

SOFT SKILLS:

Dental Assistants

Module 1: Going for an Interview

Worksheet

Module Wordlist

TYPES OF POSITIONS

dental assistant
dental hygienist
dentist
full-time employee
part-time employee
pediatric dental assistant
trainee

WORKPLACES

dental laboratory
dental practice
dentist's office
hospital dental clinic
lab

SERVICES

assist with dental procedures
lab work
office work

TYPES OF DENTISTRY

dentistry
oral surgery
orthodontics
pediatric dentistry
periodontics

EDUCATION

CDA
community college
dental assistant certification
dental assistant training
Dental Assisting National Board
graduate from
high school
high school equivalency diploma
online classes
specialize in
study
training program

PERSONALITY TRAITS

fast learner
hard worker
honest
reliable

INTERVIEW LANGUAGE

apply for the position of
candidate
hire
I'd like to hire you.
I'll get back to you.
I'm applying for ...
I'm available from ...
I'm flexible with hours.
Please have a seat.
right away
the interviewer
training
We prefer ...
When are you available to work?
work experience

WORK EXPERIENCE

bill clients
I have a lot of experience.
I'm good at ...
I've worked on ...
make casts of teeth
make impressions
office tasks

RESUME DETAILS

application
contact details
educational background
letters of recommendation
qualifications
references
resume
skills

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COVER LETTER

best regards
please find attached
position
request
subject
thank you for considering

JOB SKILLS

clean appliances
disinfect instruments
keep patients' mouths dry
lay out equipment
make patients comfortable
sterilize equipment
take X-rays

OFFICE SKILLS

answer phones
confirm appointments
make appointments
update patient records

PERSONAL SKILLS

dedicated
team player

LAB SKILLS

make temporary crowns
prepare amalgams
prepare composites
prepare tooth fillings
process dental X-rays

GENERAL

hands-on experience
latest technology
policies
programs

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Activity 1

Introducing Yourself

Personal Skills Questionnaire

A Fill out the questionnaire. Choose all the options that apply to you.

1. I am very good at ...

- explaining things
- building things
- working with computers
- working with numbers
- problem-solving

2. People like me because I am ...

- friendly and outgoing
- creative
- organized
- patient
- honest and dependable

3. I prefer to work ...

- by myself
- on a team
- outdoors
- at home
- in an office

4. I come up with my best ideas ...

- in stressful situations
- in quiet places
- in a group
- with a partner
- outdoors

5. I work well when I have ...

- deadlines
- rules
- a challenge
- responsibility
- independence

6. I don't enjoy ...

- speaking in public
- working unusual hours
- working in front of a computer
- managing people
- traveling

B Use your answers above to write a short description of yourself.

C Write three reasons why you chose to be a dental assistant.

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Activity 2

Writing a Cover Letter

Job Ad

Job Title: Certified Dental Assistant

Employer: Omega Dental Care

Job Description:

- Must be able to make patient appointments, take X-rays, sterilize equipment and follow instructions from dentists.
- Must take part in formal training programs to learn office policies and procedures.
- The right candidate is reliable, hardworking, and a fast learner.
- This job is full-time. The hours are 9 a.m. to 5 p.m., Monday to Friday.

Education:

High school diploma and certification as a dental assistant.

Applicants who have passed the Dental Assisting National Board (DANB) CDA examination and have experience are preferred.

Cover Letter

To: Dr. Johnson
From: Silvia Alvarez
Subject: Job Application

Dear Dr. Johnson,

Please find attached my resume. I am applying for the position of dental assistant. I have dental assistant certification from a community college. I also have certification as a pediatric dental assistant. I have three years of experience working in a dental practice.

I am available to come for an interview any time. I will be happy to bring letters of recommendation with me.

Thank you for considering my request.

Sincerely,
Silvia Alvarez

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Activity 2

Writing a Cover Letter

Parts of a Cover Letter

| PART | POSSIBLE SENTENCES |
|---|---|
| GREETING | <ul style="list-style-type: none"> • Dear (name of person), • Dear (position or title), • To Whom It May Concern, |
| PARAGRAPH 1: Describe the position and say how you found out about it. | <ul style="list-style-type: none"> • I am applying for the position of • I would like to apply for the position of • I am writing to apply for the job of • I am writing regarding the position of |
| PARAGRAPH 2: Talk about your work experience, education, qualifications and why you are the best person for the job. | <ul style="list-style-type: none"> • I saw your ad on your website. • I saw your ad in (name of newspaper). • The position was listed on (name of website). • (Name of person) in (name of department) told me about the opening. |
| | <ul style="list-style-type: none"> • I have over (number) years of experience as a (position). • I have worked as a (position) since (year). • For the last (number) years, I have been a/an (position) at (workplace). • In my last job, I was a/an (position) at (workplace). |
| | <ul style="list-style-type: none"> • I have a degree in (field / profession) from (name of school). • I have successfully completed a course in (field / profession) at (name of school). • I have completed a training program at (name of school). • I am a certified dental assistant. • I received my (type of certification) last year. |
| PARAGRAPH 3: List your attachments, ask for an interview, and thank the person you're writing to. | <ul style="list-style-type: none"> • I am reliable, honest, and self-motivated. • I have excellent communication skills and I'm very organized. • I am a fast learner and very motivated. • As you will see from my resume, I have a lot of experience. |
| | <ul style="list-style-type: none"> • Please find attached a copy of my resume. • I have attached my resume and references. • Attached please find my resume. • I am attaching a copy of my resume. |
| | <ul style="list-style-type: none"> • I am available to come in for an interview at your convenience. • I would be happy to meet you and discuss my qualifications in person. |
| <ul style="list-style-type: none"> • Thank you for considering my request. • I'm looking forward to your reply. | |
| CLOSING | <ul style="list-style-type: none"> • Sincerely, |
| SIGNATURE | |
| CONTACT INFORMATION | <ul style="list-style-type: none"> • Phone: • Cell Phone: • E-mail: |

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Activity 2

Writing a Cover Letter

Write a Cover Letter

Now create your own cover letter.

| | |
|---|--|
| GREETING | To: From: Subject: Attachments: |
| PARAGRAPH 1: Describe the position and say how you found out about it. | |
| PARAGRAPH 2: Talk about your work experience, education, and qualifications. Then describe why you are the best person for the job. | |
| PARAGRAPH 3: List your attachments, ask for an interview, and thank the person you're writing to. | |
| CLOSING | |
| SIGNATURE | |
| CONTACT INFORMATION | |

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Activity 3

Filling Out a Job Application

Job Application

PERSONAL INFORMATION

Last Name _____ First Name _____ Middle Name _____

Address _____

City _____ State _____ Zip Code _____

Home Phone _____ Cell Phone _____ E-mail _____

What position are you applying for? _____

Are you a U.S. citizen? Yes No Do you have a Permanent Resident Card (Green Card)? Yes No

If you get this job, are you willing to take a drug test? Yes No

EDUCATION

| School | Location | Years Attended | Degree or Certification | Major | Honors / Awards |
|--------|----------|----------------|-------------------------|-------|-----------------|
| | | | | | |
| | | | | | |

Apprenticeship _____ Courses _____

EMPLOYMENT

Employer _____

Dates Employed: From _____ - _____
Year Year

Address _____

City _____ State _____

Position _____ Full-time Part-time

Responsibilities _____

Supervisor's name and title _____

Reason for leaving _____

REFERENCES

| Name | Title / Position | Company | Phone Number |
|------|------------------|---------|--------------|
| | | | |
| | | | |

AUTHORIZATIONS

I certify that all the information on this form is true and correct.

I understand that incorrect or untrue information is reason for termination of employment.

I authorize investigation of all the information on this application.

Signature: _____