



Applicant: _____ Phone #: _____

Front Office Interview Questionnaire

Phone Screening: _____ Y / N	2nd Interview: _____ Y / N
1st Interview: _____ Y / N	Working Interview: _____ Y / N

Phone Screening Questions

1. Are you still interested in and available for this position? Y / N

2. Can you tell me what attracted you to apply for this position? _____

4. Hours of Operation: M - Sa 7:30 am - 7:30 pm. Are you available during those hours? Y / N
Are there any days that will be difficult for you to work, or that you are unable to work? Y / N
Explain: _____

3. Typically, for this role, we start between \$____ and \$____; with annual raises given based on merit. Does that work for you? Y / N *If no, explain:* _____

5. What questions do you have for me? _____

Interview Questions

1. Tell me a little about yourself. _____

2. Our offices are very fast paced. Multi-tasking is a must. How do you prioritize them and ensure that you complete your duties throughout the day? _____

3. Provide me with an effective method you have used to greet patrons, determine the nature of visits, and direct them to the appropriate destination. _____

4. Tell me about a time you had to deal with a difficult co-worker, what was the situation and how did you handle it? _____

5. What does excellent customer service look like to you? _____

6. Share an example of when you went above and beyond the "call of duty." _____

7. Tell me about a time you had to resolve a discrepancy, perhaps day receipt totals are off, how would you approach this? _____

8. Why do you think you would be a good fit here at Open and Affordable Dental? _____

9. What are your long-term career goals, and how will being a dental receptionist help you achieve them? _____

10. Do you have any questions or additional experience that we did not cover in the previous questions that you'd like to mention? Y / N *If yes, explain:* _____

Additional Notes or Questions Asked:

On Boarding:

Job Offered: Y / N *If not, why?* _____
Job Accepted: Y / N *If not, why?* _____

Hire Date: _____
Starting Pay: \$ _____

- I9 W4 Direct Deposit Enter Into Payroll Emp. Manual Emp. Manual Consents
 Front Office Manual System Login Key(s) Benefits Info