

# UNIT 8

## Becoming Professional in your Specialization

**CERAMIC PERFECTION DENTAL LABORATORY**

requires  
a dental technician  
for modern, well equipped laboratory in Athens.  
Must be experienced and capable of producing work to the highest standard  
Good knowledge of English is necessary.  
Salary according to experience and ability, excellent rates of pay available  
the right people.  
We offer a medical life insurance scheme, as well as possibilities for further  
training and development.  
Please send your CV along with an application letter to:  
**Box No. DT 1567**

**FAX**  
**CERAMIC PERFECTION**  
Dental Laboratory  
Kifissias 12-14 151 25 Athens

To: \_\_\_\_\_  
From: \_\_\_\_\_  
Date: \_\_\_\_\_

Attention: \_\_\_\_\_  
Re: \_\_\_\_\_  
Pages including this one: \_\_\_\_\_

**CURRICULUM VITAE**

**NAME:** George Logothetis  
**ADDRESS:** 25 Hermou St. Athens 105 63  
**TEL. NUMBER:** 010 3229227  
**DATE OF BIRTH:** 197...  
**PLACE OF BIRTH:** Athens  
**NATIONALITY:** Greek  
**MARITAL STATUS:** Single

**EDUCATION AND QUALIFICATIONS**

198...-199... : 2nd Technical Vocational Lyceum, Athens.  
Speciality: Dental Laboratory work.  
199...-199... : 2-year Military Service in Air Forces.  
199...-199... : Dental College, Manchester  
Training in Dental Technology, for one year.

**EMPLOYMENT**

199... up to present : G-Systems Dental Lab  
Tasks assigned: preparing wax models,  
carrying out orders  
Reasons for leaving the job: to gain more experience

**FOREIGN LANGUAGES:** English

**SPECIAL INTERESTS:** Surfing in the web,  
Travelling

Persons from whom references may be obtained:

1. ....  
2. ....

**New!**  
For restorations with the toughness  
and beauty of natural teeth

**GO PERFECT**  
Total Aesthetic Harmony

More and more patients  
demand, and expect, their restorations to be both  
long-lasting and have a natural appearance. New GO PERFECT is the solution.  
A unique light-curable Micro-Ceramic-Composites for crowns, bridges, inlays, and  
veneers. GO PERFECT is not only super-strong and hard-wearing, but also  
enables you to more closely reproduce the hue, brightness and chroma of  
natural teeth whilst avoiding the paleness and unnatural opalescence seen with  
conventional composites. GO PERFECT comes in a wide variety of colours to  
choose from.

For further information and details of the way GO PERFECT is used ask for our leaflet:  
GO UNITED KINGDOM Ltd. 42 Coopers Court, Oldport Pagnell, Bucks. MK16 8JS

**GO**  
FIRST IS QUALITY

## A Looking for a job: qualifications

### Task 1

Read carefully this advertisement and answer the questions that follow it:

**CERAMIC PERFECTION DENTAL LABORATORY**

requires  
a dental technician  
for modern, well equipped laboratory in Athens.  
Must be experienced and capable of producing work to the highest standards.  
Good knowledge of English is necessary.  
Salary according to experience and ability, excellent rates of pay available for  
the right people.  
We offer a medical life insurance scheme, as well as possibilities for further  
training and development.  
Please send your CV along with an application letter to:  
**Box No. DT 1567**

*The Dental Technology Review*

1. Who is this advertisement addressed to?
2. What are the essential requirements for the position?
3. How does the company attract candidates?
4. How can candidates contact the laboratory?

### Task 2

Suppose you are a dental technician. The advertisement above attracted your attention and you would like to apply for the post. You have already prepared your CV, but you have not completed your letter of application yet. Complete the letter that follows taking information from your CV.

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Training in Dental Technology, for one year.

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carrying out orders

Reasons for leaving the job: to gain more experience

**FOREIGN LANGUAGES:** English

**SPECIAL INTERESTS:** Surfing in the web,  
Travelling

**Persons from whom references may be obtained:**

1. ....

2. ....

**LETTER OF APPLICATION**

Receiver's address

Applicant's address

Dear .....,

Date

I have seen your ..... for a ..... in the ..... and wish to apply for the post.

As you can see from my enclosed ....., I am ..... years old and was educated at the 2nd Technical Vocational Lyceum in Athens, where I specialized in .....

When I was discharged from the ..... in ....., I attended a course at a ..... in Manchester, where I trained in ..... for ..... year and at the same time obtained a good command of the ..... language.

From ..... the present, I have been employed by G-Systems Dental Lab, where I am responsible for ..... wax models and..... orders.

Although I am quite happy at my present job, I would ..... to work for a bigger dental laboratory, to ..... more .....

My interests include ..... in the web as well as .....

I would be free for interview at any time. My present employers have promised to give me a very favourable reference.

Yours ..... (faithfully/sincerely)

(Signature) .....

(Applicant's name in full) .....



### Task 3

The following titles show the functions of each part of the letter of application you have already completed, but they are in jumbled order. Put them in the right order. Then choose sentences from the letter, and write them in the chart under the right titles.

- |  |
|--|
| <ul style="list-style-type: none"> <li>Explaining the applicant's education that qualifies him/her for the job.</li> <li>Listing the schools attended, courses taken, or certificates obtained.</li> </ul> <p>.....</p> <p>.....</p> |
| <ul style="list-style-type: none"> <li>Showing the specific things the applicant can do that make him/her suitable for the job.</li> </ul> <p>.....</p> <p>.....</p>   |
| <ul style="list-style-type: none"> <li>Stating the reasons the applicant wants to leave his/her present job (if he/she is already working).</li> </ul> <p>.....</p> <p>.....</p>   |
| <ul style="list-style-type: none"> <li>Applying for the post and showing interest in the job.</li> </ul> <p>.....</p> <p>.....</p>   |
| <ul style="list-style-type: none"> <li>Asking for an interview and showing willingness to provide references.</li> </ul> <p>.....</p> <p>.....</p>   |
| <ul style="list-style-type: none"> <li>Referring to the applicant's special interests and hobbies.</li> </ul> <p>.....</p> <p>.....</p>  |

1st paragraph

2nd paragraph

3rd paragraph

4th paragraph

5th paragraph

#### Task 4

You are a qualified dental technician assistant by now, looking for a job. You have read the advertisement of a big dental laboratory, offering posts to inexperienced dental technician assistants. The money is not much, but you want to gain experience. Write a letter of application using your personal information. Your CV must accompany the application.

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 .....  
 .....  
 .....

Dear.....

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 .....  
 .....  
 .....  
 .....  
 .....  
 .....

Yours .....

## CURRICULUM VITAE

**NAME:**

**ADDRESS:**

**TEL. NUMBER:**

**DATE OF BIRTH:** 197...

**PLACE OF BIRTH:** Athens

**NATIONALITY:** Greek

**MARITAL STATUS:** Single

### EDUCATION AND QUALIFICATIONS

198...-199... :

199...-199... :

199...-199... :

### EMPLOYMENT

199... up to present:

Tasks assigned:

Reasons for leaving the job: to gain more experience

**FOREIGN LANGUAGES:**

**SPECIAL INTERESTS:**

**Persons from whom references may be obtained:**

1. ....

2. ....

## **B Asking for information before ordering materials and laboratory equipment**

### **Task 1**

Read the following text and decide whether it is:

- a) a newspaper article
- b) an extract from a novel
- c) an advertisement

**New!**

For restorations with the toughness  
and beauty of natural teeth

# GO PERFECT

Total Aesthetic Harmony

More and more patients demand, and expect, their restorations to be both long-lasting and have a natural appearance. New GO PERFECT is the solution. A unique light-curable Micro-Ceramic-Composite for crowns, bridges, inlays, and veneers, GO PERFECT is not only super-strong and hard-wearing, but also enables you to more closely reproduce the hue, brightness and chroma of natural teeth whilst avoiding the paleness and unnatural opalescence seen with conventional composites. GO PERFECT comes in a wide variety of colours to choose from.

For further information and details of the way GO PERFECT is used ask for our leaflet:  
*GO UNITED KINGDOM Ltd. 42 Coopers Court, Oldport Pagnell, Bucks. MK16 8JS*

**GO**

FIRST IS QUALITY

*The Dental Technology Review*

## Task 2

Imagine that you are in charge of a dental laboratory. You have read the advertisement of *GO* and you are interested in their new composite. Write a letter to *GO* asking for the *GO PERFECT* leaflet. The layout of the letter below will help you.

1st paragraph

giving the source of information

I am writing about  
I am interested in  
I have seen/read

your advertisement ...

2nd paragraph

giving information about the sender's intentions

I am setting up a dental laboratory  
I am looking for a reliable supplier  
I am looking for modern materials

3rd paragraph

making requests

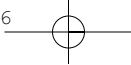
Could you please send me a current catalogue?/ a price list?  
I would be glad to receive  
I would be grateful if you  
could send me

information about your laboratory equipment?

4th paragraph

closing the letter

I look forward to hearing from you.  
I hope to hear from you soon.



Your address

The address of GO

Date

Dear.....

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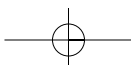
.....

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.....

Yours.....

your signature  
your title/occupation



## **C** Responding to a newspaper article about joining a trade union

### **Task 1**

So far you have had a basic level education and training, which have qualified you to enter into the vocation of Dental Technology. However, at this point of your career, you feel that you need to develop not only skills and knowledge, but you also need to know about your rights and whether you have the support of a statutorily-registered dental team.

Discuss with your partner the possibility of taking an active part in the union movement of your trade, and report your ideas back in class.

The following phrases will help you:

In my opinion ...

I (strongly) believe ...

My view is ...

I don't think/ believe ...

I'm not very keen on it.

## Task 2

Look at the title below and guess what the article is about.

### Setting up a Dental Technicians' Association

By Tony Griffin, Chairman of DTETAB, the education and training association board in UK.

<p>What chances have dental technician's in the near future, to receive real recognition by the public that they are trained and qualified to a high level, in order to support the oral healthcare of the population?</p> <p>None! Unless we take up the "Lobby your way" approach. The majority of the population does not know we exist and we are not in the public's face yet. Our problem is that we do not talk with one voice, and we operate as individuals rather than as a group. Groups get listened to, while individuals don't. DTETAB is working hard to build the dental Technology group identity and to build our status as professionals.</p> <p>Another problem is lack of the appropriate money for the work done. Undoubtedly, the job of the dental technician is related to skilled actions carried out to meet the demanding designs required in fabricating the</p>	<p>large range of dental fixed and removable dental appliances, for which he is underpaid. Responses to a recent DTETAB questionnaire indicate that there is support for DTETAB, to build a Dental Technician's Association run by Dental Technicians for Dental Technicians and to negotiate on the matters for Dental Technicians. The DTETAB Board has agreed to support a small task force, based on elected dental technicians, to work through the planning requirements and to develop the format of such an organisation. The Dental Technician's Association will develop into a recognisable, negotiating and professional body. It will be able to work on a vision for the future for dental technicians, using you to build its support base and look after the individual in many ways such as: legal advice and support, negotiating with the employers, providing a</p>	<p>dental technician's view direct to the Government, providing health and safety advice, providing information, and building a future for our profession. The time is right for dental technicians to be recognised as active and essential members of the oral healthcare team.</p> <p>If you really want to develop a dental technicians' organisation then we need your support – not the "I will jump on" later. Tell others now what is planned. Support the formation of the Dental Technician's Association and let us move dental technology further.</p> <p>We want: Respect for our skills and knowledge. A share in the money put into dentistry by Government. A share in the Government - funded educational initiatives and funding. A real opportunity to develop and build into extended roles.</p>
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Adapted from  
 THE DENTAL TECHNICIAN  
 The Journal of All Dental Technicians Vol.54 No. 13

**Task 3**

Now read the article in more detail and say whether the following statements are true or false:

1. The importance of the work of dental technicians is not recognised by the public.	
2. Dental technicians receive the appropriate money for the work done.	
3. Dental technicians have share in the Government - funded educational initiatives and funding.	
4. The format of the organisation will be developed by a small team of elected dental technicians.	
5. The aim of the association is to develop into a recognisable, negotiating and professional body.	

**Task 4**

How does the writer of the article try to convince individual dental technicians to join in?

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**Task 5**

Has the article influenced you in any way? If it has, then write a letter to DTETAB expressing interest in joining the association and requiring further information about membership.

Dear .....

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Yours .....

(your signature)  
(your title/occupation)

## **D Asking for more information about a course or a conference**

### **What's on courses and conferences?**

<b>BASIC METAL CERAMICS</b>	<b>2 DAU SOLIDEX INDIRECT COMPOSITE COURSE</b>
<ul style="list-style-type: none"> <li>– 7th March</li> <li>– 25th April</li> </ul> <p>This course will train technicians in the philosophy of this system.</p> <p>Fee: £100</p>	<ul style="list-style-type: none"> <li>– 9th, –10th April &amp; 26th–27th April.</li> </ul> <p>One of the UK's leading ceramists will demonstrate ways of bringing out the best in Solidex.</p> <p>Fee: £175</p>

<b>OMEGA 900 PORCELAIN BONDING MASTERCLASS WORKSHOP</b>	<b>For all information at the London Dental Education Centre</b>
<ul style="list-style-type: none"> <li>– 28th February-1st March.</li> <li>– 25th-26th April</li> </ul> <p>A two day advanced production course for aesthetic restorations in different age groups.</p> <p>Fee: £160</p>	<p>17 Great Dover Street LONDON SE1 4YW Tel: 020 7403 1808 Fax: 020 7378 8150</p>

**Task 1**

You are planning to spend your Easter vacations in London visiting a cousin who is studying there. You had a look at *The Dental Technician Review*, the section of courses-conferences where you found the above interesting publications.

Decide on which one you are most interested in, and write a letter of inquiry, asking for more information about the course.

Dear .....

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Yours .....,  
(your signature)  
(your title/occupation)

## E Ordering materials and laboratory equipment

<b>ORBIX</b> <b>Equipment and Products</b> <b>Marathonos Avenue 153 44 Pallini</b>		
<b>ORDER REQUEST</b>		
QUANTITY	DESCRIPTION	REF.NO
2 kg.	hard inlay wax	2678
1 sack	stone simple	2456
15 kg.	soldering alloy	3456
2 sacks	carboxylate cement	2234
10 kg.	investment powder	2567
CUSTOMER DETAILS		Date of delivery:
Name: George Logotheitis		Comments: URGENT
Company: Ceramic Perfection		
Address: Kifissias 12-14 151 25 Athens		
Fax: 0106198888		
Tel.: 0106197888		Payment: By cheque

### Task 1

The person who deals with the orders at your laboratory is sick and your employer asks you to contact your suppliers about your order. Work with your partner and act out the dialogue. The following phrases will help you, but first you have to say who makes these requests, the customer or the supplier:

Could I	speak to... ?
Can I	
I'd like to speak to ...	

I'm calling from ... about ...

May I have your name and company please?

Can you deliver in two days time?

Could you tell me your delivery address?

Could you tell me how much it will cost?

May I have a discount?

Could I have an address for the invoice?

Would you confirm this order in writing?

## Task 2

Consult the above form and send an ordering letter to your suppliers. The layout of the letter below will help you.

Your address

The address of Dental  
Service Department

Date

Dear.....

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Yours.....,

your signature

your title/occupation

## **F** Complaining about the delay of an order

### **Task 1**

It is already the third day after you placed your order and your goods have not arrived yet. You call the suppliers back, but the person who took the order is not available and you have to leave a message. Work with your partner and act out the dialogue.

A MESSAGE FOR:		John Andreou Sales Manager	
FROM:	George Logothetis Ceramic Perfection D. Lab	ON TEL. NO.:	0106197888
			PLEASE CALL BACK
			WILL CALL AGAIN
		✓	URGENT

**Task 2**

You are not satisfied with the whole situation and you decide to complain in writing. Study the letter of complaint that follows and send Orbix a fax. Complete the following fax form with information from the letter.

Ceramic Perfection Dental Laboratory  
Kifissias 12-14 151 25 Athens

ORBIX

11th April 200...,

Dear Mr Andreou,

On the 8th April we ordered a quantity of goods from you and you promised to deliver them within two days.

It is now the 11th April and despite two telephone calls to your offices, we have not received them yet.

If you are unable to send us the goods immediately, please cancel our order.

I look forward to your prompt delivery.

Yours sincerely,

George Logothetis  
General manager

**FAX**

## CERAMIC PERFECTION

Dental Laboratory  
Kifissias 12-14 151 25 Athens

To:

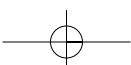
Attention:

From:

Re:

Date:

Pages including this one:



### Task 3

The following titles show the function of each part of a letter of complaint. Write each title in the appropriate space in the chart below.

<b>Justifying the complaint by explaining the fault</b> <b>Closing the letter</b> <b>Stating the subject of the complaint</b> <b>Asking for an adjustment</b>		
<b>PART 1</b> .....		
I am writing	about ..... I bought from your shop to complain about	
<b>PART 2</b> .....		
It	broke down the first time I used it. was badly damaged.	
A part of it was	defective missing scratched	
<b>PART 3</b> .....		
I would	appreciate be grateful for  be grateful if you could	a refund replacement repair send me a refund replace the article
<b>Part 4</b> .....		
I look forward to	hearing from you your prompt reply	

### Task 4

Write a letter of complaint to the Service Department of the dental company you cooperate with, complaining about the new trimmer you have just bought for your laboratory.

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### G Apologizing for the delay of an order

#### Task 1

Study the dialogue that follows between you and the secretary at the dental surgery you cooperate with, informing her about the delay of their order. Then act it out with your partner.

- *Dr Nikolaou Dental Surgery. How can I help you?*
- *Oh, hello. I'm calling from the dental laboratory. Could I speak to Dr Nikolaou, please?*
- *I'm afraid he's not available at the moment. He's with a patient. Can I take a message?*



- *Yes, certainly. Could you please tell him that the work he ordered for Mr Papadopoulos is going to be delayed? Our suppliers didn't deliver on time.*
- *Don't worry, I'll give your message to Dr Nikolaou as soon as possible. Anything else I can do for you?*
- *No thank you. I'll contact you when your order is ready.*
- *Goodbye.*
- *Goodbye.*

## Task 2

Act out with your partner a similar dialogue apologizing to your dentist for not being able to deal with an order because your polishing motor is out of order.

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