



## NEXT STEPS FOR A GOOD CANDIDATE: Front Office

Have candidate meet existing staff

Applicants name:

Date:

References called:

Starting compensation requested:

Employment availability:

Working knowledge of which computer software programs:

### EVALUATION

Verbal skills

Phone voice

Coachability

Enthusiasm/Energy

Professionalism

Teamwork

## **SUGGESTED FRONT OFFICE INTERVIEW QUESTIONS**

1. What's most important to you when selecting a dental office to work in?
2. What interests you most about this position?
3. What are your 5-year goals – personal and professional?
4. What work environment is optimal for your satisfaction and performance?
5. Have you ever been terminated from a job? What were the reasons?
6. Tell me about a time you have had a conflict with a co-worker and how you handled it.
7. Describe your current position and responsibilities.
8. How would previous co-workers describe you?
9. What features of your previous job did you dislike?
10. What financial parameters for the practice did you review monthly and what were your goals?  
(Total AR, aging AR, open hours, etc.)

## **SCENARIOS**

How would you handle a patient who made no payment on his bill for 3 months?

What approach would you use if a patient called and complained about a bill?

If a patient who had not paid his bill for one year called and asked for an emergency appointment, what would you say?

What would an effective financial arrangement discussion with a patient sound like?

How would you respond to an inquiry from a potential patient about the cost of treatment?

How would you manage an emergency call from a regular patient and the schedule showed no openings?

What would you do to help a patient schedule their diagnosed treatment if they said they needed to check their calendar?

How would you respond to a patient calling to cancel the day of their appointment?

How would you prioritize your day? For example, how do you organize your day, week, etc. to include current scheduling, recare scheduling, outstanding treatment scheduling, verifying appointments, collections, accounts receivable?