

## Client Testimonial

My Name is Leanne Hynes, I am a Patient Care Co-ordinator for Creative Smiles Dental Practice in Belfast.

Just wanted to say that I am particularly looking forward to attending Ms Tracy Stuart's seminar at the BACD in Edinburgh Fri 20th November 2009 which is called 'Becoming Truly Special'

Tracy has done some in-house training for our team and has made life changing things happen here for us! Her training techniques are outstanding and she personalises individually to the needs of your practice and your patient types, making your surgery stand out from all the others and be 'truly special'

I am now a full-time patient care co-ordinator in practice who skips into work everyday doing a job I love! It's a pleasure working in our new turned around practice and all because of this lady!

Her Exceptional Customer service training is 2nd to none and is guaranteed to attract new patients and increase case acceptances to the max! No credit crunch here!

One not to be missed!!!

Leanne Hynes

Creative Smiles  
15-17 Upper Dunmurry Lane  
Belfast  
BT17 0AA