

Dear Mark & Nancy and staff,

I am not quite sure how to even go about this note of gratitude to all of you. Any words I write will never truly convey how much I appreciate the unbelievable kindness you gave to me last Thursday when I brought my client in for her appt.

She speaks so very highly of you all the time... Having been to your office numerous times over the past year and a half that I have had the pleasure of driving her, I realized immediately that yours is not an "average" dental office. There is a sense of fun and familiarity... almost like visiting family when we come through the door. I know what good friends you are with my client, but I believe that feeling of friendliness is extended to each and every patient you have... at least from what I have observed while waiting for her and watching people come in and out of your office.

As much as I know you are a truly exceptional group of people, I never in a million years was expecting to be seen as a patient of such an outstanding group of human beings! I was completely caught off guard Nancy, when you escorted my client out and said that Mark wanted to see me.

Once seated in the chair, it was immediately apparent that I was in more than competent hands, and Mark... your time, knowledge, and expertise, as well as your personable and professional manner made me feel calm and comfortable right away. What you found was not exactly great news, yet you still managed to make me feel at ease and got me some answers that I otherwise would not have for quite some time... that in itself is a gift. To be made aware of my situation is far better than being in the dark as to what I am up against. I knew once Mark addressed my troublesome bridge and left the area that I was going to turn into a blubbering mess. Looking in the hand held mirror and seeing that incredibly decayed and damaged tooth was not what I was expecting and I am afraid I let my emotions sometimes get the better of me. Poor, sweet, kind Molly... I apologize for the way I fell apart on you and I thank you for your kind words and the many Kleenexes you provided me with... I really did not want my client to see me that way and so appreciated the way you offered me some time to pull myself together.

So again and again, I thank all of you from the bottom of my heart for your kindness and caring. If ever there was a group of people to emulate in their dreams of becoming a professional in their chosen field, they need look no further than your outstanding office, but I am afraid that no amount of schooling in the world can teach them to be the amazing people that all of you seem to be. Again, many, many thanks.

With deepest gratitude,

Sarah