

Dr. Jeffrey Liller,

I thought that when I wrote this letter that I would type it since handwriting becomes tedious and tiring and then hard to read. By discarding that mode, I felt that the true ink-pen - not typewriter, laser or inkjet printer would portray a sense of truth and sincerity. Also, spell check and delete, cut and paste are not options. So, here goes.

First, I do not look longingly to dental visits. Unfortunately, they are a necessity. Also, as a service provider, I can identify in small measure to your office which inherently provides a service

I am very happy and glad to pay that all of the visits I experienced

in your office were - relatively
palpable, but of more importance
is the sense that I was
surrounded by people that
truly felt care and concern
for my well being.

Regardless of where I was,
pre-treatment waiting in the office,
during treatment, or following
treatment, my questions were
received welcomingly with a
desire to answer them or find
the answer. I know that when
one is a service provider, which
I am professionally, that people
feel the sense of commitment
when their questions and
concerns are handled with
high regard and a sense of
importance. Once again, that
is the experience I have had
during my visits to your office.
Please extend my thanks to
your assistants and office
personnel. Thank You John Dear