

*Sara Loo Chan, D.D.S.*

91 Gregory Lane Suite 9 Pleasant Hill, CA 94523 - 3322 676-5515



December 30, 1988

To Whom It May Concern:

In fifteen years of practice, I had received hundreds of advertisements from business consultants but never responded to any. When I received a flier from Mim Gundelach there was a sincerity and sensitivity I detected.

We entered into a contract, and Jim gave us invaluable help and inspiration towards building the practice. We didn't need more patients but needed more efficiency, and this is where we are directed.

The best quality of Jim's philosophy of practice building is that he gears his techniques and advice towards a particular office situation and group of people and does not set down a rigid set of rules. We are grateful to him for instilling new goals and methods into a middle-aged office routine.

*Sara Loo Chan*  
Sara Loo Chan, D.D.S.