

UNIT 1

Self and Job Awareness

**It is said that a
smile
goes a long way !
So,**



Tell your dentist to ask his or her dental technician
and dental technician assistant to do their best to improve
your smile and then, keep smiling all
along !

A Task 1

Here are some questions for you to answer. If you wish to get some help, go to the end of the questions and read the paragraph «Get to know who you are, and what you do». Information on words you may not know, follows in the Vocabulary section.

1. Who can help you improve the way your teeth look?

.....

.....

2. Who can restore your teeth if they have been broken?

.....

.....

3. Who can reconstruct a missing tooth?

.....

.....

4. Who makes your bridges?

.....

.....

5. Who makes your crowns?

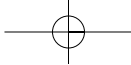
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.....

6. Who makes your partial dentures?

.....

.....



7. Who makes your dentures?

.....

.....

8. Who makes your inlays?

.....

.....

9. Who makes orthodontic appliances?

.....

.....

10. Who can replace a broken jaw or part of a jaw which is missing?

.....

.....

11. What is prosthetics?

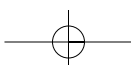
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12. What is the difference between a dental technician assistant's job and that of a dentist's?

.....

.....

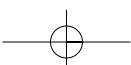


**Get to know who you are, and what you do**

If it is true that behind a successful man, there is a woman who supports him, (and vice versa) then, behind a good dentist, there is always an able dental technician. Certainly, if a dental technician does not get the support he needs with his work from a skillful dental technician assistant, then, he cannot be good at his job, and as a result, a dentist cannot be a good dentist, if the people who assist him do not do their job well. It is all like a chain. If a link breaks, the chain cannot function any more.

What does a dental technician assistant do? No more and no less than a dental technician does. In order to be able to offer essential and effective work, he has to be able to do all jobs done in a dental laboratory. It is in a dental laboratory where both, a dental technician and a dental technician assistant, work together to design and construct crowns, inlays, bridges, partial dentures, dentures, splints, and many other orthodontic appliances. These appliances, help dental technicians and their dental technician assistants to restore teeth that have been fractured, jaws that have been fractured. Dental technician assistants even help restore problems with our face that result from problems with our teeth and jaws.

A missing tooth does not affect only our masticatory system. It leads to speech problems too. Then prosthetics, the art of missing teeth replacement in dentistry, helps with this difficulty. So, a dental technician assistant must be a highly skilled craftsman in order to do a perfect job. This also depends on the quality of the dentist's prescription. The dentist describes the problem of the patient, and writes the detailed instructions for the work to be done in a dental laboratory. Dental technician assistants do not undertake any kind of dental treatment and do not see the patient. That's a dentist's job. Only in cases dental technician assistants work at a hospital, and are taking part in face or jaw restorations, may work on the patient.



Task 2

There are some words taken from the passage under column A and some explanations with extra information provided under column B. Can you match them correctly?

Column A

1. restore
2. dentistry
3. prescription
4. patient
5. skillful
6. link
7. denture
8. construct
9. masticatory
10. fracture

Column B

- a. someone who does something very well
- b. someone who's very good at skiing
- c. not real teeth, false
- d. a note a doctor writes with instructions
- e. to make something new again, as it used to be
- f. a doctor who is ill
- g. something that joins two things together
- h. a piece of metal
- i. build, put together
- j. it has to do with our chewing system
- k. a break of a bone
- l. a person who is ill and a doctor treats him
- m. the work of a dentist

Task 3

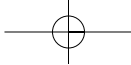
Match the English words with the Greek translation.

1. chain	a. αποτελεσματικός
2. craftsman	b. ουσιώδης, βασικός
3. design	c. λειτουργώ
4. result	d. λεπτομερής
5. essential	e. θεραπεία, φροντίδα
6. undertake	f. αλυσίδα
7. function	g. σχεδιάζω
8. detailed	h. προκύπτω
9. treatment	i. αναλαμβάνω
10. effective	j. τεχνίτης, μάστορας
11. appliance	k. συσκευή

Task 4

Read the passage again and underline what a dentist, a dental technician, and a dental technician assistant can do. Then report part of the information below.

1. A dental technician can restore our teeth.
2. A dental technician assistant can
.....
3. A dental technician assistant
.....
4. Dental technician assistants
.....
5. Dental technicians
.....
6. A dentist
.....
7. Dentists
.....
8. Dentists
.....
9. A dental technician assistant cannot treat patients.
.....
10. A dental technician assistant write prescriptions.



11. Dental technicians describe the dental problem of a patient.
12. A dentist make bridges.
13. Dentists construct crowns.
14. A dentist make dentures.
15. Dentists restore jaws.

Task 5

1. Ask a male dentist if he can make a crown.

.....

.....

What is his answer?

.....

.....

2. Ask a female dentist if she can design dentures.

.....

.....

How does she answer?

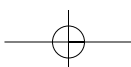
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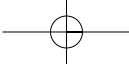
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3. Ask Peter if Athina and Lily, who still study to become dental technician assistants, can make bridges.

.....

.....





How do Athina and Lily answer?

.....

.....

4. Ask your teacher if you can design orthodontic appliances (you are still a student).

.....

.....

How does the teacher answer?

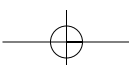
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.....

Task 6

Now talk to us about yourself. In the table that follows there are three columns A, B, C. Fill column A with things you can do (e.g. I can swim) and column B with things you cannot do. Then go around the class, ask your classmates questions starting with «can» (e.g. Can Peter draw?), and fill column C.

Column A	Column B	Column C



Task 7

Words like design, construct, help, affect etc. in the passage, tell us about what always happens. Re-write the sentences that tell us about things that **always happen** or **tell us the truth**. Use the words in parentheses and make any changes where necessary. Gaps will guide you a lot.

1. If you (help) your friend and he or she (help) you, then you are a good team.

.....

2. A dental technician (restore) our face when our jaw (break).

.....

3. your mother (work) at a dental laboratory?

.....

4. No, my mother (work) at a dental laboratory. She is a dentist. She (design) teeth. She (construct) dentures. She(undertake) any kind of dental treatment.

.....

5. dental technician assistants (see) patients? No, dental technician assistants (see) patients. That is the job of a dentist. A dentist (see) a patient and (write) the instructions for a dental technician.

.....

6. What your father (do)? He (make) orthodontic appliances. We (live) near the laboratory he (work).

.....

7. your parents (work)? Yes, they (do/work). They (work) in the same job and (support) each other. They (need) to use a car at all because we (live) near the place they (work).

.....

B

Peter, like yourself, is learning how to become a dental technician assistant at a Technical Vocational Upper high school (TEE). Athina and Lily do the same. Athina would like to become an actress or a famous pop star, but at the moment she has to learn to do something. Peter's mother is a dental technician assistant. She has been a dental technician assistant for many years. This is how she talks about her job.

Peter's mother self-portrait

My name is Katerina Apostolou. I am forty years old. I have been a dental technician assistant for twenty years. When I left Junior high school, I decided to go to a Technical Vocational Upper high school because I knew I was very skillful at designing and drawing in general. Also, I could do things with my hands. Not the usual things that girls do: dolls, toys, jewellery, vases, etc. I wanted to make things with my hands that would help people with health problems.

To make some pocket-money, I got a part-time job at a dental laboratory as a secretary. I am very good at organizing things, I know how to type and use a computer. I can also be polite on the phone, give clear instructions, and have a good handwriting. I was very lucky to find that part-time job. Meeting dental technicians and their assistants, and seeing them at work, helped me decide to become a dental technician assistant myself.

After I left TEE, I had a four-year training period at another dental laboratory. I had a very good high school report, and the people at the dental laboratory I worked part-time for,



gave me good recommendation letters. They said I was very methodical, I could follow things through in a job, I was enthusiastic and with pleasant manners, and I could work closely as a team. It is true that I don't mind working indoors in a laboratory where conditions can sometimes be dusty and hot, as we work with furnaces and burners, and perhaps smelly at times.

In that laboratory, I worked for four years. Next, I applied for a job at a Hospital in England, where they specialize in facial prosthetics (replace parts of jaws or parts of a person's face) and orthodontics (correction of problems in teeth and jaws).

I was lucky to get the job. In that job I had to adapt to many changes, had to be willing to learn a lot, be patient, and creative. We had to see the patients, talk to them, encourage them, make them feel better. A dental technician assistant at such a hospital must have a good eye for detail, good hand-eye co-ordination, must be accurate and practical.

The Central Institute of Technology (C.I.T.) was in the area of my hospital. I decided to apply to get a Diploma in Dental Technology. I still keep up-to-date with what's going on at the C.I.T. My parents, in Greece asked me to move back home after my Diploma. I had to work very hard to get it. I worked so hard that I went on holiday for two months. That's when I met my husband. We got married and then Peter was born. I was so busy with taking care of him, that I could not work. When Peter was 3 years old, we thought it would be a good idea to start working again. I got straight back to work even though there was a lot to catch up on. Now, I am very happy I did so. I get a lot of satisfaction from my job.

Draw Katerina's picture after you read the passage !

or

Describe a day in Katerina's life in no more than 70 words.

or

List the adjectives that describe Katerina's character.



Task 1

We know that before one goes to a TEE, one has to go to a nursery school or kindergarten, then to primary school, next to junior high school. Complete the chart with information on Katerina's life and career. We did the first three boxes for you. If you feel this exercise is too long, some of you complete the boxes with the odd numbers, some others with the even ones, then talk about what you have written.

1 Katerina goes to nursery school for a year	2
	Katerina goes to primary school for six years
3 Katerina attends junior high school for three years	4
5	
	6
7	
	8
9	
	10
11	

Task 2

Make a list of the characteristics (or talents) a dental technician assistant must have in order to succeed in his job. Phrases like «she must be ...» , «he should be able to ...» , «she needs to ...», «he has to ...» etc. may be useful to you.

1.
2.
3.
4.
5.
6.
7.
8.
9.
10.
11.
12.

Task 3

You are soon going to finish TEE. You want to explore possibilities for training at an Institute of Technology in England. Write a letter asking for information. Formal letters have a layout, which you must follow. To help you, here are some instructions with examples.

Your address goes here

Peter Apostolou
24 Asclepiou Str
10680 Kolonaki
Athens
GREECE

Receiver's address

University of Edinburgh
Department of Dental
Health
South Bridge
Edinburgh EH8 9YL
U.K.

Put the date here

Opening of a letter

Dear Sirs,

If you don't know who to
address at all
If you don't know the receiver's
name put Dear Sir or Madame

Dear Dr. Mckenzie,

If you know the person's name
and title

The main body of the letter

- a. You start your paragraphs by going a few spaces away from the margin under
Sirs or Dr. Mackenzie, e.g.

Dear Dr. Mckenzie,

My name

- b. You don't leave any empty spaces. You start exactly under Dear, but you leave
some empty lines between paragraphs e.g.

Dear Dr.Mckenzie,

My name is.....

I would appreciate it

Closing of the letter

Yours faithfully,
or Yours sincerely,

Your signature

.....

Print your full name, and
what you do. }

Peter Apostolou
Student at TEE



Note 1. When you are asking for information or you are making a request, you have to know how to be polite. You cannot order people to do things for you, or demand that you are served.

You don't say: I want this and this.

You don't tell people what to do, e.g. Send me a brochure.

You use phrases like:

1. Could I
2. I would like to
3. Do you think you could
4. Could you possibly
5. I wonder if you could
6. Would it be much for you to
7. I would be grateful if you could
8. Would you be so kind as to



Task 4

Katerina had a telephone call which informed her that there is a job going at a dental laboratory closer to where she lives. She is thinking of applying. Can you help her complete her application?

Application Form	
SURNAME	
FIRST NAME	Picture
PLACE OF BIRTH	
SEX	
AGE	
MARITAL STATUS	
NATIONALITY	
SKILLS AND CHARACTER QUALITIES	
.....	
.....	
HOBBIES AND INTERESTS	
.....	
.....	
NAMES OF REFEREES, OCCUPATION, ADDRESS	
.....	
.....	
DATE AND SIGNATURE	

