



Mary Makhlouf, DMD, MS, PA
General Dentistry
Diplomate of the American Board
of Special Care Dentistry

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Dear members of the FSCN committee,

This letter is gladly written in reference to Mrs. Lois Banta and Banta Consulting. I have had the pleasure of working with Lois since 2009. At that time, I was contemplating selling my practice and potentially leaving Dentistry or at least abandoning my own type of Dentistry regardless of how much I wanted to help my patients. If I may use an analogy: for those of us who love Dentistry, it is like practicing an art form. The dental office/practice is our instrument or our canvas. The staff are extensions of our own hands. The patients are those we serve our art to. If all those do not work in harmony, then the artist is relegated to a prison cell and to a frustrated life of silenced servitude.

Before I talked to Lois, I was reluctant to "hire" one more consultant ... because I believed that every consultant simply peddles their one or two "silver bullets", fits me into a cookie cutter, and then leaves me to figure out how to make it all work with the rest of my systems.

Lois gave me a different experience:

1) She customized her plan for me, and did not move on until I was ready to. I started out with poor staff dynamics and she supported me throughout the protracted search until finally the last of my desired staff, the Practice Administrator came on the scene.

2) She was ever ready with contacts, referrals, forms, systems and anything that I needed, usually an attachment with a "here you go". She was always available for a phone call ... even on her way to a family funeral! That is dedication.

3) She consistently and relentlessly inspired hope, which is the only thing that kept me from selling my practice, until I started to see the light at the end of the tunnel. While in the "pits of despair" she monitored my production, and established spreadsheets to monitor progress. Wherever I saw bleak results she pointed to outstanding improvements. She set goals and revised them where needed.

What makes Lois stand out as unique for me is her true dedication to her clients, no matter what they need, yet with the ever present "tough love" and "how's that working for you?" to keep pushing me on. That is not a characteristic that is easily found in businesses or consulting groups.

At this point in my career, I have built and moved to a new office space, hired a practice administrator who underwent a 2 day in-person crash course with Lois as my parting grand finale. I have a more receptive team, and I look forward to continuing my art form for years to come. I am glad Lois intervened!

Respectfully,

Mary Makhlouf, DMD, MS, FAAHD, DABSCD, FICD
www.DocMary.com