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## **Cedar Community Receives 2020 Pinnacle Customer Experience Award™**

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**West Bend** – *March 4, 2020* – Cedar Community is proud to announce they are the recipient of Pinnacle Quality Insight's 2020 Customer Experience Award™. Qualifying for the award in the category of independent living, Cedar Community displays a continued dedication to providing best in class senior services for overall customer experience and satisfaction, dignity and respect, cleanliness, activities, quality of food, and response to concerns.

"Cedar Community is honored to receive the Customer Experience Award from Pinnacle Quality Insight. We continually strive to provide life-enriching programs and services, giving our residents the opportunity to enjoy, explore, and embrace their best life during their retirement years," says Julie Gabelmann, Vice President of Resident Experience.

Throughout its more than 65 year history of serving the community, Cedar Community has placed a strong emphasis on ensuring that the individual needs of every resident are met. Over the course of 2019, a sampling of Cedar Community's customers and their families have participated in monthly telephone interviews that include open-ended questions, as well the opportunity to rate Cedar Community in specific categories.

Every month, Cedar Community has gathered its real-time survey results to gain a better understanding of the resident's needs and make improvements when necessary. By qualifying for the Pinnacle Customer Experience Award™, Cedar Community has satisfied the rigorous demand of scoring in the top 15 percent of the nation across a 12-month average.

### **About Pinnacle Quality Insight**

A customer satisfaction measurement firm with 24 years of experience surveying residents at organizations like Cedar Community, Pinnacle conducts over 150,000 phone surveys each year and works with more than 2,500 care providers in all 50 US states, Canada and Puerto Rico.

### **About Cedar Community**

Live more at Cedar Community, where their natural settings, faith-based mission and high-quality services afford seniors the opportunity to live a more purposeful, fulfilled life among family and friends. From beautiful homes and apartments for active and independent retirees, to assisted living, short-term care and rehabilitation, skilled nursing and memory loss services, Cedar Community is the only community in Washington County where people age 55 and better have the peace of mind, knowing the services they may need are right there, provided by a team of professionals they know and trust.

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*Live More*