

SURGERY
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UNDER
THE
KNIFE,
READ
THIS!

TOWN

PARTY LIVES • GET-FIT GIFTS

HEALING

AUGUST 1994 \$3.00

August '95
Chantique

22, 1995
13, Number 12

213 HILLS

Two Dollars
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Chantique

AUGUST 1995

Our First Anniversary!

June 1st marked Chantique's First Anniversary, a year that brought monthly growth and change. We'd like to take this opportunity to thank the surgeons who have entrusted their patient's care to Chantique. Your continuous support has enabled us to increase the services, staff, and amenities available to our guests. This special day was celebrated by the staff with balloons, cake, ice cream and many wonderful memories. The staff looks forward to another successful year. ♣

Certificates Awarded

On April 1st, 1995 Chantique began extending its appreciation to our referring surgeons by offering them a choice of one of the following:

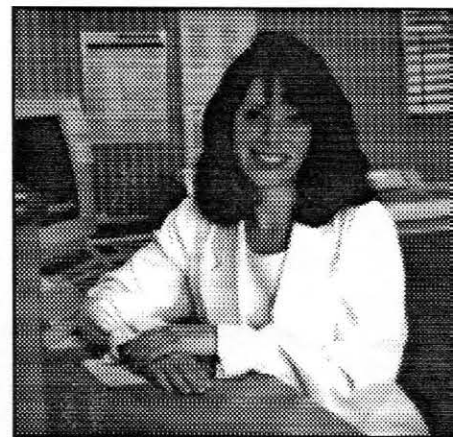
1. A weekend at the Tuscan Inn on Fisherman's Wharf in San Francisco. It's the perfect location for enjoying the city. The Tuscan Inn is a member of the Prescott family. (Sorry, airfare is not included.)
2. A weekend at the world renowned Four Diamond 'Stouffer's Esmerelda Resort' in Indian Wells. This weekend is available June 1st through December 1st.
3. A Day of Hair and Beauty at JUAN JUAN Salon in Beverly Hills. Your day will begin at 9:00 a.m. and includes a facial, hair color with a cut and set, manicure, pedicure, and full makeup. A light lunch is included.
4. A Deluxe Day of Beauty consisting of the Mediterranean Reverie Program at Aida Thibiant of Beverly Hills. Your special day will include: An Energizing Salt Glow, Aroma Hydromassage, Choice of Massage with European Scalp Therapy, Healthy Spa Lunch, Antiage Line-Smoother Facial, Makeup, and Hair-Styling.
5. A Certificate for a complimentary night of Aftercare at Chantique. This Certificate can be used by a member of the surgeon's staff, a special patient or friend.

Each Certificate offered represented 25 nights of reservations at Chantique. In just three months we have had the pleasure of extending 17 Certificates.

Thank you and congratulations. ♣

Did you know...

1. Chantique carries \$10,000,000.00 in liability insurance for the benefit of our referring surgeons, our staff, and Chantique.
2. Each member of our medical staff is required to carry medical malpractice insurance.
3. "Chantique" means "Beauty" in Indonesian. Originally spelled *Chantek*, Maggie changed the spelling for the purpose of phonetics. ♣



CHRISTINE STEMPEL, Maggie's Administrative Assistant, is a key member of Chantique. Christine wears many hats. She acts as Reservation Coordinator, patient liaison, computer genius, and always offering a comforting shoulder to the hard-working nursing staff. Her personal spiritual beauty and warm and giving ways make her a favorite of our guests. Christine came to Chantique with three years of experience in a cosmetic surgery surgicenter enabling her to efficiently and competently wear those many hats.



OUR FIRST CHANTIQUE NEWSLETTER is forwarded to introduce you to our staff and update you on our first year. This past year brought challenge, humor, and continuous growth. The Beverly Prescott Hotel has worked hand-in-hand to help us develop an aftercare facility able to offer the privacy and efficiency so vital to our guests. Many of you were patient through the early opening days and we thank you. We are now able to offer an efficient, smooth-running facility minus the opening adjustments a new business must work its way through. I would be remiss if I did not compliment the wonderful women that comprise the nursing staff. They are the heartbeat of Chantique and the key to its success.

Sincerely,

Maggie Lockridge, RN

THE COVER: A collage of headlines representing major publications that have carried unsolicited articles on Chantique.

Chantique at Beverly Prescott offers luxury recuperation accommodations

In just ten months Maggie Lockridge RN, Administrator of Chantique, has taken her new business to international fame. Chantique, located on the privately keyed 6th floor of the Beverly Prescott Hotel, functions as a recovery retreat for

guests who have undergone cosmetic surgical procedures. Her guests recuperate in luxury, assured of privacy, excellent medical assessment, and complete discretion.

Lockridge's reputation for running a highly professional facility has crossed continents through rave reviews in *Elle* magazine and satisfied guests who make certain their friends know all about Chantique.

Maggie had an edge in

establishing Chantique, she was the Administrator of The Petit Ermitage and had seven years of hands-on experience

to help her establish a successful management program for such a facility. Maggie feels that the most important

factor in her success is meeting her guests personally upon their arrival, determining their special needs on an individual basis, and continuing to make 'guest rounds' twice a day during their stay. If you remain on top of your guest's needs, complaints, etc. they are free to recuperate in a stress-free, comfortable environment, confident in their care and choice of recovery retreat.



Chantique's Mary Cullins and Administrator Maggie Lockridge

The Facelift

Before



After



Humor in Chantique Uniform

...bodybuilder surgical guest requests pitcher of warm liquid jello as he had been raised on it as a child. Chantique nurses complied to new original formulation.

...husband of guest enters nurse's station with smile on face. Hands nurse photos of nude man he had discovered in bedside Bible while waiting for wife to come out of anesthesia. Some thoughtful pre-Chantique hotel guest had evidently forgotten his pictures of family jewels.

...famous quote: With full headdressing intact, post-op facial swelling and bruising, drains outlined by headscarf draped down over shoulders, guest steps into blacked-out towncar exclaiming, "I hope nobody recognizes me!"

...when asked by an ambulatory second-day male surgical patient to extend personal hygiene, Marion handed him the washcloth and stated, "Honey, I don't do windows and I don't do privates." ♣

Guests Delighted with Care

The following are a few of the many statements made by our guests in a follow-up evaluation questionnaire completed and returned after their discharge:

"Hard to improve on perfection!"

"I felt well taken care of and very safe."

"Everyone was so gentle and kind, truly concerned that I was as comfortable as possible."

"Everyone was lovely, warm, and caring. I will recommend you to all my friends."

"Special thanks to your professional staff. They sure made my recovery faster."

"All staff... Thank you! Thank you! Thank you!"

"My experience at Chantique exceeded my expectations."

"This was the best thing I could have done for myself. I recommend it to everyone."

"I was so out of it that first night I would only have remembered if anything had gone wrong." ♣

CHANTIQUE

AT THE BEVERLY PRESCOTT HOTEL

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