

Phrase	Definition
to focus on guest satisfaction	to try to make guests happy
a goal	something you want to do or achieve
to feel welcome	to feel happy and comfortable when you arrive
politely	in a nice and respectful way
to notice someone's need	to see what someone wants or needs
a small gesture	a little action to show kindness
to remember a name	to not forget someone's name
a preference	something you like more than other things
to make somebody feel special	to make someone feel important or happy
a good review	a positive comment about something or someone
to notice an effort	to see that someone is trying hard
to help a career grow	to support someone to be more successful at work
to care about people	to be kind and helpful to others
to take a job seriously	to do your work with care and attention
a professional network	a group of people you know for work
a colleague	a person you work with
to exchange contacts	to give and get phone numbers or emails
to share experiences	to talk about what you have done
to attend training	to go to lessons to learn new skills
to get advice	to receive help or tips from someone
to be respectful	to be polite and careful with others
to be helpful	to do things that help others
to trust somebody	to believe that someone is honest and reliable
a step to grow in hospitality	an action to improve your work in hotels or restaurants
to reach a higher position	to get a better job at work
to adapt to trends	to change according to new styles or habits
guest expectations	what guests want or hope for
to appear	to be seen or show up
to succeed	to do well or reach a goal
to attend a workshop	to go to a class to learn something
an eco-friendly practice	a way of doing things that helps the environment
to notice somebody	to see someone or pay attention to them
to stay updated	to know the latest news or information
valuable	important or useful
ready for promotions	prepared to get a better job at work
to improve experiences for guests	to make guests' time better and more enjoyable
to maintain passion	to keep liking and caring about your work
to be patient	to wait calmly without getting angry
to be stressful	to make you feel worried or tense
to stay enthusiastic	to keep being excited and interested

Phrase

an employee
to be motivated
to be committed
to improve skills
to grow in one's career
to provide a good experience
to keep a passion alive
guest satisfaction
to grow together

Definition

a person who works for a company
to want to do something well
to work hard and stay responsible
to get better at doing something
to become better and get a higher job
to make someone happy with what you do
to continue liking and enjoying something
guests being happy with their visit
to get better with other people as a team