signature in blue ink, appearing to read "C. Magleby".

CHRIS MAGLEBY, CEO