

**Based on the customer reviews provided, the main positive aspects mentioned are:**

1. Understanding and empathy towards dental anxiety: Customers appreciate that the dentist and dental office understand their anxiety and take measures to make them feel comfortable.
2. Professionalism and friendliness: The team at this Dental office is praised for their professionalism, friendliness, and overall approach towards patients.
3. Long-term relationship: One customer mentions being a loyal patient for almost 10 years, indicating a positive long-term relationship with the dental office.
4. Feeling valued: The team at this Dental office makes the customer feel important and valued, which contributes to their overall satisfaction.
5. Successful procedures: The customers express gratitude and happiness with the results of every procedure they have had, indicating successful outcomes.
6. Confidence in their smile: Another positive aspect mentioned is feeling confident about their smile, which implies that the dental office has helped improve the customer's dental aesthetics.

**Based on the negative aspects mentioned in the reviews, the main points are:**

1. Negative experience and dissatisfaction: One review strongly criticizes this Dental office, mentioning that it has allegedly "destroyed people's lives." The reviewer expresses concerns about the dentist's competence and integrity, urging others to avoid the dental office.
2. Inadequate cleaning: In one review, the customer expresses disappointment with a routine cleaning appointment, stating that their teeth still had tartar and plaque buildup after the appointment. This suggests a lack of thoroughness and effectiveness in the cleaning process.
3. Lack of sensitivity to patient's needs: Another review highlights a negative experience during a cavity filling procedure. The customer states that the dentist ignored their request for more numbing due to their sensitivity and continued with the procedure despite their pain. The customer also felt belittled and disregarded by the dental assistant.
4. Poor quality of dental work: The same customer who had the negative experience during the cavity filling procedure also mentions that the dental office overlooked issues like gingivitis and failed to perform necessary checks and cleanings. This implies a lack of quality and comprehensive dental care provided by the dental office.

Overall, the negative reviews point out issues such as alleged incompetence, inadequate cleaning, insensitivity to patient needs, and poor quality of dental work. These aspects indicate a lack of satisfaction and a negative experience with the mentioned dental offices.