

Conversations with G & H Dental Laboratory

AMG Creative’s copywriters sat down with Glen Yamamoto, the founder of G&H Dental Laboratory, and one of their outstanding employees, Cesario Salazar, to find out about the company’s humble beginnings and what makes them tick today.

AMG Creative: The rumor is you started G&H in the basement of your parents’ house? What was that like?

Mr. Yamamoto: It was actually in one of the downstairs bedrooms. It was good in the sense that I didn’t have any rent really [laughs]. It was good because I could go upstairs to my room and, if needed, take a nap whenever. Um, the drawback was that I would have to stay up late sometimes to finish cases, but I wouldn’t want to disturb my family.



How did you become interested in the dental industry?

It kind of just happened by accident. I was basically working at UPS part-time in the evening, and one of my classmates, two years my elder, said, “What is your future going to be here? What are your plans?” I said, “I don’t know, I’m just working part-time for now.” Then, he asked me if I was interested in coming to this open house. I said, “An open house for what?” It ended up being for dental technician school, so I decided to check it out. I thought, what do dental technicians do? They make teeth, what do you mean they make teeth? I thought dentists did that [laughs]. So I went to the open house and saw what they were doing, and it interested me. That’s how I got into dentistry.

How long ago was that?

I’d say that was back in ‘75.

Your parents must have been pretty supportive of your efforts. Are there any standing jokes or particularly funny stories from when you were fabricating restorations “in-home”?

Just that I made a big mess and that I would have to bring the space back to its original condition [laughs]. I mean, as you know, labs can get a bit hectic.

G&H takes a lot of pride in their family roots and in the way they want to treat everybody like friends and family. Is this in part due to your beginnings at home?

I believe so, yes. No doubt.

G&H grew quickly. What spurred that growth?

I have been very fortunate, acquiring very special technicians both locally and from Japan. In this industry, things are changing so fast that in order to keep pace with the other labs in the business we have to stay on top of the leading types of technologies. Of course, you know that the CAD/CAM portion of our business has really taken off, so we’ve invested in those technologies.

AMG Creative: Cesario, when did you start with G&H and how did you move up in the ranks?

Mr. Salazar: I originally started working for G&H in 1995 as a part-time delivery driver. I was part-time for about six months, and then I asked my supervisor if, once we lost a driver, I could take over the extra shift. I started working double shifts to provide for my family. I would work in the morning, but have to come back by a certain time to pack all the cases that I would have to deliver in the afternoon. Then from there, there was an opportunity to get a position in data entry. So I asked my boss if he could give me an opportunity, but I didn’t know how to type at that time, and he told me that I needed to be good at typing. I told him I didn’t know how, but I would get good. So I started practicing and got very good.



All the technicians here are extremely knowledgeable, and they would fill me in here and there about the restorations. I started hanging around them and asking questions, so when I was logging in cases, I began to know all the restorations.

After that, there was a point where I was asked to join the technical support department, and I said yeah, let’s do it. I started learning a lot every day, and became the manager soon after.

What do you have the most fun doing at the lab?

Well, I love getting to know a lot of people. Everyone has such different personalities.

Remodeling and restoring houses and cars are hobbies of yours? What do you like most about them? Any special projects right now?

I like the challenge. Right now, I’m working on a 1972 Pontiac Le Mans.

What instrument do you play in your band?

The bass. I’ve been playing for seven or eight years now.

Where do you guys perform?

We usually perform at church, and we get hired for parties sometimes.

Would you like to tell anything to G&H’s clients?

G&H is like a mariachi band: I cannot play my bass without the trumpet player, and the trumpet player cannot play without the guitar. At G&H, we work in a similar fashion. We all depend on each other, from the ceramist, to the delivery driver to the technical support team. We’re all instruments working together for the same goal—a quality restoration, from a quality company.



G&H at the Fore of Digital Impressioning

G&H’s experienced and skilled technicians have a resounding knowledge of the most efficient way to send and receive dental impressions—digitally. We have experience with all the systems on the market, and are especially knowledgeable of and accept digital impressions from Cadent Itero, CEREC, 3M™ ESPE™, and E4D System Chairside Oral Scanners.

Be assured that we know digital, so if you are interested in acquiring the new digital technology and need some suggestions, or if you just have some questions regarding our current technology, we are always available for support. Looking for a little bit more? We regularly host educational seminars sharing the most up-to-date information on the latest technology.

Whether you’re experienced with digital technology in the dental world or you are just starting out, G&H will be there to support you.



Did you know...?

That horse teeth grow continuously? They are constantly being shaved down and changing shape because of the horse’s diet.

1. One of Sir Isaac Newton’s teeth was sold for...

- A. \$10,897 B. \$83 C. \$1,000,000 D. \$4,560**

2. That same tooth was then used as jewelry in a(n)...

- A. Necklace B. Ring C. Bracelet D. Earring**

“Newborn babies do not have tooth decay bacteria. Often, the bacteria are transmitted from mother to baby when she kisses the child or blows in hot food or drink before feeding the baby” (www.academia.edu).