

2020



CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight
recognizes

KENNYBROOK VILLAGE

for achieving best-in-class
customer satisfaction standards in

CLEANLINESS

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

CHRIS MAGLEBY, CEO

2020



CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight
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KENNYBROOK VILLAGE

for achieving best-in-class
customer satisfaction standards in

RECOMMEND TO OTHERS

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CUSTOMER EXPERIENCE AWARD

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SAFETY AND SECURITY

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KENNYBROOK VILLAGE ASSISTED LIVING

for achieving best-in-class
customer satisfaction standards in

DIGNITY AND RESPECT

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COMMUNICATION

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MOVE-IN PROCESS

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TRANSPORTATION NEEDS

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OVERALL SATISFACTION

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DINING SERVICE

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RESPONSE TO PROBLEMS

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OVERALL CUSTOMER EXPERIENCE

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