



*Smiles are what we live for.*TM
-since 1963

Shikosha Dental Lab Quarterly Newsletter: Spring 2018

Spotlight: Customer Service Team



Shikosha Dental Lab's customer service team works tirelessly to ensure that your cases are processed and returned quickly and accurately. We asked our team what they like about working in the customer service department — here's what they said!

Jackie De Alvarez, Assistant Customer Service & Sales Manager, has been with Shikosha for 4 years. She began in Shikosha's accounting department and made her way over to customer service where she enjoys "working in a fast-paced environment and building relationships with doctors and staff."

Sharon Hall has also been with Shikosha for nearly 4 years and manages our fleet of drivers. She likes having "the chance to do some good for other people,

dynamic days (it's never the same day twice!), and the small business mindset."

Alex Romero has a background in dental assisting and has been with us for nearly 4 years as well. She likes that "we all work as a team. Shikosha is a busy and creative organization that helps bring smiles to our patients and doctors every day. Everyone on staff truly gets along and pitches in to get the job done."

Denise Goin joined our team 2 years ago and brings over 20 years of customer service and shipping experience with her. Her favorite part of the job is "talking with people in the offices and also knowing that our product gives people back their smiles!"

And last, we would like to welcome our newest member, Ruth Martin, to the team! Please pass along a welcome if you happen to talk with her on the phone!

Eco-friendly Initiatives

The customer service team is working towards a greener office by cutting down on unnecessary waste. Implementing DDX (Dentrix) was one of their first steps toward a more eco-friendly office, allowing for digital statements, Rx's, and flyers to reduce paper waste, and doctors can attach digital photos directly from their cameras. Cutting back on packing foam by replacing it with greener options is another initiative currently underway.

If you can think of other ways that we can become a more environmentally-friendly office, please let Jackie De Alvarez know at Jackie.dealvarez@shikosha.com.

Spring Quarterly Newsletter

Certified in Crown & Bridge

We are excited to announce that, in addition to being certified by the NADL in Ceramics, Shikosha Dental Lab is now certified in Crown and Bridge!

Our next certification goal is Implants — stay tuned as we work toward our certification in each department.



Let us treat you!

Shikosha values the partnerships we have with doctors more than any other part of our business. You're the reason our doors are open every day and why we work hard to continually expand and improve what we offer.

In order to touch base with you and show our appreciation, we'd love to take you out for a one-on-one lunch or bring lunch over for you and your staff.

Please contact Kent Carlin or Shari Zelman to schedule your lunch meeting at 503-238-7117.

Overview of Implant Impressions & Restorative Options

Join us for a unique course featuring two interactive stations staffed by Nobel Biocare and Shikosha Dental Lab. Shikosha will review restorative options, and Nobel Biocare will go over implant impression-taking techniques, open/closed tray impressions, and implant provisionals. Free tuition and dinner!

When

Thursday, April 26, 2018

Check-in: 5:45 PM

Dinner: 6:00 PM

Course: 6:30 PM - 8:30 PM

2 credit CE course!

Where

Shikosha Dental Lab
1526 SE Powell Blvd.
Portland, OR 97202

Please see more details and register on our website: www.shikosha.com/resources/continuing-ed

Like our work? Please like us on [Facebook](#) and connect with us on [LinkedIn!](#)



Shikosha Dental Lab is a certified, full-service dental lab serving the greater Northwest for over fifty years. Our products are made in-house in Portland, Oregon.

P 503.238.7117 • TF 800.547.8539 • WWW.SHIKOSHA.COM

CERTIFIED
DENTAL
LABORATORY

