



Pinnacle Quality Insight
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February 18, 2011

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 Holly Creek Retirement Community 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 Holly Creek Retirement Community has qualified as **Best In Class** for the following service areas:

- Quality of Service**
- Understood Procedures**
- Dignity and Respect**
- Response to Concerns**
- Atmosphere/Therapy Area**
- Equipment Quality**
- Recommend to Others**
- Overall Customer Satisfaction**

The Best In Class rating was determined by comparing Holly Creek Retirement Community in each service area to similar care providers across the country.

Pinnacle congratulates the staff of Holly Creek Retirement Community for achieving excellence in care.

Stan Magleby
CEO
Pinnacle Quality Insight

PINNACLE QUALITY INSIGHT

2010

Pinnacle Quality Insight
certifies that

HOLLY CREEK RETIREMENT COMMUNITY


is committed to maintaining high levels of
customer satisfaction and has achieved a

BEST IN CLASS

rating in:

QUALITY OF SERVICE




Stan Magleby, Pinnacle Quality Insight



PINNACLE QUALITY INSIGHT

2010

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certifies that

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is committed to maintaining high levels of
customer satisfaction and has achieved a

BEST IN CLASS

rating in:

UNDERSTOOD PROCEDURES




Stan Magleby, Pinnacle Quality Insight



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BEST IN CLASS

rating in:

DIGNITY AND RESPECT




Stan Magleby, Pinnacle Quality Insight



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BEST IN CLASS

rating in:

RESPONSE TO CONCERNS




Stan Magleby, Pinnacle Quality Insight



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BEST IN CLASS

rating in:

ATMOSPHERE/THERAPY AREA




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BEST IN CLASS

rating in:

EQUIPMENT QUALITY




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customer satisfaction and has achieved a

BEST IN CLASS

rating in:

RECOMMEND TO OTHERS




Stan Magleby, Pinnacle Quality Insight



PINNACLE QUALITY INSIGHT

2010

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HOLLY CREEK RETIREMENT COMMUNITY


is committed to maintaining high levels of
customer satisfaction and has achieved a

BEST IN CLASS

rating in:

COMBINED AVERAGE




Stan Magleby, Pinnacle Quality Insight

