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To Whom It May Concern:

For the past thirteen years my dental practice has greatly benefitted from the Gundelach Consulting Services. There seems to be on going changes in all aspects of my practice. Fine tuning of practice basics, staff challenges, and setting and achieving new goals is very helpful in making the workplace fun and rewarding, so I continue to use their services. Jim and Susan are extremely knowledgeable and their advice and recommendations are always very worthwhile. Their manner is "down to earth" and genuine and their personal, friendly, and often humorous style makes the "pill" of staff meetings go down easily.

Four years ago we moved to Oregon from Danville, California and we began to use monthly phone-conferencing in place of our on-site visits. The Gundelach's prepare and present the meeting agenda. Practice monitors are discussed and new ideas are introduced. In my judgement a phone conference staff meeting is as equally effective as having the consultant right there. Using speakerphones and faxing material allows the discussion to be lively. Reporting back and forth about goals set and objectives met works very well. Individual staff member's accountability is very important, so we often want weekly reporting by phone or fax to the Gundelachs.

Each staff member must feel a part of the responsibility of achieving goals. The conference staff meetings allow everyone to participate in the dialogue and to be a team player. It has been helpful to have the Gundelachs visit our office a few times in person to meet the staff and personally get acquainted with each member. If you wish to talk to me directly about the Gundelachs, please don't hesitate to call.

Sincerely,



Dr. Gareth B. Danielson, DDS, P.C.