

24 November 2009

Dr Christopher Ho
Dentistry by Design
45 Rowntree Street
BALMAIN NSW 2041

Dear Chris

I just wanted to reiterate how pleased I am with the work you have done on my teeth, not just aesthetically, but also with the correction to my bite. I have never smiled so much. I am really so happy that I came to your clinic after an initial telephone enquiry (which was handled so nicely).

I had not been impressed with the original dentist I had found when I moved into the area – he made me feel uncomfortable (didn't speak to me) and let me walk out with a damaged partial denture, which broke when I was at a lunch the next day. A desperate phone call from me resulted in an uncaring attitude and several days' wait. I didn't return.

My original intention was to have a dental check with the understanding that my misshapen and discoloured teeth were beyond help other than the occasional filling and a clean, which has been my experience in the past. You presented options to me that I didn't think were possible and with absolutely no pressure.

During the whole process you and your staff were excellent. You are so personable, which was so helpful to me; you sent a crown back because you were not absolutely 100% happy with the fit; you took so much trouble to ensure that every step in the treatment was perfect. Such a professional dental clinic - your standard and method of work, the outcome for me the patient (mindful of my little phobias) and letting me know step by step what was happening.

I would also have to commend the expertise and conscientious approach of your supervisor, Ashley, who instils absolute confidence in apprehensive patients - she's a gem. Plus, the delightful, friendly team, including Letitia, who make you feel so welcome and relaxed.

I now fully understand why most of your business comes from "word of mouth". Thank you again.

Yours sincerely



Janice Simpson