



**PINNACLE QUALITY INSIGHT**  
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**February 05, 2021**

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 Cherry Blossom Cottage 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 Cherry Blossom Cottage has qualified for a **Pinnacle Customer Experience Award™** in the following service areas:

- Personal Care**
- Variety of Food/Menu Choices**
- Quality of Food**
- Dining Service**
- Cleanliness**
- Move-in Process**
- Safety and Security**
- Recommend to Others**
- 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 Cherry Blossom Cottage for achieving this honor .

**Chris Magleby**  
*CEO*  
Pinnacle Quality Insight

2021



## CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight  
recognizes

**CHERRY BLOSSOM COTTAGE**

for achieving best-in-class  
customer satisfaction standards in

**PERSONAL CARE**

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

CHRIS MAGLEBY, CEO

2021



## CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight  
recognizes

**CHERRY BLOSSOM COTTAGE**

for achieving best-in-class  
customer satisfaction standards in

**VARIETY OF FOOD/MENU  
CHOICES**

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

CHRIS MAGLEBY, CEO

2021



## CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight  
recognizes

**CHERRY BLOSSOM COTTAGE**

for achieving best-in-class  
customer satisfaction standards in

**QUALITY OF FOOD**

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

CHRIS MAGLEBY, CEO

2021



## CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight  
recognizes

### CHERRY BLOSSOM COTTAGE

for achieving best-in-class  
customer satisfaction standards in

### DINING SERVICE

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

CHRIS MAGLEBY, CEO

2021



## CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight  
recognizes

**CHERRY BLOSSOM COTTAGE**

for achieving best-in-class  
customer satisfaction standards in

**CLEANLINESS**

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

CHRIS MAGLEBY, CEO

2021



## CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight  
recognizes

### CHERRY BLOSSOM COTTAGE

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

2021



## CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight  
recognizes

**CHERRY BLOSSOM COTTAGE**

for achieving best-in-class  
customer satisfaction standards in

**SAFETY AND SECURITY**

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

CHRIS MAGLEBY, CEO



2021



## CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight  
recognizes

**CHERRY BLOSSOM COTTAGE**

for achieving best-in-class  
customer satisfaction standards in

**RECOMMEND TO OTHERS**

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

CHRIS MAGLEBY, CEO

2021



## CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight  
recognizes

### CHERRY BLOSSOM COTTAGE

for achieving best-in-class  
customer satisfaction standards in

### OVERALL CUSTOMER EXPERIENCE

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CHRIS MAGLEBY, CEO