

March 2, 2002

Gundelach & Associates
2841 Sommer Star Road,
Placerville, CA 95667

Jim,

I wanted to write and tell you how pleased I have been with your services. As you know our Castro Valley office was in need of a tune-up. Even with a good staff, our goals were falling short of expectations. During the months of November and December you taught our staff a new level of professionalism.

Your techniques were implemented on January first. The results? A record month—almost doubling our December production. And the best part about it is the practice still reflects our basic office philosophy—not a cookie-cutter, not a (fill in the consultant) rubber-stamped office—this is my office and your approach allows it to remain that way.

Your goals are obtainable, keeping my staff happy and the workload much easier. The net result is a very satisfied customer. I cannot thank you enough for all your hard work and look forward to many years of working together. Thank you, again.

Sincerely,



Larry D. Tabor, DDS