

Dental Technician interview questions

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What to expect

Interviews for dental technician roles typically assess both technical skills and attention to detail, with a mix of practical and behavioural questions. Employers want to see that you can work to tight tolerances and communicate effectively with clinicians.

- **Technical skills:** Questions about your hands-on abilities in waxing, casting, ceramics, CAD/CAM milling and 3D printing, often referencing specific software like 3Shape or exocad.
- **Process and workflow:** How you manage a case from prescription to finished appliance, including model work, design, fabrication and quality checks.
- **Behavioural:** Past examples of teamwork, error handling, learning new tools and managing repetitive tasks with focus.
- **Scenario-based:** Hypothetical situations such as unclear prescriptions, fit issues or tight deadlines, to see your judgement and problem-solving.
- **Safety and compliance:** Your understanding of infection control, work health and safety, and documentation in a dental laboratory.
- **Client-facing communication:** How you liaise with dentists to clarify prescriptions, discuss fit or resolve remake requests professionally.

The interview usually starts with an introduction to the lab and the role, followed by a technical discussion or practical demonstration. You may be asked to describe your workflow for a typical case, then answer behavioural questions about teamwork and problem-solving. Some labs include a bench test where you complete a small task. The interview often ends with a chance to ask questions.

1. Walk me through how you would handle a crown prescription from impression to finished restoration.

Why they ask

Assesses your process knowledge and ability to follow a prescription accurately.

How to structure your answer

Use a step-by-step walk-through: describe each stage from receiving the impression or scan, model work, design or wax-up, material selection, fabrication, finishing, and quality checks.

Example answer

"First, I review the dentist's prescription to confirm material, shade, and margin details. If it's a digital scan, I import it into 3Shape or exocad and design the crown, checking occlusion and contacts. For a traditional impression, I pour and trim the model, then wax up the crown. I cast or mill the restoration, fit it on the model, and refine the margins and contacts. Finally, I polish and check against infection control standards before sending it back to the clinic."

2. Tell me about a time you noticed a mistake in a restoration before it was sent out. What did you do?

Why they ask

Tests attention to detail and honesty.

How to structure your answer

STAR: Situation, Task, Action, Result.

Example answer

"In my previous lab, I was finishing a bridge when I noticed a slight discrepancy in the margin fit. I flagged it immediately to my supervisor. We re-checked the model and found the impression had a small tear. I contacted the dentist to request a new impression, and we remade the bridge at no cost. The dentist appreciated the proactive approach, and we maintained a good working relationship."

3. How do you ensure infection control in your work area?

Why they ask

Infection control is critical in dental laboratories.

How to structure your answer

Describe your routine: cleaning protocols, PPE, sterilisation of impressions, waste disposal, and documentation.

Example answer

"I follow standard precautions: wearing gloves, mask, and eye protection when handling impressions. I disinfect impressions according to the manufacturer's instructions before pouring. I clean my bench and equipment after each case, and I dispose of waste in designated bins. I also keep a log of sterilisation cycles for reusable instruments."

4. Describe a time you had to learn a new digital tool or software. How did you go about it?

Why they ask

Digital workflows are increasingly common; they want to see adaptability.

How to structure your answer

STAR or a simple narrative: what tool, why, how you learned, result.

Example answer

"When my lab introduced exocad, I had only used 3Shape before. I completed the online tutorials and practised on sample cases after hours. I also asked a colleague for tips. Within two weeks, I was designing simple crowns independently, and within a month, I was handling complex cases. I now help train others on the software."

5. You receive a prescription that is unclear or missing details. What do you do?

Why they ask

Tests communication and problem-solving.

How to structure your answer

Scenario-based: explain your judgement and steps.

Example answer

"I would first check if there's any additional information in the file or if I can infer from the impression. If it's still unclear, I would contact the dentist's office directly to clarify the shade, material, or design. I would document the conversation and confirm the details in writing before proceeding. This avoids remakes and ensures the patient gets the right restoration."

6. What interests you about working in a dental laboratory, and how do you handle repetitive tasks?

Why they ask

Assesses motivation and fit for bench work.

How to structure your answer

Behavioural and motivational: reflect on your interest and give an example of maintaining focus.

Example answer

"I enjoy the precision and craftsmanship of dental technology. Each case is a small puzzle that helps a patient. Repetitive tasks like trimming models require focus, but I break them into batches and check my work frequently. I also remind myself that accuracy at every step affects the final fit, so I take pride in consistency."