

Dr. Jean-Marc Vincent  
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12 November, 2011

Re: Ms Karen Ergus, Letter of reference

To whom it may concern,

I am pleased to write this letter of recommendation for Karen who has worked with me for over twenty years- first as a dental hygienist and since mid-2006 as office manager-treatment coordinator. Our working relationship has been very pleasant and productive and Karen has always done an outstanding job.

She has utilized her skill as a mediator/negotiator to help our practice run smoothly in all respects, including fostering staff harmony and encouraging patients to gratefully proceed with the help that we offer to them. A marked improvement in these areas occurred after Karen took up her role in management.

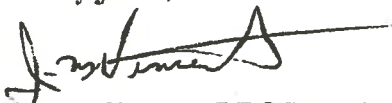
Specifically, she developed and implemented systems and evaluation workshops for team members in order to help them increase their work performance. This improved both the overall function of the office and the employees' sense of satisfaction. She was able to help patients maximize the use of their dental benefits and to have them appreciate the value of dental care which resulted in most of them being happy to pay for non covered care.

Karen has gift for seeing all sides of a problem, coming up with the best alternatives and using her people skills to get everyone on board to achieve the desired result. She is able to resolve situations such that all parties feel understood and are satisfied with the outcome.

Those who know Karen are uniformly impressed with her enthusiasm and her prodigious energy. She worked long hours at several jobs while she raised her three impressive boys and now studies for her law degree with minimal disruption in the fulfillment of her duties in our office.

Karen has helped me be less stressed, more productive and happier with my business. I recommend her without reservation for any position that she endeavors to take on.

Sincerely yours,



Jean-Marc Vincent, DDS, Periodontist