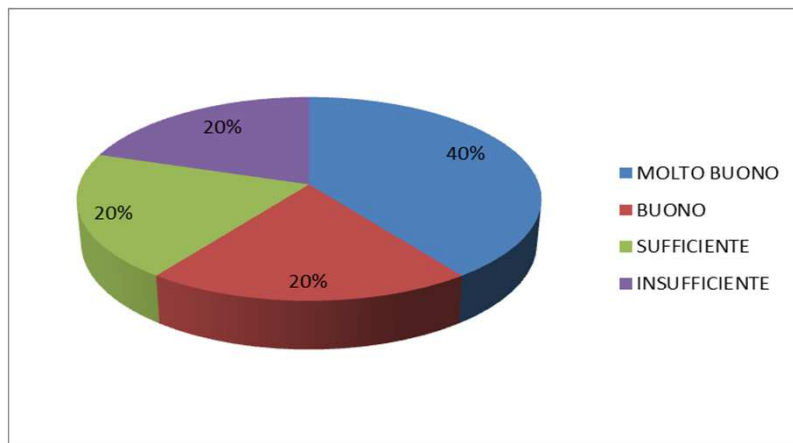
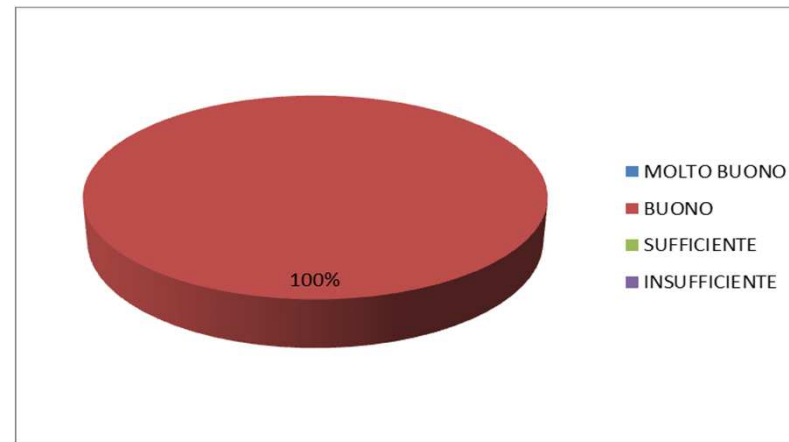


# CUSTOMER 2013 - SERVIZI ALBERGHIERI

SERVIZIO DI RISTORAZIONE

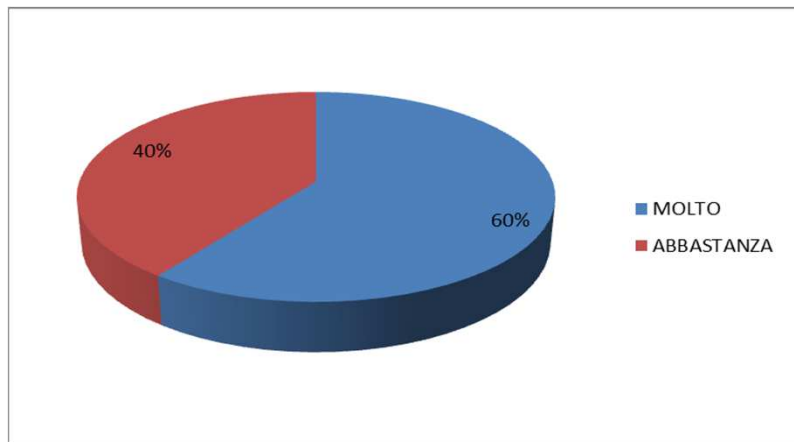


COME GIUDICA LA PREPARAZIONE DELLA TAVOLA

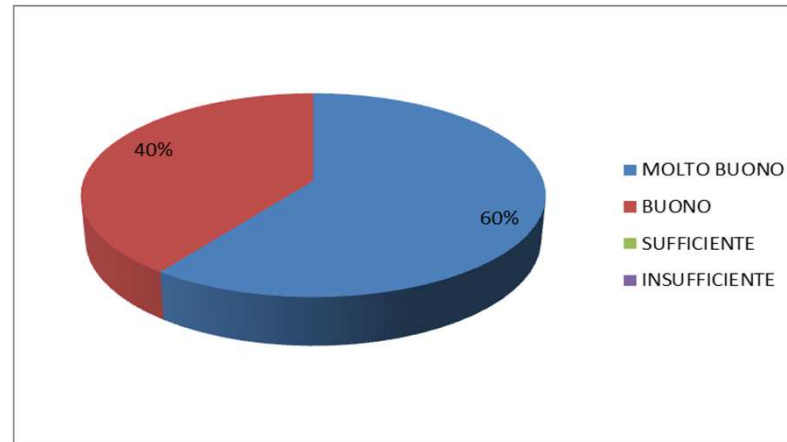


# CUSTOMER 2013 - STRUTTURA E SPAZI

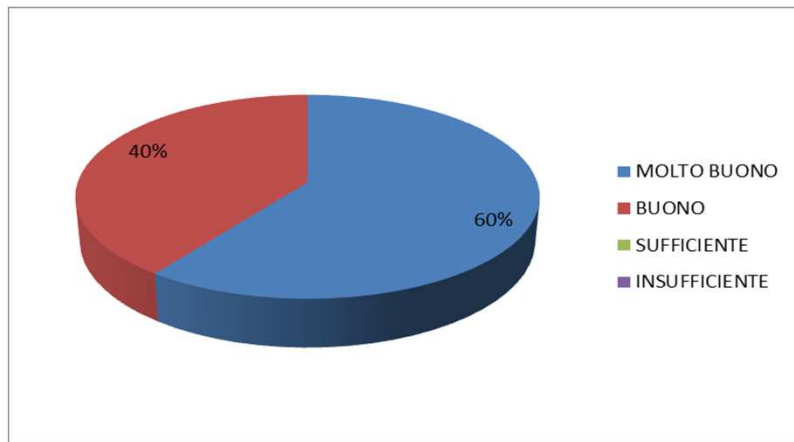
VALUTAZIONE GENERALE RSA



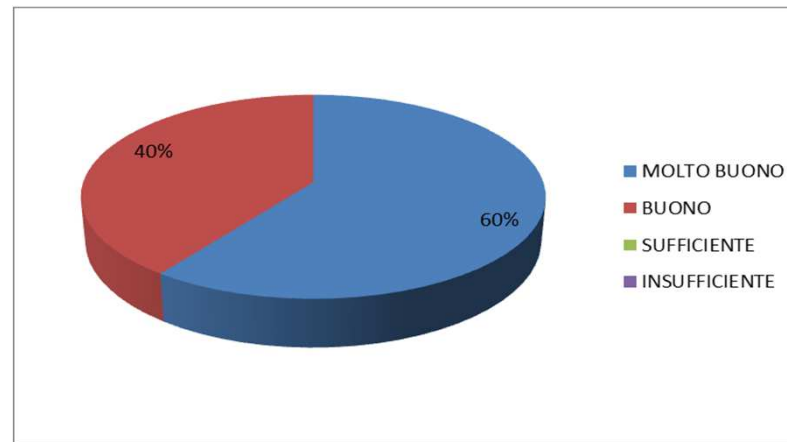
VALUTAZIONE SPAZI COMUNI



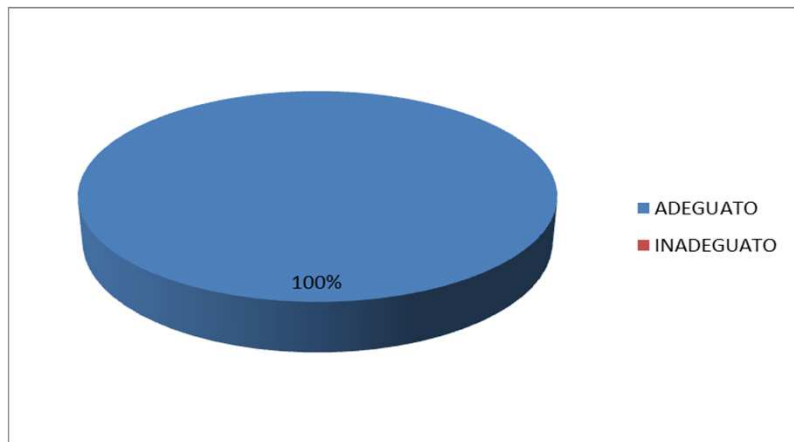
VALUZIONE LIVELLO DI PULIZIA ED IGIENE DEI LOCALI



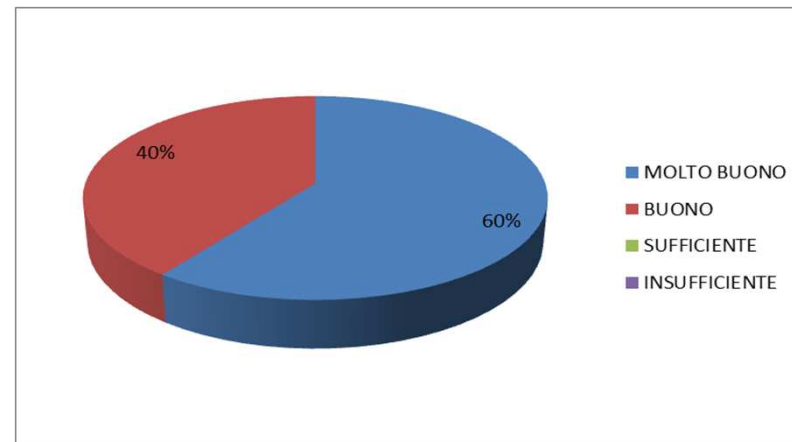
VALUTAZIONE IMPIANTI RISCALDAMENTO E CONDIZIONAMENTO



### VALUTAZIONE ORARIO DI APERTURA AL PUBBLICO

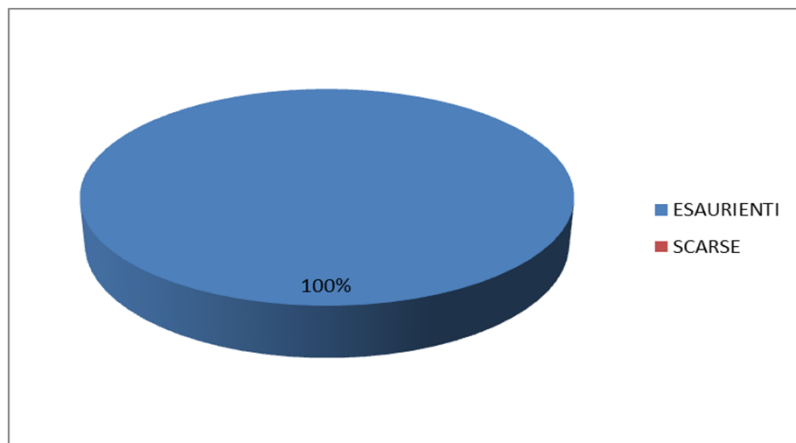


### GIUDIZIO SULL'ASPETTO E PULIZIA DELLE STANZE DI DEGENZA

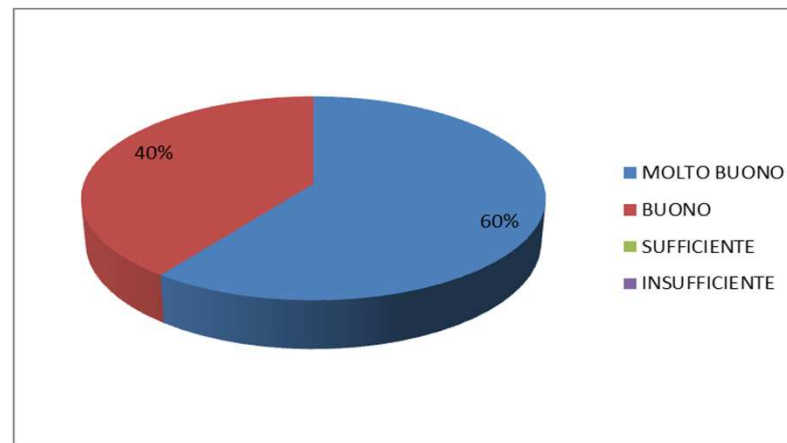


# CUSTOMER 2013 - RAPPORTO CON GLI OPERATORI

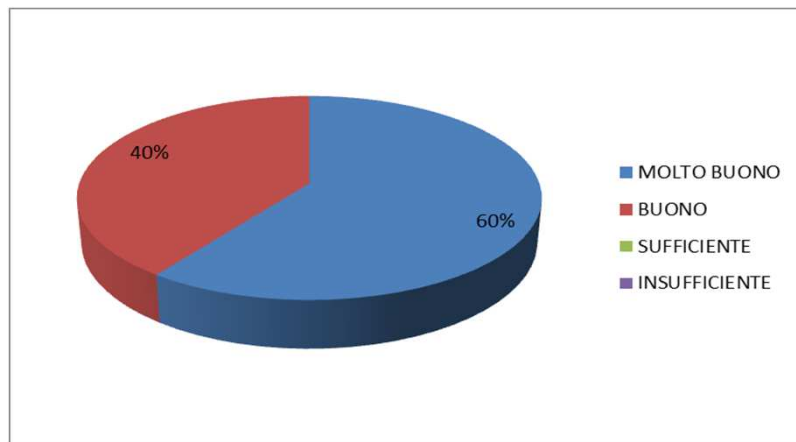
GIUDIZIO IN MERITO ALLE INFORMAZIONI RICEVUTE ALL'INGRESSO



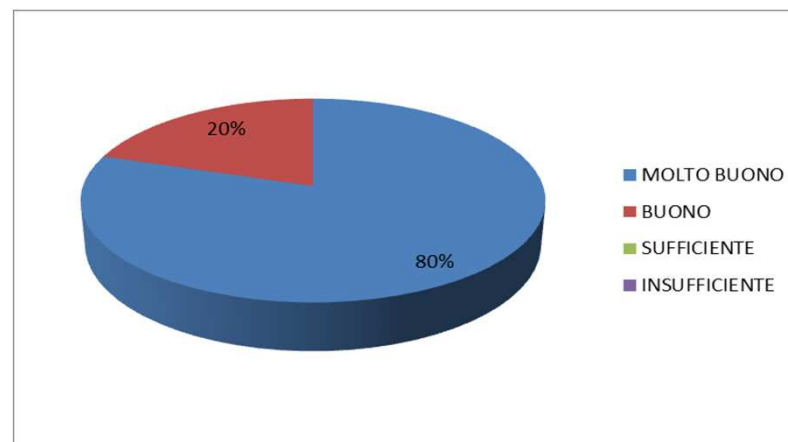
GIUDIZIO SULL'ASSISTENZA MEDICA FORNITA AGLI OSPITI



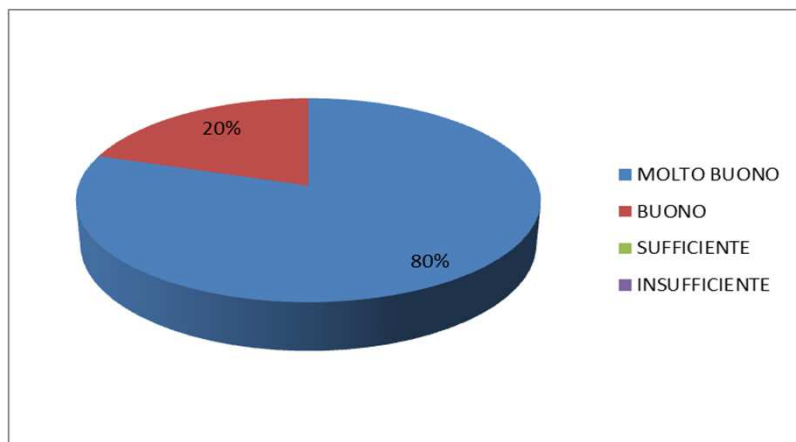
GIUDIZIO SULL'ASSISTENZA INFERMIERISTICA AGLI OSPITI



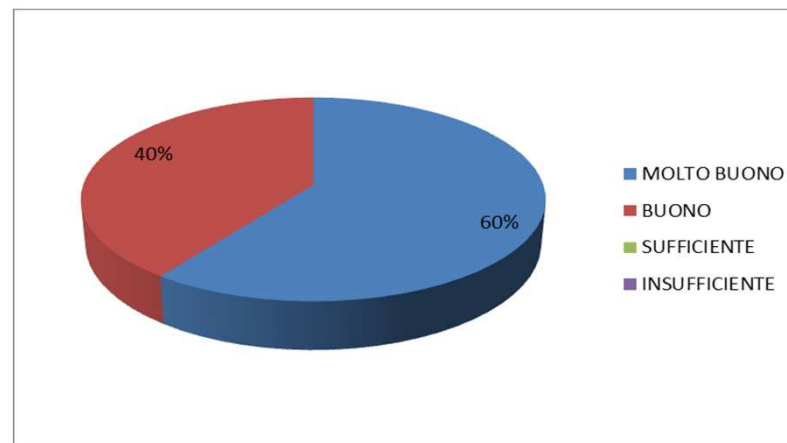
GIUDIZIO SUGLI INTERVENTI DI RIABILITAZIONE (Palestra, fisioterapia)



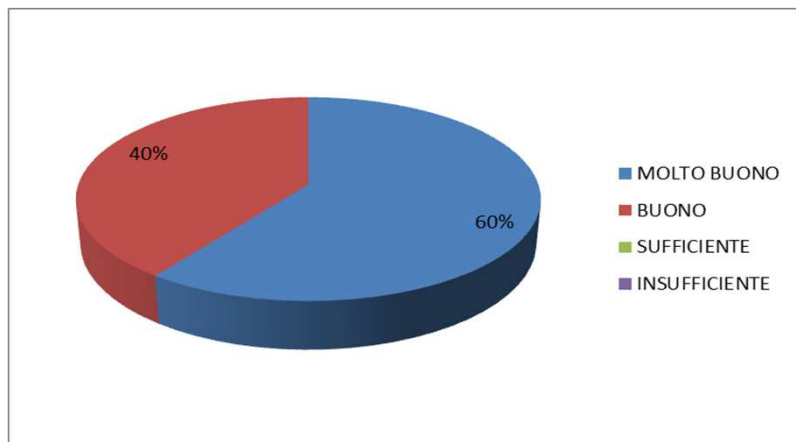
### |GIUDIZIO SULL'ATTIVITA' DI ANIMAZIONE



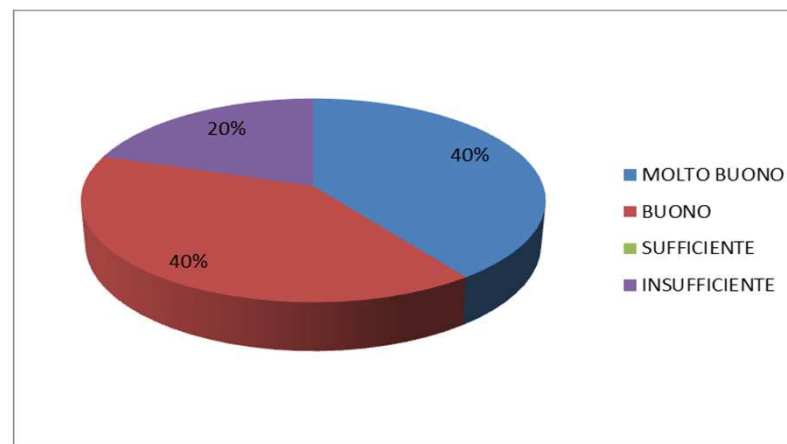
### |GIUDIZIO SUL RAPPORTO TRA IL PERSONALE ASA E GLI OSPITI



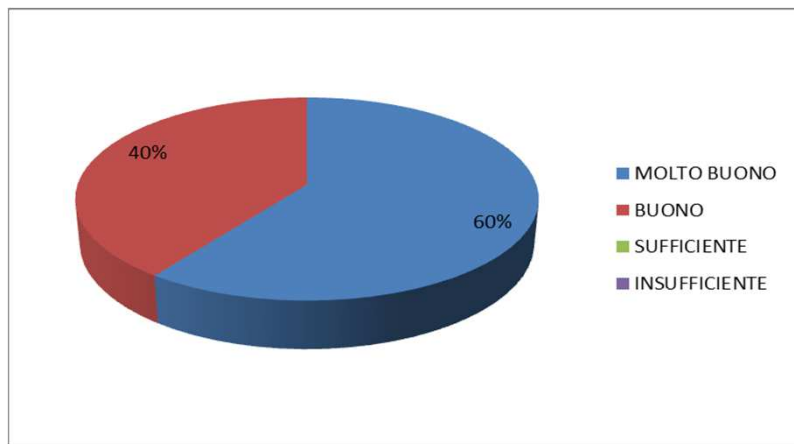
### |COME VALUTA IL RAPPORTO CON LA DIREZIONE



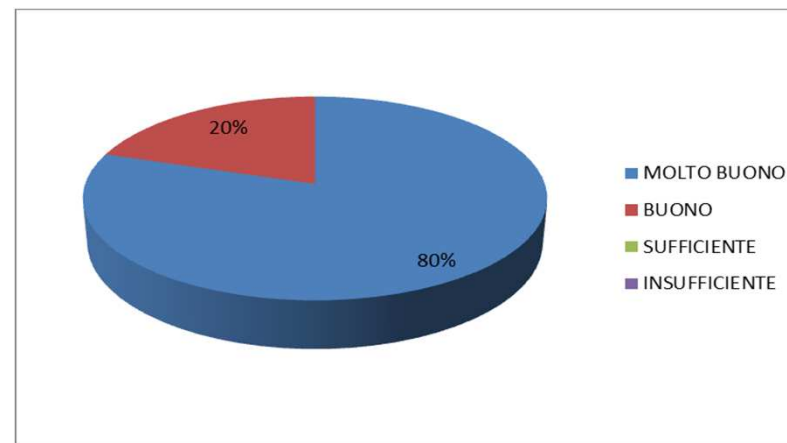
### |COME VALUTA IL SERVIZIO RELIGIOSO INTERNO



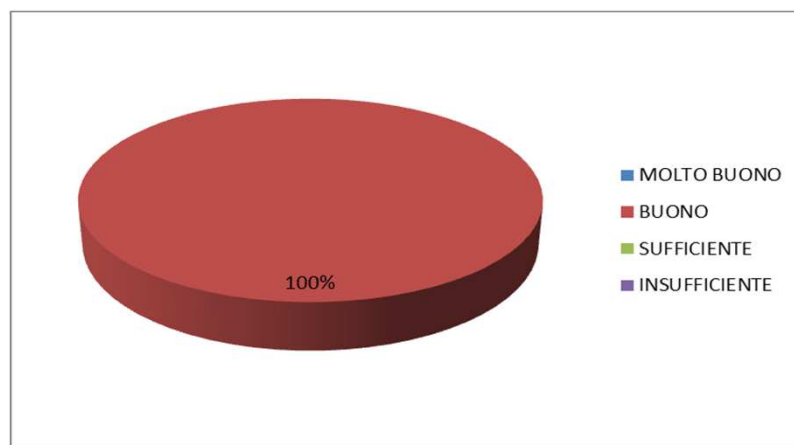
### DISPONIBILITA' ALL'ASCOLTO DEL PERSONALE SANITARIO



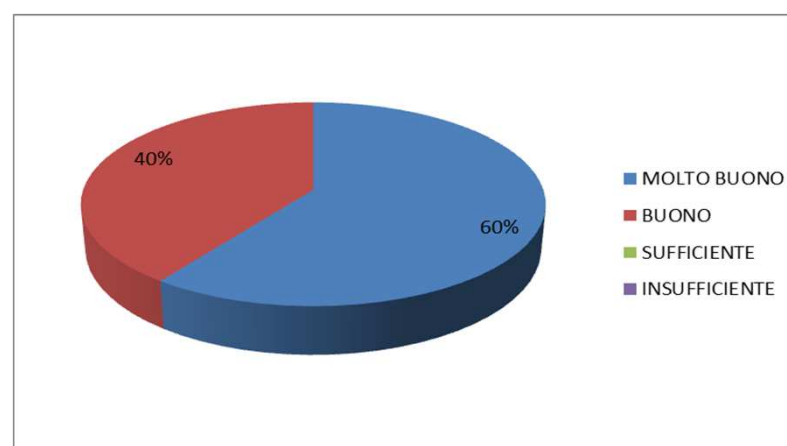
### COME CONSIDERA IL RAPPORTO TRA IL PERSONALE ED I PARENTI



### GIUDIZIO SUL RISPETTO DELLA RISERVATEZZA E DELLA DIGNITA' DELL'OSPITE DA PARTE DEL PERSONALE

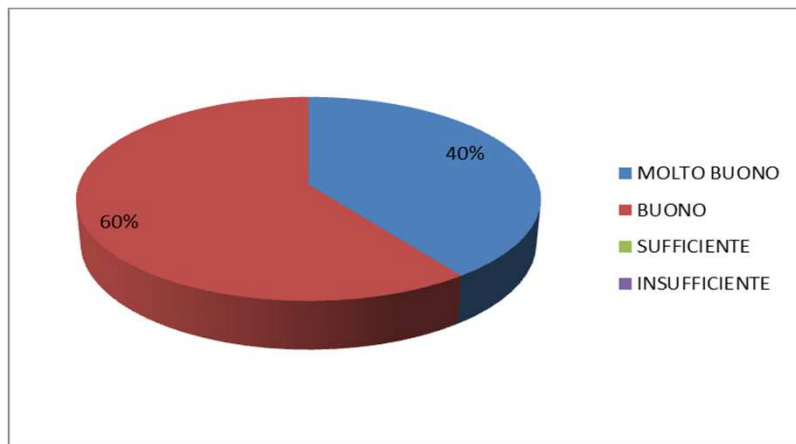


### GIUDIZIO GLOBALE SULLA PROFESSIONALITA' DEL PERSONALE

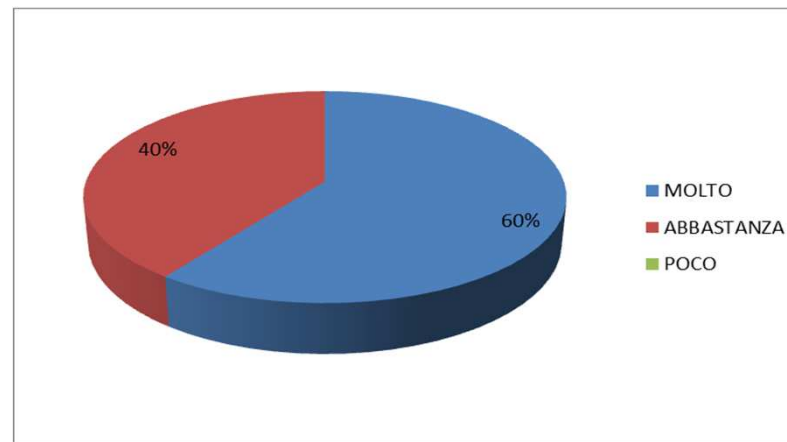


# CUSTOMER 2013 - ACCOGLIENZA

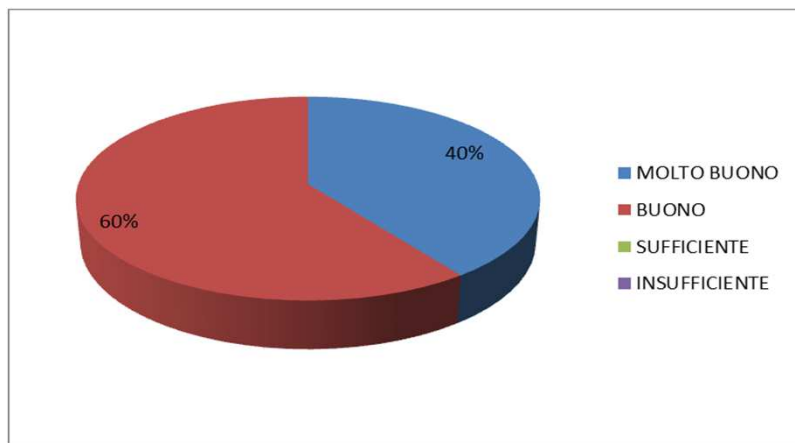
GIUDIZIO SULL'ACCOGLIENZA IN RSA



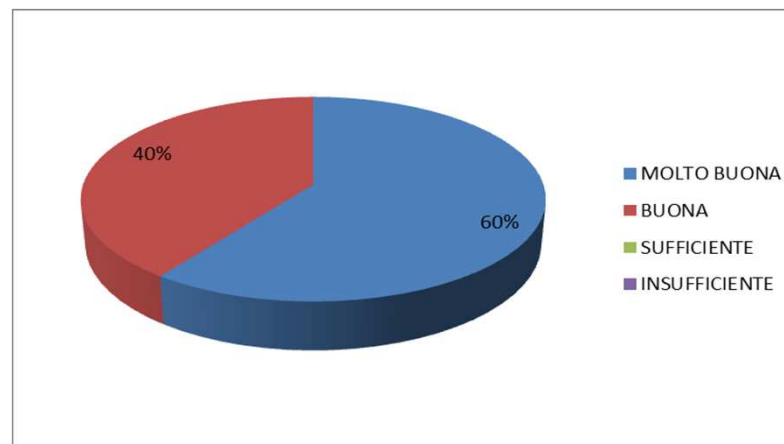
GIUDIZIO COMPLESSIVO SUL SODDISFACIMENTO DEL RICOVERO IN RSA



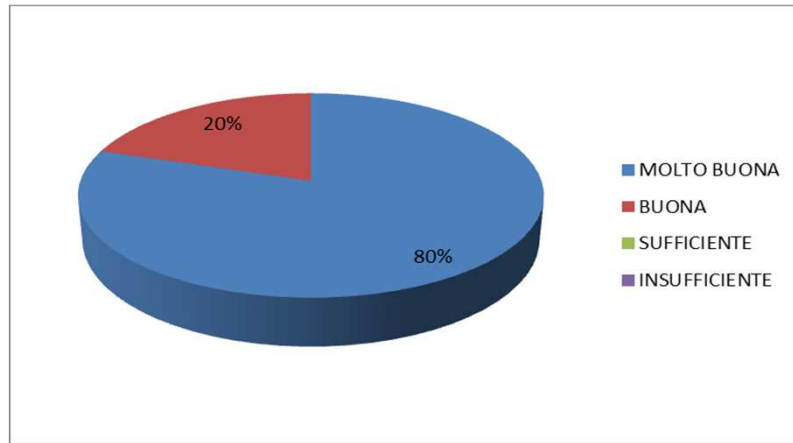
GIUDIZIO SULLA QUALITA' DELLE CURE IGIENICHE PRESTATE



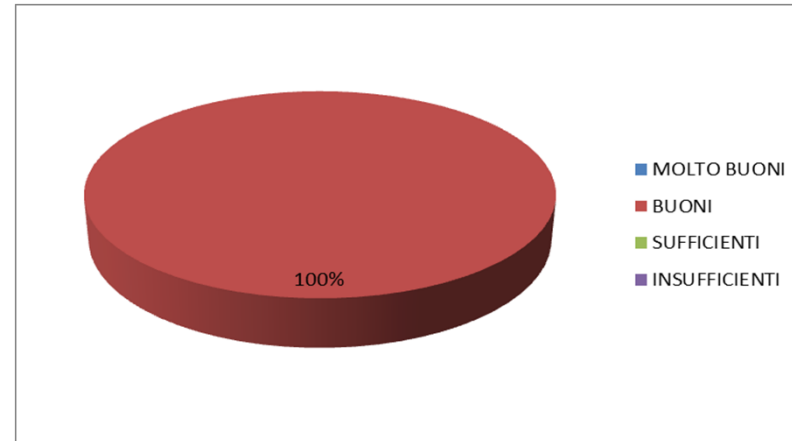
GIUDIZIO SULLA CURA DELLA PERSONA



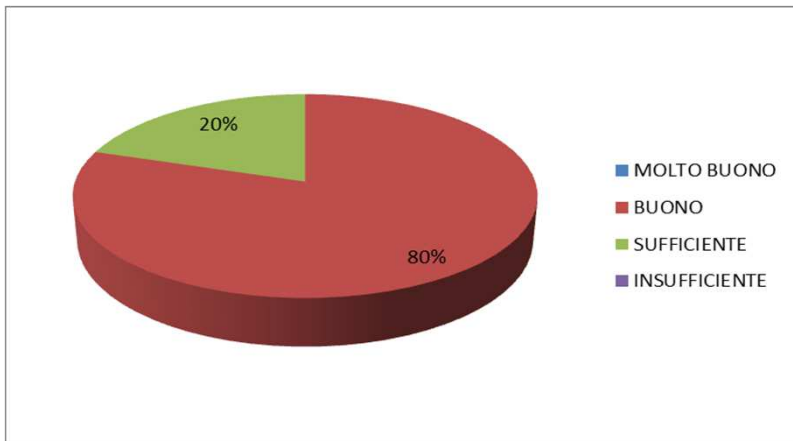
### GIUDIZIO SUL LIVELLO DI PULIZIA DELLA BIANCHERIA



### GIUDIZIO SULLE MODALITA' ED I TEMPI DI MOBILIZZAZIONE



### GIUDIZIO SUL RAPPORTO UMANO TRA GLI OSPITI





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