



January 24, 2018

Lisa Cairns
6062 Middle Lake Road
Clarkston, MI 48346

RE: Letter Of Recommendation

To Whom It May Concern:

It was a pleasure and extremely beneficial, both financially and emotionally, to have had the opportunity for Lisa Cairns come to our offices to assist and guide us in the "coaching" of our teams. Lisa has brought a wealth of experience, as well as her undying and unparalleled passion in the field of dentistry, which, to this day, continues to pay dividends.

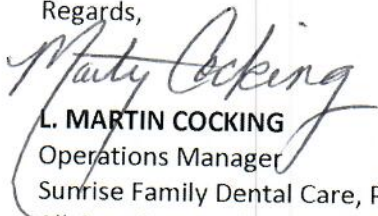
The difficulty had in managing day-to-day activities in our offices continually created many obstacles and stressors that almost any private practice owner/dentist can attest to. From proper staffing, to training and/or to implementing the necessary and needed protocols and procedures, we found ourselves coming up with solutions "on-the-fly" so as not to be at odds with each other by the end of any given day.

With Lisa as our guide, we were able to hit the "reset button" and re-evaluate our base philosophy of providing a quality of care to our patients that any one of my team members would want for any of their friends or family members. Hand-in-hand with that came an increase in our efficiency in managing the day-to-day schedules and patients with the knowledge that everyone had a "job" to do. Each and every team member came to understand and respect how each job responsibility and/duty was necessary to have a successful and flourishing practice.

Many on our team, including myself, were hesitant to open our minds to the changes being suggested. Slowly, but surely, Lisa showed us the "whys" to the "changes" and it eventually became clear that these changes were, indeed, critical to the growth and maturation our team(s) and the practices. Without Lisa's critical thinking challenges, our offices would have continued to just do things the "way we always had done" and we would never have uncovered our true potential. Under Lisa's coaching and support, the team has overcome many obstacles (some self-made); have seen an increase in patient and team satisfaction; and a commensurate increase in case acceptance which, of course, translates into increased revenues for all our offices.

Sunrise still has a lot of growth potential, in many areas, but with our team's continued dedication to the "seeds planted" and the guiding principles laid out for us by Lisa, we will be nothing less than successful in this ever-changing and competitive field of Dentistry. Sunrise is forever grateful for the opportunity to have Lisa considered as part of our "Team"!!! Should you wish to contact me directly, I am more than happy to discuss our interactions and dealings regarding Lisa's capabilities.

Regards,

A handwritten signature in black ink that reads "L. Martin Cocking". The signature is written in a cursive style and is positioned over the printed name and title.

L. MARTIN COCKING

Operations Manager

Sunrise Family Dental Care, PC

All-American Smiles Dental Group, PLLC

lmcocking@sunrisefamilydentalcare.com

(734) 812-0631 (mobile)