

SAN ANTONIO, TX, September 13, 2013 **/24-7PressRelease/** -- Earning the highest possible customer satisfaction rating of 5 stars in 2013, William Coppola DDS and Northeast Children's Dentistry have won a third straight Talk of the Town Customer Satisfaction Award in the Health & Medical — Dentists category.

The Talk of the Town Awards, presented by Talk of the Town News, Customer Care News magazine and Celebration Media U.S., honor companies and professionals that provide excellent customer service as reported by their customers through no-cost, user-review websites, blogs, social networks, business rating services, and other honors and accolades. This data is analyzed by a team of researchers who calculate a company's CM Power Rating. Only those that receive a 4-star to 5-star rating receive the Talk of the Town Customer Satisfaction Award.

For more than three decades, Dr. Coppola and the team at Northeast Children's Dentistry have been serving the community. The San Antonio dental practice has always prided itself on providing comprehensive care for all children without regard to socioeconomic status, mental and/or physical special needs, says Dr. Coppola.

This dedication has led to a long list of satisfied patients, as well as a host of awards, including the three consecutive Talk of the Town Customer Satisfaction Awards.

"The biggest aspect of customer service is simply showing that you take a personal interest in each and every patient, whether it is responding to special requests, providing emergency care or assisting with insurance claims or pre-determinations," says Dr. Coppola, acknowledging the importance of truly caring for patients.

"One of the things that sets us apart from the competition is our extremely patient-friendly offices designed to help children relax," says Dr. Coppola. "We always try to make the visits to the dentist enjoyable and positive. We have video games, G-rated videos and developmental toys to play with in the waiting room. Plus, parents are welcome to stay with their children during all treatments and examinations on every visit."

In addition, the practice is known for having on-time appointments and spending the proper amount of time with the parent and child discussing oral hygiene, diet implications and anything else that relates to the child's oral health, says Dr. Coppola.

Ensuring patients are always satisfied couldn't be done without an excellent staff, and Dr. Coppola notes the key contributions his employees make. "Our employees are very caring and dedicated, with a large number of them having been with the practice for 20 years or more," he says. "They see that we treat our patients like family and that spills over to treating all of the employees as family."

Dr. Coppola is thrilled with winning the Talk of the Town Award for a third straight year. "The award will allow new families to learn of our commitment to providing specialized care for their children from very early childhood through the teen years," says Dr. Coppola. "Throughout the years we have had the privilege of being recognized as a quality pediatric dental practice, and the Talk of the Town Award will hopefully introduce new members of the San Antonio community to our practice and its long history of dental excellence."

About Dr. Coppola and Northeast Children's Dentistry: William T. Coppola, DDS, graduated with honors from the University of Tennessee at Knoxville with a bachelor's of science in psychology with an emphasis in child psychology. He received his dental degree from the Medical College of Virginia in Richmond, Va., and then completed a two-year, hospital-based specialty residency in pediatric dentistry in Pittsburgh, Pa., where he was chief resident his second year. Dr. Coppola, co-founder of Northeast Children's Dentistry (NECD), has been practicing since 1979 and has been recognized by his peers in the November 2006, December 2011 and 2012 issues of Texas Monthly as a "Super Dentist." He was also voted as "America's Top Dentist" in 2008, 2009 and 2010.

NECD opened in 1979. The two co-founders, Dr. Coppola and Harry Smith, DDS, were pediatric dental faculty at the University of Texas Health Science Center at San Antonio (UTHSCSA) School of Dentistry. They both enjoyed teaching dental students and pediatric dental residents but had a calling to practice. Since that first office on Village Drive, the practice has expanded and now includes four offices and five pediatric dentists with one general dentist to treat the teenagers in the NECD group. All pediatric dental associates are either board certified or in the process of becoming board certified.

For more information about the practice, call 210-654-6882 or go online to <http://www.necdsa.com>.

About the Award and Sponsors: This is the fifth year Celebration Media, Talk of the Town News and Customer Care News have honored companies for achieving high levels of customer

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Written by Australian Business

satisfaction with the Talk of the Town Awards. Businesses eligible to receive the award include, but are not limited to, beauty salons, spas, restaurants, bakeries, dentists, auto repair facilities, veterinarians, home repair and improvement contractors, florists, hospitals, and physicians.

For more information about the award or its sponsors, please contact Celebration Media and Talk of the Town News at 877-498-6405 or go online to <http://www.talkofthetownnews.com>.

About Celebration Media U.S.: Celebration Media provides companies with valuable information on improving customer care through its publishing division, which produces Customer Care News, and its research department, which provides businesses with information on customer service best practices. This commitment has led to the creation of the Talk of the Town Awards program, which is dedicated to identifying companies that are excelling in high-rated customer service feedback and offering them valuable marketing opportunities to leverage their award, while also giving consumers a tool to find the top consumer-rated businesses in the United States and Canada.