

Reflexologist interview questions

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What to expect

Reflexology interviews typically focus on your practical skills, client communication, and ability to work safely and ethically. Employers want to see that you can build rapport, assess client needs, and apply reflexology techniques appropriately.

- **Client consultation and assessment:** Questions about how you gather health history, identify contraindications, and set treatment goals.
- **Technical reflexology knowledge:** Questions about reflex point location, pressure techniques, and adapting treatments.
- **Scenario and judgement:** Questions about handling challenging client situations, such as a client reporting pain or an unexpected reaction.
- **Safety and professionalism:** Questions about hygiene, record keeping, and scope of practice.
- **Client-facing and communication:** Questions about explaining reflexology, advising on self-care, and managing expectations.

The interview usually starts with a general conversation about your training and experience, then moves to specific questions about your consultation process and technical approach. You may be asked to describe a treatment plan or walk through a session. Some employers include a practical demonstration or a role-play consultation. The interview typically ends with your questions for them.

1. Can you walk me through your process for a first consultation with a new client?

Why they ask

This assesses how you gather information, build rapport, and identify contraindications.

How to structure your answer

Walk-through: step-by-step chronological, covering greeting, health history form, discussion, goal setting, and explaining the treatment.

Example answer

"I start by welcoming the client and making them comfortable. Then I ask them to complete a health history form and we discuss any specific concerns, medical conditions, or medications. I explain what reflexology involves and what they might feel. Together we set a goal for the session. I check for contraindications like recent surgery or circulatory issues. Before beginning, I explain the treatment and get consent. After the session, I review their feedback and we plan any follow-up."

2. Tell me about a time you had to adapt your treatment approach when a client's needs changed.

Why they ask

This tests your flexibility and client-centred care.

How to structure your answer

STAR: Situation, Task, Action, Result.

Example answer

"I had a client who initially came for general relaxation. After a few sessions, she mentioned she was experiencing more anxiety at work. I listened and adjusted her treatment plan to focus on reflex points for stress relief. I also suggested some breathing exercises she could do at her desk. Over the next month, she said she felt more able to manage her anxiety and continued sessions fortnightly. I

documented the changes in her notes and we reviewed progress regularly."

3. A client tells you they felt discomfort during a reflexology session. How do you respond?

Why they ask

This probes your ability to handle feedback, adjust technique, and maintain safety.

How to structure your answer

Judgement under pressure: acknowledge, assess, adjust, document, follow up.

Example answer

"I would stop and ask the client to describe the discomfort, where and when it occurred. I would check if it was a sharp pain or just pressure. If needed, I would adjust my technique, reduce pressure, or avoid that area. I would apologise for any discomfort and explain that feedback helps me tailor the session. Afterward, I would document the incident in their notes and monitor their response in future sessions. If the discomfort persisted, I would suggest they see a GP."

4. How do you explain reflexology and its benefits to a client who is sceptical or new to complementary therapies?

Why they ask

This shows your communication skills and ability to manage expectations without overpromising.

How to structure your answer

Explanation with empathy: listen, explain the principles, clarify scope, invite questions.

Example answer

"I start by listening to their concerns and acknowledging that reflexology is not a replacement for medical treatment. I explain that it works on the principle that reflex points on the feet and hands correspond to other parts of the body, and that many people find it deeply relaxing and helpful for stress. I am clear that responses vary and I never promise a cure. I invite them to ask questions and suggest they try a session to see how they feel. I also mention that they can stop at any time."

5. What do you do to maintain accurate client records and ensure continuity of care?

Why they ask

This checks attention to detail, use of practice software, and professional standards.

How to structure your answer

Process: describe systems used, what you record, how you review before sessions.

Example answer

"I use Cliniko to keep digital records. After each session, I note the date, treatment given, reflex points worked, client feedback, and any changes in health or lifestyle. Before a client arrives, I review their previous notes to remind myself of their history and goals. I also keep secure records of health history forms and consent. This helps me provide consistent care and track progress over time. If a client sees another practitioner, I can share relevant notes with their consent."

6. How do you approach self-care advice for clients without stepping outside your scope of practice?

Why they ask

This tests understanding of professional boundaries and health education.

How to structure your answer

Boundary-aware: give general lifestyle suggestions, refer to other practitioners when needed, avoid diagnosis.

Example answer

"I stick to general lifestyle and self-care advice, such as suggesting clients stay hydrated, do gentle foot stretches, or practise relaxation breathing. I avoid giving medical advice or diagnosing conditions. If a client asks about a specific health issue, I recommend they speak to their GP or an allied health professional. I might also suggest complementary practices like yoga or meditation if they are interested. I always make it clear that reflexology supports wellbeing but does not replace medical care."