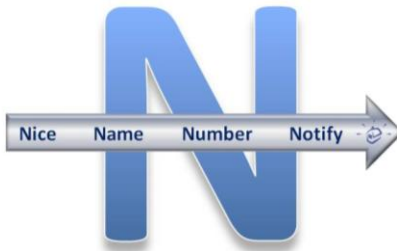




The Cottages

Assisted Living & Memory Care



Inquiry Training Tool

The 4N's signify:

- **Nice** – Be **nice** and courteous when answering the phone or giving a tour
- **Name** – Obtain their **name**
- **Number** – Obtain their phone **number**
- **Notify** – **IMMEDIATELY** notify (**call or text**) the Administrator. If the Administrator is out of town then the Assistant Administrator *needs to be contacted*.

1. *Do you feel you followed the 4N process?*

2. *What did you get right?*

3. *How can you improve?*

4. *Do you need more training on the 4N's?* Yes No

- *If yes, what area would you like more training on?*

Employee Signature _____ Date _____

Administrator Signature _____ Date _____