



WILLIAM P. TENNANT, D.D.S., P.C.

Laser & Implant Dentistry

2999 Regent Street, Suite 714
Berkeley, California 94705
Tel 510/848-3143
Fax 510/848-2522
DDSLaser@aol.com
www.laser-dentist.com

January 5, 2000

Gundelach & Associates
2841 Sommer Star Rd.
Placerville, CA 95667

Dear Jim and Susan,

After I review the last year, 1999, using your business budget projections, I am delighted to see my dental practice becoming more successful. After trying several different consulting services over the last few years I had begun to feel like my practice was just too complicated to manage for growth. Your business plan concepts and systems approach encouraged me to try again. Your commitment to direct supervision of the plan gave me the confidence to proceed.

After only one year of management help I find the monthly production is up \$18,000.00 and my expenses have been reduced by 3%. The net income result is greatly improved and much appreciated.

A special thanks to you Susan for the work you did in finding and training a new financial person at the front desk. With your tutelage she was able to make dramatic improvements in our outstanding accounts receivable and implement systems to keep the accounts receivable from getting out of hand again. Your win-win approach has helped my staff enjoy success instead of feeling like it requires too much effort.

I'm looking forward to the years ahead with your guidance. I have even thought of pushing back my retirement plans, as practicing dentistry has become much more fun now. If you encounter a dentist reluctant to hire your services, please, have them call me.

Sincerely,

William Tennant, DDS