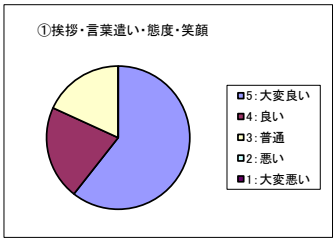
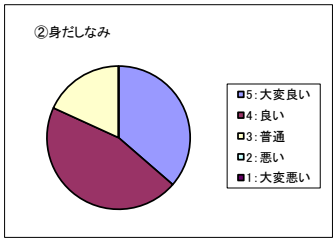
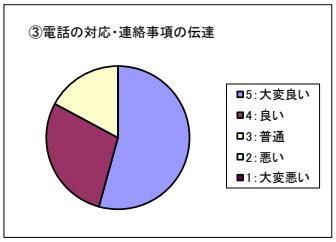
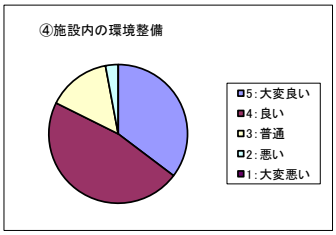
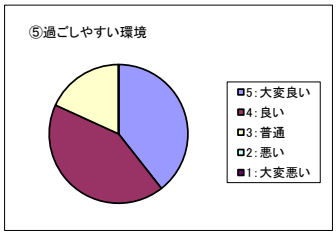
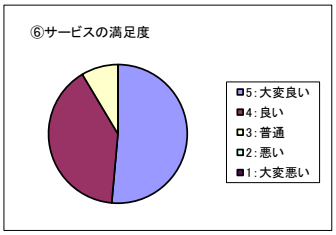
[ほそや・ホームタウンほそや特養]

	5:大変良い	4:良い	3:普通	2:悪い	1:大変悪い	平均値
①挨拶・言葉遣い 態度・笑顔	20	7	6	0	0	4.42
②身だしなみ	12	15	6	0	0	4.18
③電話の対応 連絡事項の伝達	19	10	6	0	0	4.37
④施設内の環境整備	12	16	5	1	0	4.15
⑤過ごしやすい環境	13	14	6	0	0	4.21
⑥サービスの満足度	18	14	3	0	0	4.43