



11900 Taylor Drive
Palm Beach Gardens, FL 33410
(561) 232-6700
<http://www.kiscoseniorliving.com>

PRESS RELEASE

Contact: Lauren Witt/Amy Jones, The Point Group
Phone: 214-378-7970 ext. 306/302
Mobile: 817-721-5576 / 469-261-7544
lwitt@thepointgroup.com / ajones@thepointgroup.com

FOR IMMEDIATE RELEASE
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LA POSADA ANNOUNCES UNIQUE PARTNERSHIP WITH FORBES TRAVEL GUIDE SIGNIFYING ONGOING COMMITMENT TO HOSPITALITY TRAINING

PALM BEACH GARDENS, Fla. December 7, 2018 – La Posada, a Kisco Senior Living community, is delighted to announce its hospitality training partnership with Forbes Travel Guide. Associates are undergoing specialized hospitality training to assist them in providing five-star service to residents, family members and anyone who steps through the door. La Posada is the second Kisco senior living community in the country to participate in this program. To signify the completion of initial training, as well as the ongoing commitment to the Forbes' Luxury Hospitality Standards Training Program, Forbes recently presented a plaque to La Posada. The partnership helps current and future associates enhance service skills in order to elevate the resident and guest experience.

“We conduct training every day. Teams meet to discuss service standards and associates roleplay ways to handle and address situations in which they implement their learnings,” said Brad Cadiere, executive director of La Posada. “Associates feel a sense of pride and accomplishment, and residents feel like the most important part of our community as a result of this, which they are. Residents have noticed the increased focus on hospitality and have written many more feedback cards thanking us for the excellent service and care. It is amazing to take part in such an impactful initiative.”

Every current associate has undergone and will continue to participate in the training. New associates will complete a two-and-a-half-hour orientation on the training and service standards and participate in ongoing training. The integration of world-class training will sustain a culture of service excellence for years to come.

“Kisco is a pioneer in the senior living industry,” said Brian Grandbouche, senior vice president of operations for Kisco Senior Living. “We are the first senior living company to partner with Forbes Travel Guide, and The Luxury Hospitality Standards Training Program positively impacts many of the Kisco Senior Living communities. While Kisco has maintained an excellent reputation for providing quality service to seniors for more than 25 years, as we look to the future, we recognize the need to build on our already strong foundation. This program takes our service standards to the next level and



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empowers associates to anticipate and fulfill resident and guest needs without requiring approval or guidance from upper management. I have yet to see a senior living company take hospitality to this level.”

La Posada is the second Kisco senior living community in the nation to partner with Forbes Travel Guide. The Cardinal at North Hills, a Kisco Senior Living community located in Raleigh, was the pilot community.

“It is an honor to work with Kisco Senior Living again, this time at the La Posada community,” said Filip Boyen, CEO of Forbes Travel Guide. “Kisco is the very first in the senior living industry to do this kind of hospitality service training. La Posada’s dedication to providing service excellence to residents deserves praise, and we look forward to helping Kisco achieve their goals with our training services.”

If you are interested in covering an activity or setting up an interview with a resident or team member, please contact Lauren Witt via phone at 214-378-7970 ext. 306 or email at lwitt@thepointgroup.com or Amy Jones via phone at 214-378-7970 ext. 302 or email at ajones@thepointgroup.com.

ABOUT LA POSADA

La Posada is a resort-style life care community located in the heart of Palm Beach Gardens, Florida. The continuing care retirement community features luxurious independent living apartments, independent living cottages, as well as assisted living apartments, memory care suites, private rooms for short-term rehabilitation and skilled nursing, all nestled within 22 prime acres of sparkling lakes and lavish courtyards. Providing a variety of amenities, residents enjoy chef-prepared meals, concierge services, state-of-the-art wellness programs, transportation services, and intellectually stimulating events and activities.

As a Kisco Senior Living community, The Art of Living Well® philosophy is in every aspect of community life. Unique social and wellness opportunities strengthen the mind, body and spirit.

For more information, call 561-232-6700 or go to mylaposada.com.

ABOUT FORBES TRAVEL GUIDE

Forbes Travel Guide is the only independent, global rating system for luxury hotels, restaurants and spas. Started as Mobil Travel Guide in 1958, the company created the first Five-Star rating system in the United States. Today, Forbes Travel Guide’s incognito inspectors travel the world, evaluating



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properties based on up to 900 rigorous, objective standards. The company's annual Star Ratings, reviews and daily travel stories help discerning travelers select the world's best luxury experiences. For more information about Forbes Travel Guide, visit forbestravelguide.com.

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Photos Courtesy of La Posada