



LOS ANGELES DENTAL SOCIETY

*A Component of
the California and
American Dental
Associations*

November 14, 2000



Mr. Terry Braverman
Terry Braverman & Company
12135 Mitchell Avenue
Suite 352
Los Angeles, CA 90066

Dear Mr. Braverman:

On behalf of the Los Angeles Dental Society we would like to thank you for the entertaining program you offered at our recent installation of officers. Your ideas for applying humor, levity, and dealing effectively with complaints in our clinics will be a great asset for helping us maintain perspective and improve relationships with patients. It was obvious that you invested time and energy in researching our organization and members to help with the material you used in the program. We are sure that the audience appreciated the evening.

Again, thank you for your services.

Sincerely,

Sue Merrell, CAE
Executive Director

Enclosure