



CONGRATULATIONS

Pinnacle  
BEST IN CLASS  
National  
WINNER

HarborChase of Mandarin

HarborChase of Mandarin is the recipient of Pinnacle's Best In Class Awards for outstanding Cleanliness!

As a senior healthcare advocate for over 20 years, we have established the Customer Experience Award™ to ensure that every resident/patient receives exceptional assistance from his or her provider. Focusing on long-term and post-acute care, we conduct thousands of monthly surveys to establish a comprehensive review of our clients.

Every year, Pinnacle Quality Insight awards clients who have excelled at providing a superior customer experience for their patients/residents. Receiving a Customer Experience Award is no small feat. Out of the 2,700 care providers we have and the 150,000 customer interviews we conduct each year, only those that are the 85th percentile or higher receive this award.

HARBORCHASE OF  
**MANDARIN**  
INDEPENDENT • ASSISTED LIVING  
AND MEMORY CARE RESIDENCES

12350 San Jose Blvd. | Jacksonville, FL 32223

**(904) 580-7676**

**[www.HarborChase.com](http://www.HarborChase.com)**

