

Ramsey Animal Hospital
14027 St. Francis Blvd.; Ramsey, MN 55303
(763) 323-4838 ~ (763) 323-4789 fax

Thursday, April 2nd, 2009

To whom it may concern:

I am writing this letter to recommend Tracey Videen for a position with your company. Tracey has worked for me for over eleven years and has been an assist I rely on regularly. Tracey has been the driving force behind any non-medical technical purchases & upgrades within my clinic. She was instrumental in the choice and implementation of our first & current clinic software. She seamlessly transitioned my clinic from a paper based clinic to a computer based clinic. Without her knowledge and assistance, I would have never felt secure enough to make that leap.

She is a pleasure to work with and her telephone manor is the best on my staff. She easily defuses any clients' tensions and has a gift with their pets. With her client education she is able to up sell products & services that not only benefit the pet's health but my bottom line as well.

Her attendance is exemplary. I cannot recall the last time she as needed a sick day. She will often pick up extra Saturday shifts so my full-time staff is able to enjoy more weekends. I also find she is able to easily stay focused at work, never allowing her personal life to intrude into her work environment.

Tracey regularly going above and beyond her position, such as making sure our sales tax rate is current in our system, making advertizing suggestions and ideas, shopping for clinic necessities as well as design and maintaining our new website.

Again, I feel Tracey would be an asset to any work environment and a pleasure to work with.

Sincerely;

A handwritten signature in blue ink that reads "Dr. David Silverman". The signature is written in a cursive, flowing style with a long horizontal line extending from the end.

Dr. David Silverman D.V.M.
Owner, Ramsey Animal Hospital