

Massage Therapist interview questions

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What to expect

Interviews for massage therapist roles focus on hands-on competence, client safety and how you handle the practical realities of a busy treatment schedule. Expect a mix of clinical questions, questions about how you've handled real clients, and a look at your professionalism around boundaries and record-keeping.

- **Clinical/technical:** Questions checking your knowledge of assessment, contraindications and technique selection for different presentations.
- **Client-facing:** Questions about building rapport, managing expectations and communicating with clients about treatment plans and progress.
- **Scenario/judgement:** Hypothetical situations testing how you'd respond to safety issues, boundary concerns or a client outside your scope of practice.
- **Behavioural:** Questions asking for real examples of past client interactions, setbacks or difficult sessions.
- **Practical/operational:** Questions about scheduling, hygiene standards and running a treatment room efficiently.

Most interviews open with background and qualifications, move into clinical scenario or technique questions, then a practical component if the employer wants a short treatment demonstration, and close with questions about availability and how you'd fit the clinic's client base and hours.

1. Walk me through how you assess a new client before deciding on a treatment approach.

Why they ask

This checks whether you follow a proper assessment process rather than jumping straight into generic massage technique.

How to structure your answer

Describe the process step by step: intake questions, physical observation, any contraindication checks, then how findings shape the session plan.

Example answer

"I start with a short intake covering their presenting issue, medical history and any contraindications like recent surgery or skin conditions. I then do a quick postural and range-of-motion check relevant to their complaint. Based on that I decide whether the session is remedial, sports-focused or more relaxation-based, and I explain the plan to the client before starting so they know what to expect and can flag if anything feels wrong during the session."

2. Tell me about a time a client's treatment wasn't going the way you expected. What did you do?

Why they ask

Tests problem-solving and honesty about when a technique or plan needs adjusting mid-treatment.

How to structure your answer

STAR: situation, task, action, result.

Example answer

"A client came in for lower back tension but during assessment I found the pain was actually referred from tight hip flexors. My task was to adjust the session without losing the time we'd booked for. I

shifted focus to the hip and glute area and explained why, checking in regularly on pressure and discomfort. By the end of the session the client had noticeably more mobility and came back the following week reporting the back pain had eased too."

3. A client asks you to work on an area you're not confident treating, or a condition outside your scope. How do you handle it?

Why they ask

Checks judgement around scope of practice and client safety, which matters given the hands-on and sometimes vulnerable nature of the work.

How to structure your answer

Outline the decision process under pressure: recognise the limit, communicate clearly, protect the client and yourself.

Example answer

"If a client asked me to work deeply on an area with signs of possible injury or a condition I wasn't trained to treat, I'd explain that it's outside what I can safely address and suggest they see a GP or physiotherapist first. I'd still offer a modified session on areas I can safely treat, so they're not left without any care, but I wouldn't push into something I'm not qualified to assess."

4. How do you keep client records and track treatment progress across multiple sessions?

Why they ask

Record-keeping matters for continuity of care and is often checked directly given it's a core listed task for this role.

How to structure your answer

Walk-through of the process: what you record, when, and how you use it to adjust future sessions.

Example answer

"After every session I note what technique I used, areas treated, pressure tolerance and how the client responded, using the clinic's client management software. Before the next appointment I review those notes so I'm not starting from scratch, and I can point out to the client what's improved or what's still lingering, which also helps build their trust in the plan."

5. How do you manage a fully booked day where a client runs over time or cancels last minute?

Why they ask

Operational question about the practical realities of running a treatment schedule, listed directly among this role's core tasks.

How to structure your answer

Describe your approach to prioritising and communicating around scheduling pressure.

Example answer

"I try to build small buffers into the day where possible, but if a session runs over I'll finish the essential work with the current client rather than cutting them short, then let the next client know if I'm running a few minutes behind. For last-minute cancellations I use the gap to catch up on notes or reset the treatment room properly rather than rushing the next booking."

6. What would you do if you noticed a client had a skin condition, injury or symptom that seemed outside what they'd disclosed at intake?

Why they ask

Safety and professionalism question, checking attentiveness and how you handle sensitive conversations.

How to structure your answer

Judgement-under-pressure: notice, decide, communicate, follow up.

Example answer

"I'd pause and mention it to the client directly but discreetly, asking if they're aware of it and whether it's been checked. If it looks like something that could be affected by massage, like unexplained bruising or a skin infection, I'd avoid that area and recommend they see their GP. I'd note it in their file too, so it's on record for future sessions."