



Hu-Friedy Mfg. Co., Inc.
3232 N. Rockwell St
Chicago, IL 60618-5935

January 18, 2009

This is a letter recommending the consulting work provided by Monica Oakley (Professional Performance Incorporated).

I have had the pleasure of working with Ms Oakley in two very interesting and exciting situations.

The first (Sunstar Americas Inc) involved the development of selling skills in a US based sales team devoted to selling to Dental professionals and to channel representatives that called on dental offices. The selling team had previously received very limited selling skills support. Monica took what was a team that was fairly skeptical of their own needs and helped to develop a winning organization over the two years in which I was associated with this company.

The second was really a bit “out of the box” by helping me to develop a program designed to empower dental hygienists to communicate with other members of the dental team resulting in a more satisfying practice experience for them, their associates and their patients. As a part of a brand equity exercise at Hu-Friedy, Monica helped support a brand initiative to develop RDH skills in this area by training two other Hygienists to conduct continuing education programs espousing the skills required to reach these communications objectives. Responses to the resulting programs have been nothing short of spectacular with demands for these programs to be repeated this year.

I have found Monica to be a delight to work with and look forward to future projects knowing that my project will receive the dedication and careful thought that I require.

I highly recommend her work,

A handwritten signature in black ink that reads "Daniel J. Parrilli". The signature is written in a cursive style with a large, stylized initial 'D'.

Daniel J. Parrilli
General Manager – Dental Hygiene Practitioners