**Press release**

**Veranda of Pensacola Receives 2021 Customer Experience Award from Pinnacle Quality Insight**

Pensacola, Florida, February 19, 2021 – Veranda of Pensacola, a Pensacola based provider of senior living is proud to announce that they are the recipient of Pinnacle Quality Insight’s 2021 Customer Experience AwardTM. Qualifying for the award in the categories of **Quality of Food**, **Dining Service**, and **Transportation Needs,** Veranda of Pensacola displays a continued dedication to providing Best in Class senior healthcare services.

Michele Tasin, Executive Director, describes receiving the award as an honor, stating that “We are thrilled to receive this award during such difficult times. I give all of the credit to my amazing staff who always puts the residents’ needs as top priority.”

Throughout its history of serving the community, Veranda of Pensacola has placed a strong emphasis on ensuring that the individual needs of every resident are met. Over the course of 2020, a sampling of their residents and their families have participated in monthly telephone interviews that include open-ended questions, as well the opportunity to rate Veranda of Pensacola in specific categories.

Every month, Veranda of Pensacola 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™, Veranda of Pensacola has satisfied the rigorous demand of scoring in the top 15% of the nation across a 12-month average. Clients have the opportunity to achieve this Best in Class distinction on a monthly basis in many categories designed to accurately reflect each resident’s experience.

**About Pinnacle Quality Insight**

A customer satisfaction measurement firm with 25 years of experience in post-acute healthcare, 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 Veranda of Pensacola**

Veranda of Pensacola is a family-owned retirement community, located at 6982 Pine Forest Rd., that provides independent and assisted living to seniors in Pensacola and the surrounding areas.

If you’d like more information, please contact Michele Tassin at 850-944-8800.