

Beauty Therapist interview questions

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

What to expect

Beauty therapist interviews mix hands-on skills checks with questions about client care and hygiene practice. Employers want to see technical competence, a calm manner with clients, and consistent attention to infection control, since this is a hands-on, close-contact service role.

- **Technical/process:** Questions about how you actually perform treatments such as skin analysis, waxing or facial procedures, step by step.
- **Client-facing:** Questions about handling client consultations, expectations and occasionally difficult conversations about suitability or results.
- **Safety and hygiene:** Questions testing your knowledge of sterilisation, infection control and skin penetration practice.
- **Behavioural:** Past-experience questions about client relationships, problem-solving and working under a busy roster.
- **Scenario/judgement:** Hypothetical situations, such as an allergic reaction or an unhappy client, to see how you'd respond in the moment.

Most interviews start with a chat about your qualifications and current certifications, move into questions about your treatment experience and client style, then cover hygiene and safety practice before finishing with a practical skills demonstration or trial, either on the day or as a follow-up step.

1. Walk me through how you'd perform a skin analysis and facial treatment for a new client.

Why they ask

This checks whether you follow a proper consultation and treatment sequence rather than jumping straight to product application.

How to structure your answer

Describe the process in order: consultation and skin assessment, product selection based on skin type, treatment steps, and aftercare advice given at the end.

Example answer

"I'd start with a consultation to ask about skin concerns, allergies and any recent treatments or medications. Then I'd examine the skin under good light to assess type and condition before choosing products suited to that. During the facial I'd work through cleanse, exfoliation, extraction if needed, mask and moisturiser, checking in on comfort throughout. I'd finish by explaining what I used and why, then give clear aftercare advice, including anything to avoid over the next 24 to 48 hours."

2. Tell me about a time a client wasn't happy with a treatment result. How did you handle it?

Why they ask

Client dissatisfaction is common in beauty services and employers want to see you can manage it professionally without damaging the relationship or the salon's reputation.

How to structure your answer

Use STAR: situation, task, action, result.

Example answer

"A client once felt her brow tint was too dark for her preference. I listened to her concern without getting defensive, explained how tint settles and lightens slightly over a day or two, and offered a

complimentary adjustment if she still wasn't happy after that. She came back a few days later, agreed it had softened, and continued booking with me afterwards. It taught me to set clearer expectations about how tint and colour results settle before I start the treatment."

3. What's your approach to infection control between clients?

Why they ask

Hygiene and sterilisation are core to this role and a common area employers probe closely, especially with waxing and skin penetration treatments.

How to structure your answer

State your standard routine, then note how you adapt it for different treatment types.

Example answer

"Between every client I clean and disinfect the treatment bed and any reusable equipment, and I use single-use items like spatulas and gloves wherever possible. For waxing I never double-dip and I change disposable applicators for each pass. I also keep sharps and any skin-penetration tools in proper sterilisation storage and follow the salon's documented infection control procedures, which I'd want to confirm on starting so I'm following your specific protocols correctly."

4. A client mentions a skin reaction partway through a facial. What do you do?

Why they ask

This scenario question checks your judgement under pressure and whether you'd prioritise client safety over finishing the treatment as planned.

How to structure your answer

Talk through immediate response, escalation and follow-up in a scenario/judgement structure.

Example answer

"I'd stop the treatment straight away and remove any product causing irritation, then cool the area if needed and reassure the client. I'd ask about the nature of the reaction and check if they have any known allergies I might have missed at consultation. If it seemed serious I'd get a senior colleague or manager involved and suggest they see a doctor if symptoms didn't settle quickly. Afterwards I'd document what happened and what products were used, so we could flag it on their file for future visits."

5. How do you keep clients coming back for repeat bookings?

Why they ask

Retention matters in this industry and employers want therapists who build genuine client relationships, not just deliver a single good treatment.

How to structure your answer

Behavioural question, answer with a specific example using STAR.

Example answer

"I focus on remembering details about clients, their skin concerns and what's worked for them before, so each visit feels personalised rather than routine. With one regular client I adjusted her facial routine seasonally as her skin changed, and gave her a simple home routine to follow between visits. She ended up booking monthly and referred two friends, which showed me that ongoing advice outside the treatment room is often what keeps people coming back."

6. How do you manage a fully booked day where treatments are running behind schedule?

Why they ask

This role often runs on a tight roster, and employers want to know you can maintain treatment quality and client care without letting delays cascade through the day.

How to structure your answer

Describe your practical approach: prioritisation, communication and recovery.

Example answer

"If I'm running behind I'll quickly assess which parts of the current treatment can be adjusted without compromising quality, and I'll let reception know so they can update the next client on timing. I always tell the client in the chair if we're running a few minutes over, rather than rushing the service. Where possible I'll trim a few minutes from less critical steps like extended massage time rather than skipping anything that affects the treatment result."