

## MEET THE EXPERTS

### **Sharon Kantor Bogetz, MBA, MEd**

Sharon has 25 years of dental experience in the areas of education, administration, staff supervision, practice administration, dental management, dental marketing and dental consulting. Prior to starting her own business in dental marketing and dental consulting, Sharon was the Supervisor of a D.A.U. and TEAM Clinic at Northwestern University Dental School (NUDS). Sharon was an Assistant Professor and Program Supervisor of the Dental Assisting and Dental Hygiene Programs at Indiana University. She has been an adjunct faculty member at Roosevelt University teaching undergraduate & graduate marketing research courses. She has also served on the test construction committee for the Dental Assisting National Board Examination. She has 14 years of private practice experience.

### **Wendy Pesavento**

Wendy has more than 25 years experience in the dental field and is familiar with all areas of dental practice management. She is an experienced dental assistant, front desk receptionist, insurance coordinator, scheduling coordinator, office manager, and regional dental administrator. Wendy is a seasoned dental trainer and management consultant. While working as a management consultant at Senate Management, Wendy developed a series of training manuals and workbooks for dental offices. She is an accomplished speaker and routinely lectures on dental subjects at regional dental meetings, national conventions, seminars, and universities. Wendy attended Purdue University and has a dual B.S. degree in Accounting and Management. She also has a post-graduate certificate in computer information systems from Purdue.



# DENTAL RECEPTIONIST TRAINING

**INVEST IN YOUR TEAM  
INVEST IN YOUR YOURSELF**

**The Dental Receptionist Training** is an intensive staff education and training program that will prepare and equip office staff to grow any practice

## CLASSES FORMING NOW

**[www.CuttingEdgePractice.com](http://www.CuttingEdgePractice.com)  
312.600.5003**

## CLASS LOCATION

**8745 W. Higgins Rd., Ste 110  
Chicago, IL 60631  
FREE Parking in Adjacent Lot**



## FRONT TO BACK TRAINING

Through lecture, role playing, and hands-on practice, students will learn how to excel in all the day-to-day office and administrative tasks critical to the success of a dental practice.

## OUR PROGRAMS

Front Desk Receptionist  
Office Manager - **COMING SOON!**

## PROGRAM DETAILS

Each program includes 8 days of training, 9:30 AM - 4:00 PM.

Each program includes:

- 44 hours of education and training
- Modern dental assisting textbook
- Clinic jacket
- Computer simulations on dental practice management software
- Verbal skills training and practice

## LIMITED CLASS SIZE

Class size is limited to 10 students to allow for maximum student:instructor and student:student interaction and cooperative learning. Each student will have access to a computer during class times.

## WHO SHOULD ATTEND?

- **Chairside Dental Assistants who want to be cross-trained at the front desk**
- **Students with college education seeking job training**
- **Women re-entering the workforce who want a family friendly career**
- **Spouses of dentists who want to support their family business**
- **High school graduates seeking job opportunities**

## FRONT DESK RECEPTIONIST CURRICULUM

- **Introduction to the dental team**
- **Daily front desk tasks**
- **Dental anatomy**
- **Dental charting**
- **Beginner's guide to dental insurance**
- **Coding and billing**
- **Fundamentals of scheduling**
- **The new patient experience**
- **Verbal skills training**
- **Treatment planning**
- **Financial arrangements**
- **Record keeping**
- **Receptionist skills on-line/in-office**
- **Recall management**
- **Marketing**
- **Preparing for the morning huddle**

