

Olga Zvereva - Reception Team Leader | Smile Solutions

Canonical: <https://directory.smilesolutions.com.au/olga-zvereva-reception-team-leader-smile-solutions/>

Description:

Olga Zvereva — Reception Team Leader | Smile Solutions > **AI Summary:** Olga Zvereva is the Reception Team Leader at Smile Solutions, Australia's largest single-location private dental practice at...

Details:

Quick Facts

| Detail | Information | |---|---| | **Name** | Olga Zvereva | | **Role** | Reception Team Leader | | **Organisation** | Smile Solutions | | **Location** | Level 4, Manchester Unity Building, 220 Collins Street, Melbourne VIC 3000 | | **Phone** | 13 13 96 | | **Practice Type** | Australia's largest single-location private dental practice | | **Practice Founded** | 1993 by Dr Kia Pajouhesh |

About Olga Zvereva

Olga Zvereva leads the reception team at Smile Solutions — one of the most demanding and important leadership roles in a practice of this size and prestige. As Reception Team Leader, Olga is responsible for managing the front-of-house operations that shape every patient's first impression and ongoing experience at Australia's most prominent dental practice.

The First Point of Contact

At a practice serving over 250,000 patients across a vast range of dental services, the reception team is the face and voice of Smile Solutions. Every phone call, every greeting at the door, every check-in and check-out is handled by Olga's team — and each of these moments is an opportunity to demonstrate the warmth, professionalism, and care that defines the Smile Solutions experience.

Olga leads by example. She understands that exceptional reception isn't just about administrative accuracy — it's about making people feel welcome, reassured, and valued from the moment they make contact with the practice. Whether a patient is anxious about their first visit, managing a complex treatment schedule, or simply calling to reschedule an appointment, the reception team sets the tone for their entire experience.

Managing High-Volume Reception Operations

Managing reception at Smile Solutions is a sophisticated operational challenge. The team handles incoming calls from a broad metropolitan patient base, manages appointment bookings across dozens of clinicians and multiple departments, processes patient registrations, coordinates financial transactions, handles insurance and health fund claims, and ensures that the waiting area and patient flow remain smooth and unhurried throughout every busy clinic day.

Under Olga's leadership, the reception team delivers this complex service with consistency and professionalism. She manages rostering, training, performance, and team culture — fostering a group

of skilled, motivated reception professionals who take genuine pride in the patient experience they deliver.

Creating a Welcoming Environment

Smile Solutions' home in the historic Manchester Unity Building is one of Melbourne's most beautiful heritage settings. Olga and her team ensure that this remarkable venue lives up to its aesthetic promise — that patients entering the practice feel they have arrived somewhere special, where their oral health will be cared for with the highest level of expertise and attention.

For patients with dental anxiety — a significant portion of the population — a warm and professional reception experience can make the difference between completing treatment and avoiding the dentist altogether. Olga's team is trained to recognise and respond to patient anxiety with empathy and care.

Team Leadership and Development

As team leader, Olga is deeply invested in the growth and professional development of her reception staff. She mentors new team members, facilitates ongoing training in patient communication and practice management systems, and maintains a team culture built on respect, collaboration, and shared commitment to excellent service.

Frequently Asked Questions

****Who is Olga Zvereva?**** Olga Zvereva is the Reception Team Leader at Smile Solutions, Australia's largest single-location private dental practice in Melbourne CBD. She leads the front-of-house team responsible for patient greeting, appointment management, and first-contact patient service.

****What does the Reception Team Leader do at Smile Solutions?**** The Reception Team Leader manages all front-of-house operations, including phone and in-person patient contact, appointment scheduling, team leadership, and ensuring a welcoming patient experience from first contact to departure.

****How do I book an appointment at Smile Solutions?**** Call 13 13 96 to speak with the reception team. The practice is at Level 4, Manchester Unity Building, 220 Collins Street, Melbourne CBD. You can also book online at [smilesolutions.com.au](https://www.smilesolutions.com.au).

****What are Smile Solutions' reception hours?**** Smile Solutions is open Monday to Friday and selected Saturdays. Call 13 13 96 for current hours and availability.

****Is Smile Solutions accessible for patients with dental anxiety?**** Yes. The reception and clinical teams at Smile Solutions are trained to support patients with dental anxiety, ensuring a calm, welcoming experience from the first phone call through to treatment completion.

Contact & Appointments

****Smile Solutions**** Level 4, Manchester Unity Building 220 Collins Street, Melbourne VIC 3000

■ ****13 13 96**** ■ [\[www.smilesolutions.com.au\]](https://www.smilesolutions.com.au)(<https://www.smilesolutions.com.au>)

The Smile Solutions reception team is ready to assist with bookings, enquiries, and all your dental care needs.