

Eyelash Technician interview questions

careertips.com.au: common questions and what they're really testing

What to expect

Interviews for eyelash technician roles combine a conversation about your experience with a practical assessment, because the job depends on precision and hygiene as much as people skills. Employers want to see how you consult, isolate and apply lashes, and how you handle client safety and expectations.

- **Technical and practical:** Questions and demonstrations about lash isolation, extension placement, adhesive use and choosing curl, length and thickness. You may be asked to work on a model or a practice head.
- **Hygiene and safety:** How you sterilise tools, manage adhesive safely and prevent eye infections. This is non-negotiable and often probed with scenario questions.
- **Client consultation and aftercare:** How you talk through lash styles, manage expectations and give aftercare advice that keeps clients coming back for refills.
- **Behavioural and scenario:** Past examples of dealing with unhappy clients, running late or handling a reaction, plus hypothetical situations that test your judgement under pressure.

A typical interview starts with a phone or in-person chat about your experience and availability, then moves to a practical assessment where you apply a set or part of a set on a model. After that, the salon owner or manager will ask about hygiene routines, client scenarios and how you manage bookings. Some salons include a paid trial shift so they can see you work across a busy period.

1. Walk me through how you apply a full set of classic eyelash extensions, from consultation to aftercare.

Why they ask

This is a core technical question that checks whether your process is safe, efficient and client-focused. It also shows whether you understand the order of steps and why each one matters.

How to structure your answer

Use a clear step-by-step walk-through. Start with consultation and patch test if needed, then mapping and isolation, adhesive application, curing, final check and aftercare advice. Mention hygiene checks between steps.

Example answer

"I start by asking the client about their usual look, any sensitivities and what they want from the set. I check their natural lashes under good light and choose a curl and length that suits their eye shape without overloading the natural lash. I cleanse the eye area and make sure my hands and tweezers are sanitised. Then I isolate one natural lash at a time, dip the extension in adhesive and place it without touching neighbouring lashes. I work section by section, checking the bond as I go. Once the set is complete, I brush through the lashes and check for any stickies. I finish by explaining aftercare, like keeping them dry for the first day and avoiding oil-based products, and I book the next refill before they leave."

2. How do you isolate a natural lash, and what do you do if you accidentally stick two lashes together?

Why they ask

Isolation is the most important technical skill in lash application. This question tests your technique and your ability to fix a common mistake without damaging the natural lash.

How to structure your answer

Explain your isolation technique first. Then describe the recovery step: stop, assess, and separate the lashes safely without pulling. Finish with how you prevent it happening again.

Example answer

"I use straight or curved isolation tweezers to separate one natural lash from the others, holding it slightly away from the lash line while I place the extension with my other hand. If I notice two lashes have stuck together, I stop immediately. I use a fine tweezers to gently separate them from the base, or if the adhesive has cured, I apply a small amount of remover to the bond and slide the lashes apart without tugging. I never pull them apart because that can damage the natural lash. After that, I slow down and check my isolation more carefully before moving on."

3. What are your steps to prevent eye infections and irritation during and after a lash appointment?

Why they ask

Hygiene is critical in this role. Employers need to know you follow strict infection control and can explain it clearly to clients.

How to structure your answer

List your routine in order: before, during and after. Cover hand washing, tool sterilisation, adhesive handling, client cleansing and aftercare. Mention what you do if a client reports irritation.

Example answer

"Before the appointment, I wash my hands and sanitise my workstation. I sterilise my tweezers with hospital-grade solution and use fresh lash trays or clean and disinfect them between clients. I cleanse the client's eye area with a gentle lash cleanser, and I never double-dip into adhesive. During the service, I keep adhesive covered and replace it regularly. After the set, I give the client a clean spoolie and explain aftercare, like not rubbing their eyes and avoiding steam for the first day. If a client reports redness or itching, I ask them to remove the lashes if they can, or come back so I can remove them safely, and I suggest they see a doctor if it persists."

4. Tell me about a time you had a client who was unhappy with their lash set. How did you handle it?

Why they ask

This behavioural question shows how you manage complaints and protect the salon's reputation. It also reveals whether you listen and problem-solve rather than getting defensive.

How to structure your answer

Use STAR: situation, task, action, result. Keep it specific to a real salon or mobile client, and focus on what you did to resolve it and what you learned.

Example answer

"I had a client who booked a volume set but felt the lashes looked too heavy for her eyes. She mentioned it the next day. I asked her to come back so I could see them in person. I listened to her concerns and agreed the mapping was a bit wide for her eye shape. I removed the outer sections and replaced them with shorter, lighter fans, and I adjusted the curl to a softer one. She left happy and rebooked for a refill. I now spend more time during consultation showing clients a few curl and length options on a sample tray so we are both clear on the look before I start."

5. A client comes in with red, watery eyes and wants a full set. What do you do?

Why they ask

This scenario tests your judgement under pressure and your commitment to client safety over making a sale. It also checks whether you know when to refuse service.

How to structure your answer

Prioritise safety. Assess the situation, explain why you cannot proceed, offer alternatives and suggest they seek medical advice if needed. Finish with how you would handle the booking.

Example answer

"I would not apply lashes if a client has red, watery eyes because that can be a sign of infection or a reaction. I would ask when the symptoms started and whether they have any allergies or recent eye treatments. I would explain that applying extensions could make it worse, and I would not want to risk their eye health. I would offer to reschedule once their eyes are clear, or suggest they see a doctor if it does not settle. I would also note it on their client record so we can check for any pattern. If they have a patch test due, I would make sure that is done before any future appointment."

6. How do you choose the right curl, length and thickness for a client who is unsure what they want?

Why they ask

This client-facing question checks your consultation skills and your ability to guide someone without pushing them into a look they will not like. It also shows you can manage expectations and reduce complaints.

How to structure your answer

Describe a consultation framework: ask about their lifestyle and eye shape, show samples, explain trade-offs, and agree on a plan. Finish with how you confirm the choice before starting.

Example answer

"I start by asking what they normally wear, how much time they spend on makeup and whether they want a natural or dramatic look. I look at their eye shape and natural lash direction. Then I bring out a sample tray and hold a few curls and lengths near their eye so they can see the difference. I explain that shorter lengths look more natural, while longer ones can open the eye but may feel heavier. I also talk about thickness: lighter lashes are more comfortable, but volume fans give more density. Once we agree on a combination, I confirm it back to them before I start and remind them we can adjust at the refill if they want a change."