

DENTAL BOUTIQUE

Cosmetic dentistry, reimagined

INTRODUCTION



TROY EADIE

Managing Director
Dental Boutique



DR REUBEN SIM AND DR MAY CHAN

Co-Founders
Dental Boutique



INTRODUCTION

WE WANT TO GET TO KNOW YOU!

IT'S
ALL
ABOUT
YOU



NAME

YOUR ROLE AT DENTAL BOUTIQUE

WORK HISTORY

KIDS / PETS

WHAT YOU LIKE TO DO IN YOUR SPARE TIME



OUR HISTORY

Led by Founders and Creative Directors Dr. Reuben Sim and Dr. May Chan, Dental Boutique™ over the last 10 years, has built a national reputation for crafting exquisite smiles that are intricate, naturally beautiful and unique.

When Dr. May was 9 years old, she had a traumatic fall and broke her two front teeth. Despite going through years of extensive dental treatment, she still ended up with discoloured and crooked teeth.

The evolution of Dental Boutique was inspired by Dr. May's personal story, to help people overcome their fears to achieve the dental health and smile they deserve.

With years of dedicated learning and innovation, Dental Boutique has created a system which delivers exceptional results, every time.

OUR HISTORY



OUR HISTORY

First Dental Boutique Practice



Photo with Dental Boutiques FIRST patient, who is still a patient today!



OUR HISTORY



2014 CHRISTMAS PARTY



2020 CHRISTMAS PARTY



2021 CHRISTMAS PARTY

OUR HISTORY



CULTURE DAY 2023

"Choose a job you love, and you will never have to work a day in your life"

OUR VALUES

We Care And Respect

- We don't judge
- We take time to listen
- We care and respect your fears and concerns
- We are considerate with other team members



OUR VALUES

We Deliver What We Say We Will Do

- We deliver what we promise to do
- We are responsive and follow through
- We do whatever it takes to exceed expectations



OUR VALUES

We Do Everything With Passion

- We love our clients
- We love what we do
- We create an outstanding dental experience



OUR VALUES

We Pay Attention To Detail

- It is in the little details that make the difference
- We do everything thoroughly
- We focus on getting it right the first time



OUR VALUES

We Lead The Way

- We challenge mediocrity
- We have the courage to think differently
- We inspire and empower people to achieve the smile they deserve.





VISION & MISSION

VISION

Change the landscape of dentistry and setting the standards for future cosmetic dentistry. Being the first national cosmetic dental brand, trusted by Australians as the go-to for all cosmetic dentistry needs.

MISSION

Inspire and empower people to overcome their fears and achieve the smile they deserve.

*"Nothing you wear is more important than the
your smile"*



OUR CULTURE

We set ourselves apart from the rest with the atmosphere we create around delivering the best dentistry experience in a gentle, non judgemental and caring environment.

Each member of the team has special interests and are experts in their dedicated role, with one thing in common: being genuinely passionate and caring for our patients to help them get the smile they deserve!

Watch this [video](#) to see more about the culture!

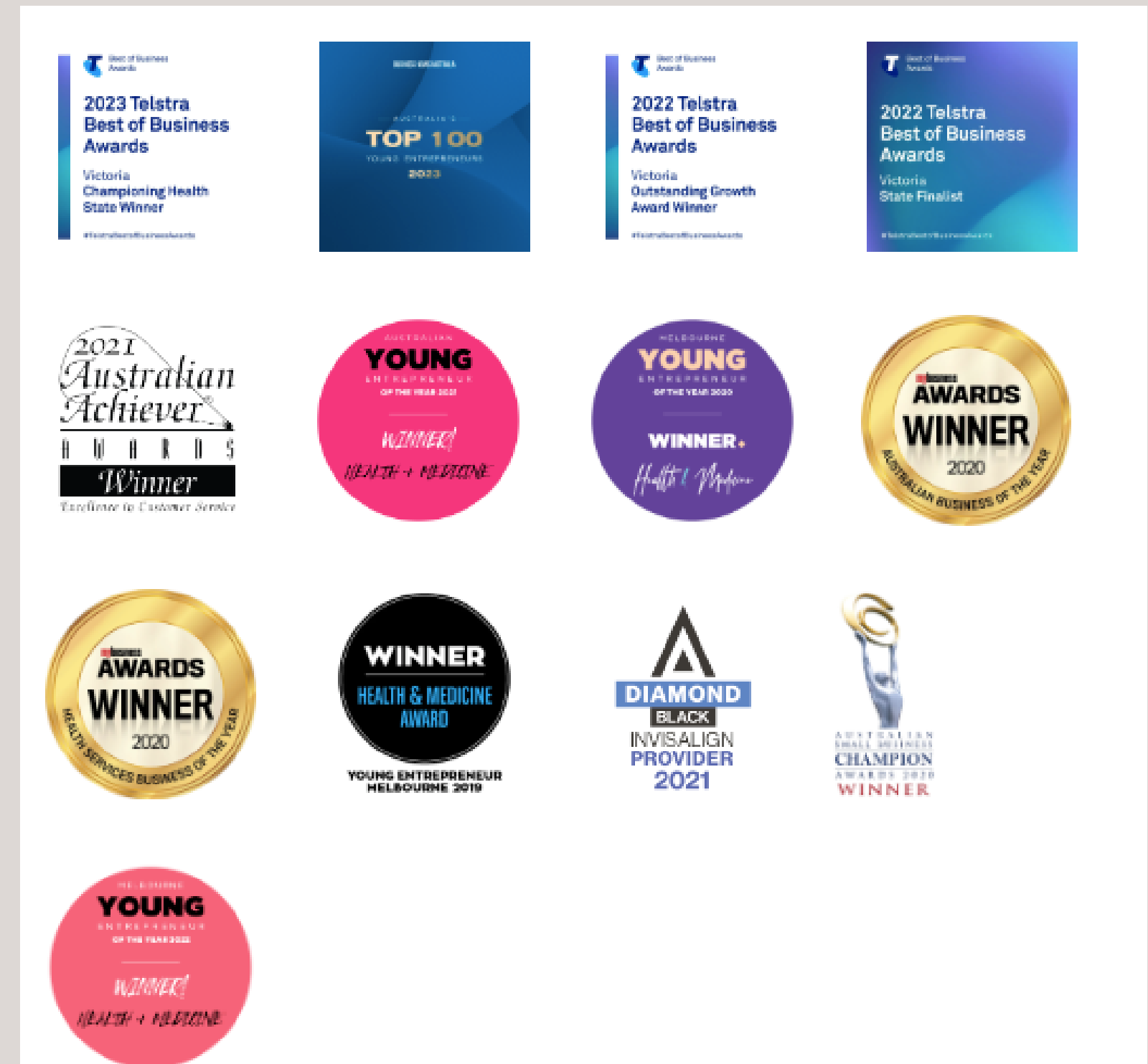
AWARDS

Dental Boutique™ has received many accolades over the years for their hard work, expertise, and dedication to the industry and their customers.

Critically acclaimed by a panel of industry experts, our practice has been awarded Australian Business Of The Year, Dental Services of the Year and Health Services of the Year.

Our cosmetic dentists are recognised internationally and, united by a passion to transform smiles to transform lives, have mastered the skill of combining exceptional art with personalised care and attention.

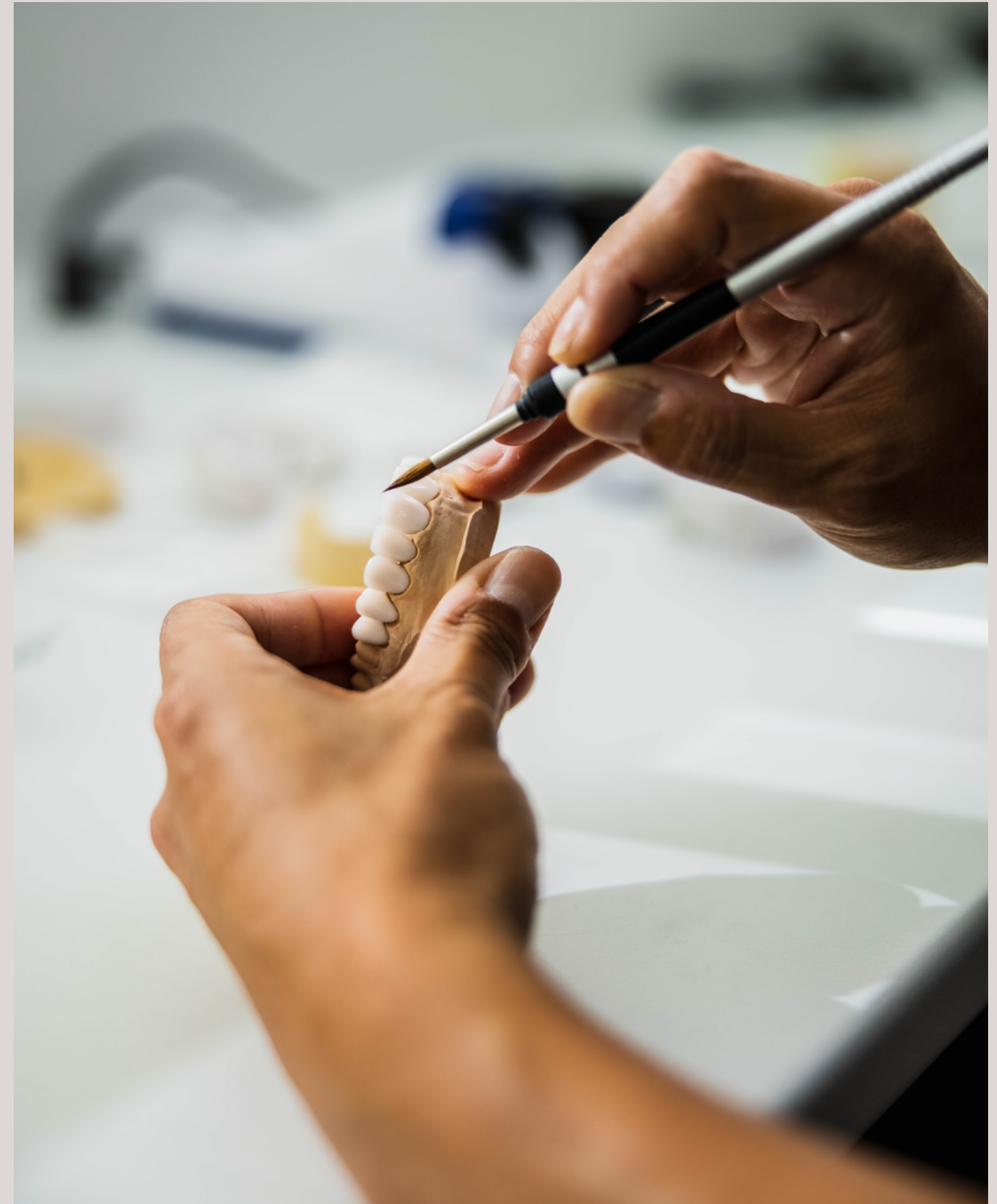
We pride ourselves on our keen eye for aesthetics and experience in the world of cosmetic dentistry, backed by meticulous design and craftsmanship. It's a harmonious and cohesive balance of art and science, with a fine technique at its core.



OUR CRAFT

Dental Boutique™ creates smiles for people around the world, but the magic takes place at their practices in Melbourne, Geelong, Mornington, Adelaide, Brisbane and Sydney, Australia.

As Dental Boutique™ has completed over 30,000 smile makeovers, not one patient leaves with an average smile. The Dental Boutique artisans are master dentists and with Dental Boutique™ meticulous processes, the expert team has the knowledge and experience in only delivering spectacular smiles.



WHAT MAKES DENTAL BOUTIQUE SPECIAL



30,000+ Porcelain Veneers and
Crowns completed



1000+ Invisalign cases
completed per year
One of Australia's largest
Invisalign® providers and an
award-winning Blue Diamond
Invisalign® provider



5,000 dental implants have
been placed with a 98.7%
success rate

SIGNATURE TREATMENTS

VENEER ME



Step 1: Initial Consultation & Personalised Smile



Step 2: Temporary Veneer and Trial Smile



Step 3: Final Smile Application

A bright, symmetrical smile with a naturally beautiful aesthetic has the ability to captivate crowds while exuding an effortless confidence. At Dental Boutique™, we've successfully designed, crafted and applied 30,000 beautiful VeneerMe™ porcelain veneers to transform the smiles of patients from all over the world.

Our dentists are driven to achieve smile perfection; the kind of perfection that is thoughtfully designed and centred around you — beautifully complementing your individual facial structure, stage of life and personality.

SIGNATURE TREATMENTS

INVISALIGN



Step 1: Initial Consultation



Step 2: 3D Scans & Preview



Step 3: Start Your Bespoke Aligners

Every day, our team of highly regarded cosmetic dentists complete beautiful, transformational Invisalign treatments for our patients. People from everywhere come to us for Invisalign treatment and it's because our approach goes beyond straight teeth and functionality.

As one of Australia's largest Invisalign® providers and an award-winning Blue Diamond Invisalign® provider, patients can expect nothing less than a spectacular smile result with us.

SIGNATURE TREATMENTS

ALL ON IMPLANTS

With revolutionary full mouth dental implant technology, this is the kind of smile our team of industry-renowned dentists design and create every single day. We've successfully completed 2000+ transformations using full mouth dental implants, bringing confidence and empowerment to patients from all over the world.



Step 1: Consultation & Design

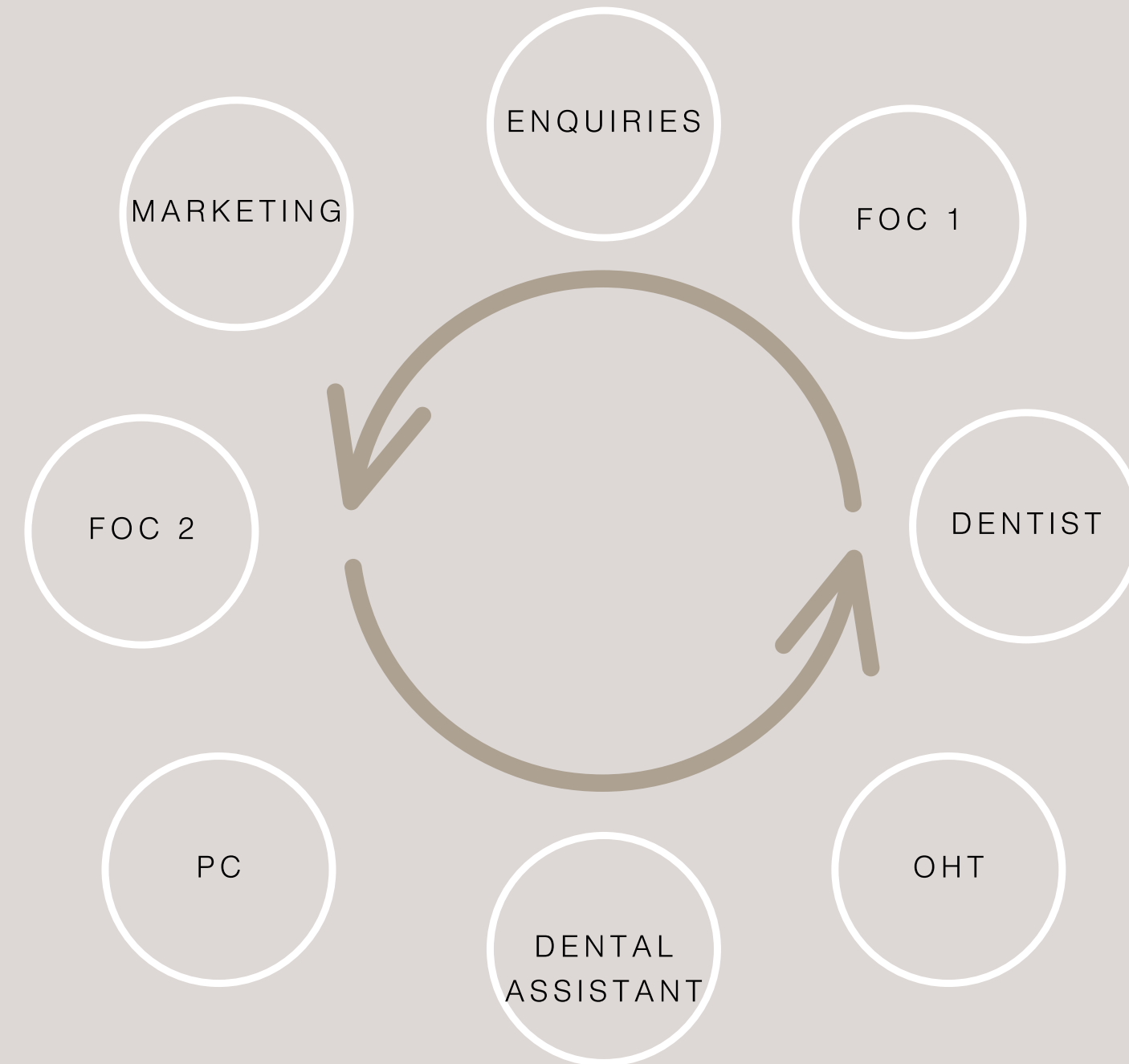


Step 2: Preparation & Trial Smile



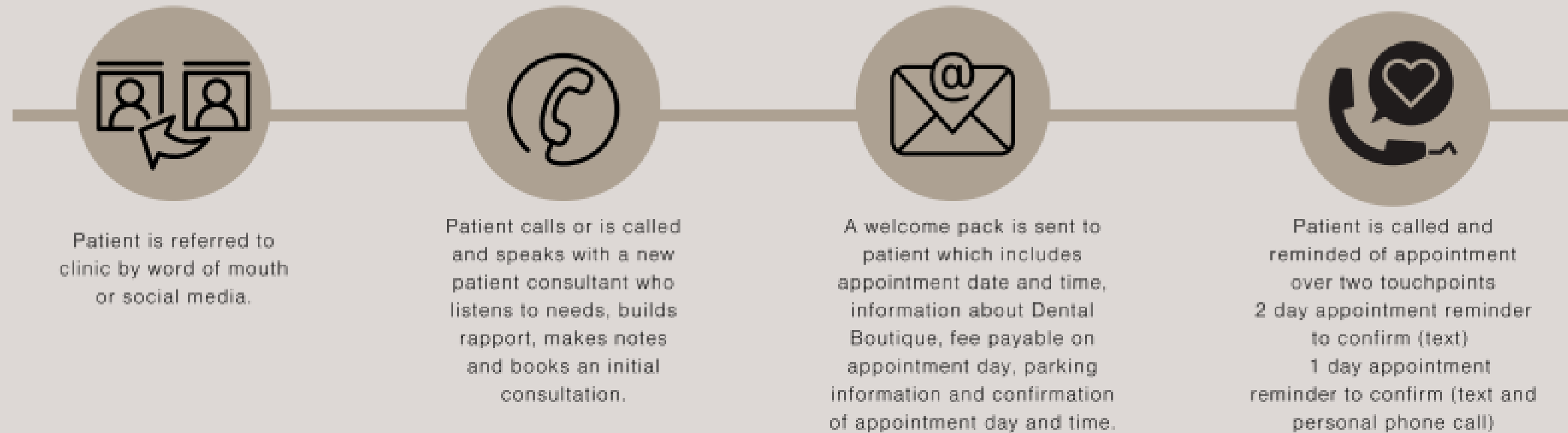
Step 3: Final Insert

FULL CUSTOMER EXPERIENCE



WE MAKE OUR PATIENTS FEEL SPECIAL

NEW PATIENT JOURNEY

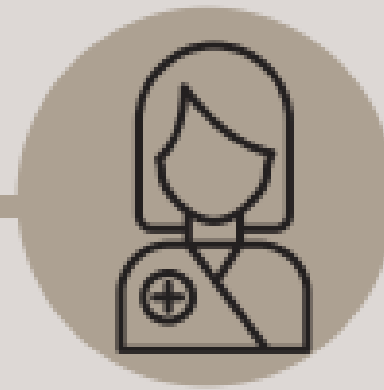


WE MAKE OUR PATIENTS FEEL SPECIAL

PATIENTS FIRST VISIT



Patient attends and is greeted by patient concierge, offered water or juice. Given relevant forms and then shown around clinic before being seated in waiting area.



Dental Assistant collects patient from the lounge with a warm greeting and introduction. They are ushered to the surgery where they are greeted by the Dentist.



The dentist completes a Comprehensive dental examination and explanation of findings. These include a soft tissue and gum check, oral cancer check, bite analysis, a series of dental photographs. The patient is then able to ask the dentist about any questions you may have about our treatments.



Patient is then introduced and meets with their patient consultant who will create a personalised treatment plan, organise the appointments and finance options if required.



Checkout is completed by front office coordinator (FOC). FOC gets feedback to ensure there is no uncertainty and concerns from the patient. If there is, clarify and find a solution to ensure the patient is happy before they leave.

WE MAKE OUR PATIENTS FEEL SPECIAL APPOINTMENT JOURNEY



"They may forget what you said, but they never forget how you made them feel"

Maya Angelou

