

Testimonial

After my initial telephone conversation with Tracy from Frank Taylor and Associates it was immediately apparent that Tracy was incredibly knowledgeable on her subject matter of patient customer care and practice management issues. Tracy was also very keen to help us to reach our goals for improvements that we wished to achieve to our dental practice.

We have a very busy well established mixed practice. We wished to raise the bar in our customer service which leads to win-win results for patients and staff and also to try and introduce systems to try and maximise efficiency and make our working days a little easier.

Our two days of staff training were tailored with Tracy to meet our specific aims. Tracy is excellent at what she does and is well aware that not everybody likes change! Tracy has a genuine desire to help your practice improve and went out of her way to help. Tracy has a very pleasant and professional manner and one of the biggest positives for me was that she makes herself readily available to discuss any ideas or concerns before, during and after training.

I would definitely recommend Tracy to any dental practice wishing to improve their service and improve their efficiency.

**Jon Henley,
Cleveland Terrace Dental Practice,
Darlington.**