

Douglas M. Martin D.D.S.

Dear Jim and Sue Gundelach,

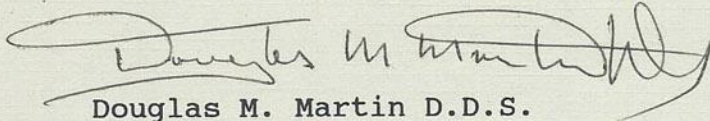
Just a note to thank you for all the support over the years. When we began our relationship, I remember asking you if you would be available in 5 years. You said probably not. Here we are seven years and more together and it is just getting better. We have had staff changes and a practice relocation during that time and with your help it has been much easier than it would have been.

I said when we began together years ago that I probably knew what you would be teaching and that I felt the staff would accept coaching from an outsider better than from me. Well that was true. Your training of the staff has been exceptional over the years. We instituted a hygiene program and that has worked well. We changed front office staff and back office staff and though some of the folks were intimidated initially, you won them over and they all appreciate you as much as I do. They like the training as it helps us all work together and get along better. They appreciate the professional manner you bring to the office.

Any professional or amateur team needs a coach to keep them focused and you are a great coach! We are so engrossed in playing the game that we forget to do some of the things that keep us winning. In addition there have been a number of innovations which you have introduced that have been extremely helpful.

To the extent a Doctor and his or her staff is coachable and acts upon what you recommend, in my opinion you can be extremely effective in bring them up to optimum workability. For those interested in playing the game of dentistry at the highest level they can you, are one of the best coaches available.

Thanks again and keep up the good work for others in the future.



Douglas M. Martin D.D.S.