

Hotel Front Desk Verbs (A1–B1) – With Definitions and Translation Space

Basic Communication

Verb	Definition (A1–A2)	Translation
ask	to say something because you want an answer	
answer	to reply to someone's question	
say	to speak words	
tell	to give information or a story	
speak	to talk with someone	
talk	to say words to someone	
call	to phone someone	
phone	to speak with someone by telephone	
check	to look carefully to see if something is correct	
explain	to make something easy to understand	
repeat	to say or do something again	
remind	to help someone remember something	
suggest	to give an idea or advice	
recommend	to say that something is good	
inform	to give information	
describe	to say what something or someone is like	
confirm	to say that something is true or correct	
request	to ask for something politely	
apologize	to say 'sorry'	
thank	to show you are grateful	

Hotel Check-in / Check-out

Verb	Definition (A1–A2)	Translation
arrive	to come to a place	
leave	to go away from a place	
stay	to be in a place for some time	
book	to reserve a room or service	
reserve	to keep something for someone	
cancel	to stop something that was planned	
check in	to register when you arrive at a hotel	

check out	to pay and leave a hotel	
register	to write your name on an official list	
sign	to write your name	
fill in	to write answers on a form	
complete	to finish filling in or doing something	
show	to let someone see something	
present	to give or show something formally	
provide	to give something that is needed	
issue	to give something official (like a card)	
deliver	to bring something to someone	
return	to bring or send something back	
print	to make a paper copy	
charge	to ask for money for a service	

Payments and Reservations

Verb	Definition (A1–A2)	Translation
pay	to give money for something	
cost	to have a price	
include	to have something inside	
exclude	to not include something	
add	to put something more in	
deduct	to take away a number or amount	
change	to make something different	
refund	to give money back	
receive	to get something	
collect	to take something from a place	
accept	to say yes to something offered	
decline	to say no politely	
calculate	to find out a number or cost	
hold	to keep something for a time	
release	to let something go	
transfer	to move something (like money)	
process	to complete steps for a task	
deposit	to put money in a bank or account	
confirm	to say something is correct	
bill	to ask someone to pay for services	

Guest Service

Verb	Definition (A1–A2)	Translation
help	to make it easier for someone	
assist	to give support or help	
serve	to give or bring what someone needs	
offer	to say you will do something for someone	
welcome	to say hello to someone arriving	
guide	to show someone the way	
explain	to make something clear	
show	to let someone see	
inform	to tell someone something important	
suggest	to give an idea	
answer	to reply to a question	
solve	to find an answer to a problem	
support	to help someone in a situation	
arrange	to organize something	
organize	to plan something carefully	
plan	to decide what to do	
check	to make sure something is correct	
find	to discover something	
look for	to try to find something	
handle	to take care of something	

Maintenance / Housekeeping

Verb	Definition (A1–A2)	Translation
clean	to make something not dirty	
wash	to clean with water and soap	
dry	to make something not wet	
fix	to repair something broken	
repair	to make something work again	
replace	to change something old for new	
check	to look carefully at something	
inspect	to look closely for problems	
report	to tell about a problem	
arrange	to make something ready	
prepare	to get something ready	
organize	to put things in order	

move	to change position	
carry	to take something in your hands	
open	to make something not closed	
close	to make something not open	
lock	to close something with a key	
unlock	to open something with a key	
turn on	to make something start working	
turn off	to make something stop working	

Customer Care and Complaints

Verb	Definition (A1–A2)	Translation
listen	to hear someone carefully	
understand	to know what something means	
help	to make something easier	
explain	to make something clear	
apologize	to say sorry	
fix	to make something right	
solve	to find a way to stop a problem	
offer	to give something good instead	
call	to phone someone for help	
report	to tell about a problem	
follow up	to check again later	
update	to give new information	
confirm	to say something is right	
arrange	to organize a solution	
support	to help someone	
explain again	to say again more clearly	
inform	to tell something important	
note	to write down information	
handle	to deal with a problem	
thank	to say you are grateful	

Computer and Office Work

Verb	Definition (A1–A2)	Translation
type	to write with a keyboard	
print	to make a paper copy	
scan	to make a digital copy	

copy	to make something the same	
save	to keep information on a computer	
send	to move something to someone	
receive	to get something	
open	to start a file or email	
close	to stop a file or email	
attach	to add a file to an email	
delete	to remove something	
update	to make something new or correct	
search	to look for information	
find	to get something you looked for	
check	to see if something is right	
edit	to make changes to text	
prepare	to get something ready	
record	to write or save information	
schedule	to plan a time for something	
print out	to make a paper version	

Teamwork and Communication

Verb	Definition (A1–A2)	Translation
work	to do a job	
meet	to see someone for discussion	
discuss	to talk about a topic	
share	to give information to others	
plan	to decide what to do	
organize	to make things ready	
arrange	to make plans	
help	to support a coworker	
assist	to help someone at work	
communicate	to talk or write to others	
report	to tell what happened	
check	to make sure everything is okay	
inform	to tell something important	
confirm	to say something is true	
update	to give new information	
explain	to make something clear	
train	to teach someone new skills	

learn	to get new knowledge	
listen	to pay attention when someone speaks	
thank	to show you are grateful	