

Badass Bodyworkers

Interview Questions



BY REBECCA BRUMFIELD

Opener



Tell me a little about yourself.

Why do you want to work for our company?

Why did you leave your last job?

Why are you the best candidate for us?

What do you know about our company?

**How much money are you looking to make in your
massage career?**

What's the best compliment a client has ever given you?

**What other skills, experiences and abilities outside of
massage therapy and bodywork do you feel can be
utilized at our company?**

Where do you see yourself in 5 years?

What is the biggest inspiration you have for entering this industry?

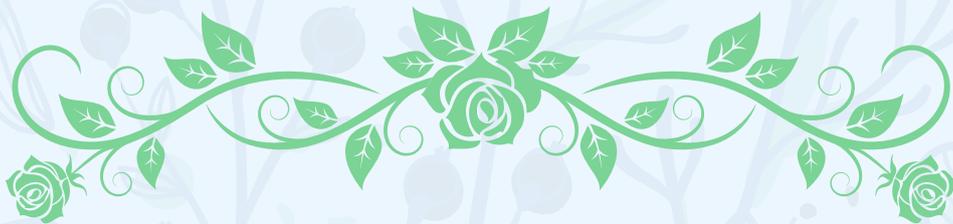
What is your favorite thing about this business and how will you contribute to the business?

What do you value most in life and why?

What gives your soul juice?

What is your favorite skincare product and why? Sell it to me!

Interviewee Philosophy



How do you take care of yourself so that you stay fit for massage therapy?

What is your philosophy about bodywork?

Tell me about the most rewarding experience in massage that you have had.

How do you stay energized when you have back to back clients?

What kind of books and magazines do you read?

What do you think is the future of the massage profession?

How do you manage your own stress?

Have you ever done volunteer work?

What do you think about energy work/chiro/acupuncture, etc.?

What qualities do you believe are most valuable in a massage therapist?

What do you do to prevent burnout and manage a work-life balance?

Employee Education + Goals



What massage therapy school did you go to?

Why did you decide to pursue massage therapy as a career?

Tell me about your training program.

What drives you to be the best massage therapist?

Tell me about your experience as a massage therapist.

How would working for our company help you accomplish your goals?

What are your long term goals as a massage therapist?

What techniques/specialties are you proficient in?

What are the top 3 CEU classes you would like to take to further your career?

What type of clients are you drawn to the most?

How long do you see yourself doing this job?

Do you participate in any associations activities?

What is your personal vision for yourself in the profession?

What are you doing to improve your greatest weakness?

What is your greatest strength?

Work Environment



What ideas do you have for marketing massage therapy?

What makes a great work environment?

What makes you different from the other practitioners applying for the job?

Were there things that your supervisor did that you disliked?

How would you handle an issue with a manager?

Do you prefer to work in a physiotherapy setting or a spa setting?

How would you deal with a fellow employee with a bad attitude at work?

How do you rate your phone etiquette skills while communicating with a potential new client over the phone?

What have your rebooking rates been like?

What other responsibilities should massage therapists have outside of the treatment room?

What is your opinion on gratuity?

What is your verbiage when it comes to rebooking clients?

Client Skills



Describe your ideal client.

Do you enjoy socializing with customers during a massage?

When a client asks why massages are important, how do you elaborate to a client?

Tell me about a time when you exceeded your client's expectations.

How do you want your client to feel after an experience with you?

What is your typical verbal intake process like?

Describe some examples of bodyworker after-care for your client.

How would you respond to negative feedback from a client?

Give me an example of a time you were sensitive to the needs of your client.

What types of clients are the most difficult to work with?

**Tell me about some common injuries of your clients.
What techniques have you found most helpful?**

**Describe a time where massage was contraindicated for
your client.**

**How do you explain the difference between relaxation
and deep tissue to your clients?**

**A client asks that their spouse be in the treatment room
during a service. How do you respond?**

**You've gotten into a routine that you're comfortable
with but want to change it up a bit and challenge
yourself....how do you do that with an existing client
you have had for months/years now?**

How would you describe cupping therapy to a client?

**How would you go about telling clients about
packages?**

**The job you're working at offers other spa services apart
from massage therapy? How do you go about cross
referring your client to your coworkers?**

**A client complains that you might have exacerbated a
medical condition. How do you handle this situation?**

Teamwork



Are you more energized by working alone or by collaborating with other individuals?

Were there habits that your teammate did that you disliked?

What are your thoughts on teamwork and professional community?

What types of coworkers are the most difficult to work with?

What does being a 'team player' mean to you?

What types of incentives are you most motivated by?

How would you manage a coworker who asks so many questions?

You notice particular habits from a coworker that could affect her job- do you approach them first or go to management?

What does it mean to have team goals?

Share a rewarding team experience.

Can you tell me about a time you found a more efficient method for a coworker to complete a task or routine?

Time Management



How would you handle a client who is chronically late?

How would you handle a client who no-showed for their appointment?

Are you available to work evenings, weekends or overtime? Are you flexible with your hours?

How many massages can you perform in a day- what's your physical hands-on limit?

How has your attendance record been at your previous jobs?

How early should a therapist arrive for their appointment?

How do you prioritize a to-do list when there are several tasks to be completed?

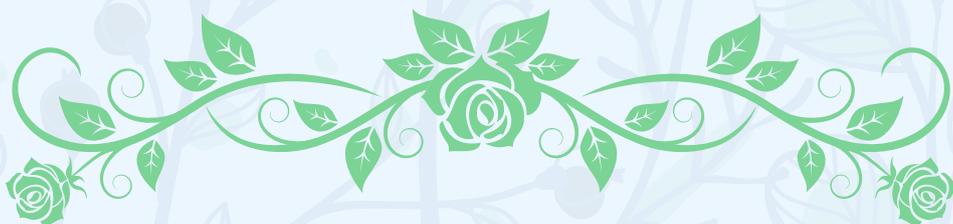
When you have a deadline, do you find yourself more productive when procrastinating, or preparing far ahead of time?

If you are on the phone with an important client, and another important client walks in the door, how would you handle it?

When a client arrives 30 mins early for an appointment, how do you handle it?

How do you prefer scheduling your clients- with a 15 min gap, 30 mins, etc.?

Conflict Resolution



If a client was unhappy with their service but told you after, and not during, the massage, how would you approach the situation?

If a client said something inappropriate during a massage, how would you react?

Tell me about a sticky situation with a co-worker or client. How did you handle it?

What would your initial reaction be to a negative review from a client online?

Describe a time where your ethics were tested.

Closing



Do you have any questions for me?

Additional Resource: Hiring Process of Rachel Beider



Rachel Beider is a globally recognized small business expert, bestselling author, and entrepreneur. She is the proud owner of PRESS Modern Massage, a group of award-winning massage studios in NYC. She is a New York Licensed Massage Therapist and a board certified NCBTMB continuing education provider. Her work has been published in Forbes, Huffington Post, and she's been featured in Entrepreneur Magazine and the Wall St. Journal.

I wanted to share with you my hiring criteria for bringing on a new therapist to my practice. I know a lot of folks are nervous about hiring others - hopefully this list of "what to look for" will help!



On a 1-10 (10 highest) how would you rate the candidate on the following?

On time for interview



Friendly, warm, and welcoming



Professional in appearance



Conversationalist



Demonstrates Self-awareness



Hygiene (breath, odor, smoke)



Level of Voice Volume



Feels respectful



Team fit



During the Session:



Draping



Comfort of room: adjusted light and music and temp appropriately



Used Bolster both supine and prone



Checked in during session



Used Appropriately Deep Pressure



Adjusted appropriately to requests



Flow of strokes from one area to another



Pace of session - used their time appropriately. (Did they Run out of time?)



Rhythm of session. Did it feel rushed or too fast or slow?



Thoroughly addressed area chief complaint.



Session progressed smoothly from each area to the next. (Or did it feel disorganized and “jumpy” from place to place?)



Appropriate strokes for each area used. (Tissue warmed before deep work).



Used both supine and prone positions



Quality of stretches during session



Used effective trigger point work during session



Speaks about the body in an educated manner



Ending of session: was it relaxing or abrupt?



Your level of comfort during session



Overall quality of work



Would you emphatically see this therapist again?





Badass Bodyworkers

with REBECCA JOANN BRUMFIELD

BUILDING UP BODYWORKERS FOR SUCCESS

About the Author

Rebecca Brumfield is a spa owner, Queen of Cupping Therapy, Massage Magazine Author, Bodywork Mentor, Industry Educator, Anti-Human Trafficking Advocate, Spa & Wellness Concierge, 2021 Massage Therapy Hall of Fame Inductee, ENFP/ Aquarius, & Taco Lover.

Rebecca currently resides in Baton Rouge, Louisiana, but her love of traveling and mentoring women in the health & wellness industry allows her to help other women grow their business. She has a deep passion for Mother Earth and spending time out in nature hiking and camping with her rescue dog. Her current project is self-converting a tiny school bus into her very own "spa mobile" which will allow her to take her bodywork skills on-the-go!

Rebecca is the founder of Badass Bodyworkers, a supportive online community of encouraging, badass go-getters and goal-diggers who help each other overcome their fears and blocs, attract their ideal clients, and set boundaries needed in order to grow a thriving, profitable business that allows women to rock their wellness business without stress and burnout.