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## LETTER OF REFERENCE FOR JEFFREY KLEIN

To Whom It May Concern:

Jeff Klein has done a magnificent job for our company since he joined us in 1999. MFG is far richer for having his expertise and abilities available to us. From day one, he impressed all of us with how quickly he picked things up and ensured a smooth transition from his predecessor. That was surprising considering our complex field of medicine. Yet he took the initiative to learn what he needed in order to fill in the gaps. We were comfortable trusting him with a great deal of autonomy, and he never let us down.

Although he was originally hired as a documentation specialist, primarily to transcribe reports, his gifts for technical writing and communication emerged quickly. He wrote, designed and built our company website. In fact, he worked overtime on this, in order that the job be done properly, according to his vision. The result was far better than we could have imagined. In particular, as a technical writer he took the initiative of adding an informational area to the website for the benefit of our patients. He also devised a clear system of map directions to help patients find our office, which is located in the heart of a densely populated medical community.

Above and beyond Jeff's technical talents, he has been a pleasure to work with, and has always been helpful to others. He troubleshooted technical problems and coached staff with respect and sensitivity. His refreshing sense of humor boosted company spirit.

In summary, Jeff Klein would be an enormous asset to any firm. His departure is a real loss for MFG, for he will be difficult to replace. We wish him well and would be pleased to offer further details about his work should you wish to contact us. Our administrator, Babs Pool, will be happy to field any inquiries.

Sincerely,

  
\_\_\_\_\_, M.D.  
**SALVATORE J. LOMBARDI, M.D.**  
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