
 Part 1 — Front Desk Vocabulary (≈250 words)

Vocabulary	Definition (A1 English)
upgrade	get a better room or service for more money
offer	something special the hotel gives
promotion	short-time special offer
discount	lower price
deal	offer with good price
special rate	cheaper price for a short time
package	room and services sold together
booking	a plan to stay at the hotel
reservation	same as booking
guest	person staying in the hotel
customer	person who buys something
stay	time the guest is in the hotel
check-in	when the guest arrives
check-out	when the guest leaves
arrival	coming to the hotel
departure	leaving the hotel
early check-in	arrive before normal time
late check-out	leave after normal time
extend stay	stay more nights
shorten stay	leave earlier
front desk	main counter for guests
reception	place where guests check in
receptionist	person at front desk
front office	area for reception work
manager	person who leads staff
duty manager	manager on duty
concierge	person who helps guests with tours or taxis
bellboy	staff who carries bags
porter	same as bellboy
doorman	person who opens the door
lobby	main entrance area
lounge	place to sit and wait

Vocabulary	Definition (A1 English)
key card	plastic card for room
room key	metal key for room
elevator	lift to go up and down
stairs	steps between floors
luggage	guest's bags
suitcase	big travel bag
trolley	cart for luggage
parking	place to leave a car
valet parking	staff parks guest's car
driver	person who drives
taxi	car for transport
transfer	ride to or from airport
airport transfer	car service for airport
shuttle	shared van to another place
welcome drink	free drink at arrival
welcome gift	small present for guest
deposit	money guest pays before stay
refund	money returned to guest
pre-payment	pay before arrival
balance	rest of the payment
bill	paper with total cost
receipt	paper after payment
payment	giving money for something
cash	coins or paper money
credit card	card to pay
debit card	card from bank account
signature	your written name
invoice	formal paper for business payment
room rate	price per night
per night	price for one night
per person	price for each person
amount	how much money
total	all money together
cost	price of something
value	how good something is for the price
cheaper	costs less money
expensive	costs more money

Vocabulary	Definition (A1 English)
save money	keep money, spend less
card machine	tool to take card payments
POS machine	same as card machine
available	ready to use
not available	cannot use now
fully booked	no rooms left
waiting list	list for next open room
request	ask for something
confirm	say yes, sure
cancel	stop a booking
check	look again
double-check	check two times
upgrade fee	money for a better room
extension fee	money to stay longer
late check-out fee	money for late leaving
extra charge	more money to pay
complimentary	free, no payment
free upgrade	better room at no cost
special offer	good price for a short time
limited offer	only for short time
last minute	very close to check-in time
availability	if rooms are free
occupancy	how full the hotel is
busy	many guests
quiet	few guests
season	time of year
high season	busy time
low season	quiet time
holiday	special free day
weekend	Saturday and Sunday
weekday	Monday to Friday
travel agency	company that sells trips
online booking	booking on internet
email	online message
phone call	talk by telephone
message	short written note

Vocabulary	Definition (A1 English)
contact	talk to someone
information	details about something
detail	small fact
confirm number	booking number
ID card	personal paper with photo
passport	travel paper for ID
visa	travel paper for entry
nationality	country of person
signature card	guest sign form
registration form	paper to fill in
guest card	form with guest data
address	place where someone lives
phone number	number to call
email address	contact by internet
arrival time	time guest comes
departure time	time guest leaves
flight number	number of guest's plane
transport service	car help from hotel
map	drawing of area
direction	way to go
location	place of hotel
near	close to
far	not close
opposite	across from
next to	beside
behind	at the back of
in front of	before something
upstairs	on higher floor
downstairs	on lower floor
floor	level in a building
ground floor	first level
top floor	highest level
view	what you can see
sea view	view of sea

Vocabulary	Definition (A1 English)
city view	view of city
mountain view	view of mountains
garden view	view of garden
balcony	small outdoor space
terrace	big outdoor space
quiet room	room with no noise
large room	big room
small room	little room
family room	room for family
connecting room	two rooms with door between
suite	large, special room
deluxe room	high-quality room
superior room	room one step better
standard room	basic room
single room	room for one
double room	room for two
twin room	room with two beds
bed	place to sleep
king bed	big bed for two
queen bed	medium-big bed
twin beds	two single beds
extra bed	one more bed
baby cot	small bed for baby
pillow	soft thing for head
blanket	cover for sleeping
sheet	thin cloth on bed
towel	cloth to dry body
bathrobe	big towel coat
slippers	soft shoes for room
amenities	small free items (soap, etc.)
soap	for washing hands
shampoo	for washing hair
conditioner	softener for hair
toothbrush	brush for teeth
toothpaste	cream for teeth
tissue	soft paper

Vocabulary	Definition (A1 English)
hair dryer	machine to dry hair
iron	machine to make clothes flat
laundry	washing clothes
pressing	ironing clothes
dry cleaning	special washing service
request form	paper to ask service
service charge	small money for service
feedback	guest opinion
comment	what the guest says
review	online comment
satisfaction	feeling happy
complaint	problem guest tells
solution	way to fix problem
answer	reply to question
question	ask for information
help	give support
explain	say clearly
recommend	say it's good
suggest	give an idea
polite	kind and nice
smile	happy face
welcome	say hello nicely
thank you	say thanks
you're welcome	polite answer to thanks
please	polite word for asking
sorry	polite for mistake
enjoy your stay	have a good time here

Part 2 — Spa & Wellness Vocabulary (≈ 150 words)

Vocabulary	Definition (A1 English)
spa	place to relax and get treatments
massage	touch the body to help relax
treatment	special service for body or face
therapy	care to make body or mind feel good
relaxation	time to rest and feel calm
wellness	feeling healthy and good
beauty	how nice you look
body scrub	clean skin with soft salt or sugar
body wrap	cover body with cream or herbs
facial	care for the face
manicure	care for hands and nails
pedicure	care for feet and nails
aroma	nice smell
aromatherapy	use of oils with smell for health
essential oil	strong oil from plants
lotion	soft cream for skin
cream	thick soft lotion
oil	smooth liquid for skin
steam room	hot wet room for relaxing
sauna	hot dry room for relaxing
jacuzzi	hot pool with bubbles
hot tub	small warm pool
pool	place to swim
relaxation area	quiet place to rest
spa menu	list of spa treatments
spa package	group of services together
couple treatment	spa for two people
private room	room for one guest
open-air	outside, not inside
therapist	person who gives massage
spa staff	workers in the spa
guest	person using the spa
robe	long soft coat to wear in spa
towel	cloth to dry body
slippers	soft shoes for spa
shower	wash under water
bath	relax in water
bathtub	big bowl for bath
scent	smell
candle	stick with light
soft music	quiet relaxing music

Vocabulary	Definition (A1 English)
calm	quiet and peaceful
peaceful	with no noise or stress
comfortable	easy and pleasant feeling
relax	stop working, feel calm
refresh	feel new and full of energy
recharge	get energy again
rest	take a break
breathe	take air in and out
deep breath	slow, long air in and out
stress	feeling worried
tension	tight feeling in muscles
muscle	part of body that moves
skin	outside cover of body
soft skin	smooth skin
smooth	not rough
natural	from nature, not chemical
organic	from plants, not chemical
herbal	from herbs or plants
traditional	old-style method
Thai massage	body care from Thailand
Swedish massage	soft body massage
foot massage	massage for feet
back massage	massage for back
head massage	massage for head
full-body massage	massage for all body
hot stone massage	massage with warm stones
oil massage	massage with oil
dry massage	massage without oil
pressure	push on body
light pressure	soft push
medium pressure	normal push
strong pressure	hard push
spa opening hours	time spa is open
appointment	time you plan to come
book	make a reservation
cancel	stop the appointment
change	make different time
confirm	say yes to booking
walk-in	come without booking
available	ready to use
fully booked	no time free
spa voucher	paper to get free spa service

Vocabulary	Definition (A1 English)
gift card	card for giving spa as present
special offer	lower price for spa
discount	less money to pay
promotion	short-time offer
package deal	group of services for one price
free upgrade	better service for no extra cost
recommendation	good idea for guest
suggest	tell what is good
suitable	good match for person
benefit	something good you get
result	what happens after treatment
healthy	feeling well and fine
fit	strong and healthy
energy	power to move
tired	need rest
sore	hurting a little
pain	bad feeling in body
healing	helping to get better
recovery	time to get better
comfort	feeling easy and good
experience	something you do or feel
enjoy	feel happy about something
special request	something extra guest wants
preference	what guest likes
temperature	how hot or cold it is
privacy	quiet time alone
quiet zone	place with no talking
drink	something to have after spa
tea	hot drink from plants
herbal tea	tea from herbs
refreshment	small drink or snack
towel service	get fresh towels
shower room	room to wash
locker	small box to keep things
key	open the locker
safety	being safe
hygiene	clean and healthy care
clean	not dirty
tidy	everything in order
scent candle	candle with nice smell
spa experience	all time spent in spa
satisfaction	happy feeling after service

Vocabulary	Definition (A1 English)
feedback	what guest says after
repeat guest	guest who comes again
loyalty	guest stays with same spa
membership	card for special guests
regular guest	person who comes often
relaxing music	soft slow sounds

Part 3 — Restaurant & Bar Vocabulary (≈ 150 words)

Vocabulary	Definition (A1 English)
restaurant	place to eat
bar	place to drink
menu	list of food and drinks
à la carte	choose each dish from menu
buffet	many dishes to take yourself
breakfast	morning meal
lunch	midday meal
dinner	evening meal
meal	food you eat at one time
snack	small food between meals
starter	first small dish
main course	biggest dish
dessert	sweet food after main course
beverage	drink
soft drink	non-alcoholic drink
cocktail	mixed alcoholic drink
wine	drink made from grapes
red wine	dark wine
white wine	light wine
rosé wine	pink wine
beer	drink made from hops
juice	drink from fruit
water	clear drink
sparkling water	water with gas
still water	water with no gas
coffee	hot drink from beans
tea	hot drink from leaves
milk	white drink from cows
service	help the staff gives
waiter	man who serves food
waitress	woman who serves food

Vocabulary	Definition (A1 English)
server	person who serves food
chef	person who cooks
cook	person who makes food
kitchen	place where food is made
table	flat place to eat
chair	seat for one person
tablecloth	cloth on table
napkin	cloth or paper for mouth
fork	tool to eat
knife	tool to cut
spoon	tool for soup or dessert
plate	flat dish for food
bowl	round dish for soup
glass	cup for drinks
cup	small glass for hot drink
order	ask for food or drink
recommend	say something is good
suggest	tell an idea
choice	what guest can pick
option	another choice
special	dish for a short time
today's special	meal made only today
set menu	menu with fixed dishes
side dish	small dish next to main food
salad	mix of vegetables
soup	hot liquid food
meat	food from animals
chicken	meat from bird
fish	food from the sea
seafood	food from the sea
vegetarian	no meat
vegan	no animal food
grill	cook over fire
fried	cooked in oil
boiled	cooked in hot water
steamed	cooked in hot steam
baked	cooked in oven
fresh	new and not old
tasty	good to eat
delicious	very good taste
spicy	with strong hot taste
sweet	with sugar taste

Vocabulary	Definition (A1 English)
sour	with lemon taste
salty	with salt taste
bitter	not sweet
portion	amount of food
large portion	big amount of food
small portion	little amount of food
share	eat together
serve	give food to guest
service charge	money added for service
bill	paper with total cost
check	same as bill
pay	give money for food
tip	extra money for staff
cash	paper money
card	plastic payment card
reservation	booking a table
walk-in	come without booking
table for two	place for two people
available	free to use
fully booked	no tables free
opening hours	time when open
close	stop serving
open	start serving
menu card	paper with list of food
wine list	list of wines
drink list	list of drinks
order form	paper to choose food
course	part of meal
plate up	put food on plate
clear table	take away dishes
refill	add more drink
extra	something more
add-on	extra item or service
combo	mix of food items together
happy hour	time with cheap drinks
offer	special lower price
promotion	short-time special price
discount	lower price
free drink	drink with no cost
upgrade	better drink or dish
upsell	offer a better or larger item
premium	high-quality choice

Vocabulary	Definition (A1 English)
local dish	food from the area
international dish	food from other countries
signature dish	special dish of the chef
seasonal	food for one season
organic	food grown naturally
healthy	good for body
fresh juice	juice from real fruit
homemade	made in the kitchen
portion size	how big the dish is
share platter	big plate for two or more
recommend wine	tell good wine for food
pairing	match food and drink
table service	staff brings food
buffet line	place where food stands
refill drink	fill glass again
dessert menu	list of sweets
birthday cake	special cake for guest
celebration	happy special event
candle	light on cake
reservation name	name for booking
enjoy your meal	polite wish before eating
satisfaction	happy feeling with food
feedback	what guest says after
repeat guest	person who comes again
special request	extra wish of guest
allergy	food that makes someone sick
gluten-free	food without gluten
dairy-free	food without milk
vegan option	food for vegans
children's menu	food for kids
high chair	chair for small child
ambience	feeling or mood in restaurant
candlelight	light from candles
music	sound in restaurant
view	what you see from table
window table	table near window
outdoor seating	tables outside
indoor seating	tables inside
quiet area	place with less noise
bar counter	long table for drinks
stool	high chair at bar
bartender	person who makes drinks

Vocabulary	Definition (A1 English)
mix	put drinks together
shake	mix with ice
stir	move drink slowly
garnish	decoration on food or drink
glassware	glasses for serving drinks
ice	frozen water
straw	tube for drinking
napkin	paper or cloth for hands

🗨 Part 4 — Sales, Offers & Guest Relations Vocabulary (≈150 words)

Vocabulary	Definition (A1 English)
upsell	offer something better or more expensive
cross-sell	offer something different but related
promotion	short-time special offer
offer	something special to buy
deal	good price or package
discount	lower price
package	room and service sold together
upgrade	give better room or service
complimentary	free, no payment
voucher	paper for free service
coupon	paper for discount
gift card	card for giving service
special rate	lower price for short time
limited offer	short-time offer
best price	lowest price available
save money	spend less money
value	how good something is for the price
high quality	very good
luxury	very high quality
exclusive	only for special guests
premium	top-quality service
benefit	something good you get
feature	part of a product
advantage	something better
choice	what guest can pick
option	other choice
package deal	many things sold together
add-on	extra item or service
extra	something more
free night	stay one night with no cost

Vocabulary	Definition (A1 English)
loyalty	guest comes back again
membership	special group for guests
repeat guest	person who returns
new guest	person who comes first time
guest relation	help guests feel happy
customer service	help for customers
welcome	greet a guest nicely
greet	say hello
smile	happy face
polite	kind and respectful
friendly	nice and helpful
kind	good and nice
helpful	ready to help
professional	working with skill
confident	sure about yourself
honest	telling the truth
trust	believe someone is good
respect	show care for others
listen	hear carefully
understand	know what someone means
need	something guest wants
wish	something guest hopes for
want	something guest would like
interest	what guest likes
request	ask for something
offer help	say you can help
suggest	give an idea
recommend	say something is good
introduce	show something new
explain	say clearly
inform	give information
show	let guest see
tell	say with words
ask	say question
answer	say reply
confirm	say yes or sure
remind	tell again later
thank	say thanks
apologize	say sorry
solve	fix a problem
support	help or assist
assist	help guest

Vocabulary	Definition (A1 English)
handle	take care of something
manage	control or lead
serve	give service
deliver	bring something
arrange	make a plan
organize	put things in order
prepare	get ready
offer again	ask again politely
follow up	check again later
confirm booking	check reservation is right
check availability	see if free
hold room	keep room for guest
update	give new information
inform guest	tell the guest
contact	talk to someone
call	talk by phone
message	short written text
email	online message
feedback	guest's opinion
comment	what guest says
review	guest's opinion online
rating	score from guest
complaint	problem guest tells
satisfaction	happy feeling
happy guest	guest who feels good
unhappy guest	guest with problem
handle complaint	help fix guest's issue
solve problem	find a way to fix
say sorry	apologize
offer solution	give way to fix problem
follow up	check if guest is happy
thank guest	show thanks
appreciate	say thank you with feeling
feedback form	paper for comments
survey	short list of questions
guest history	information about guest visits
personal touch	small caring action
attention	careful service
special request	guest's extra wish
surprise	good unexpected thing
delight	make guest very happy
gesture	small action to show care

Vocabulary	Definition (A1 English)
goodwill	kind action from hotel
offer choice	give guest options
suggest upgrade	offer better room
show benefit	explain why it's good
highlight	make something important
limited time	short-time offer
book now	ask guest to book today
best deal	best price and offer
save	keep money
try	do something new
enjoy	feel happy
experience	time doing something special
exclusive deal	only for hotel guests
today only	offer ends today
extra night	one more night stay
room upgrade	better room for guest
free breakfast	no-cost breakfast
spa access	use of spa
meal plan	include food with stay
early bird	cheaper if booked early
last minute	short-time before stay
loyalty program	special points system
reward	gift for loyal guest
points	numbers for reward
redeem	use points for gift
birthday offer	special for birthday
anniversary offer	special for special date
thank-you gift	small present
follow-up email	message after visit

Part 5 — Common Verbs & Adjectives for Selling & Upselling (~200+ words)

Vocabulary	Definition (A1 English)
suggest	give an idea
recommend	say something is good
offer	give something special
propose	tell what guest can do
explain	say clearly
highlight	make something important
show	let guest see
describe	tell what something is like

Vocabulary	Definition (A1 English)
inform	give information
introduce	show something new
present	show and explain
emphasize	show it is important
mention	say briefly
invite	ask guest to do something
promote	sell something actively
sell	give something for money
upsell	offer better or more expensive
cross-sell	offer other product too
suggest upgrade	offer better room or service
recommend upgrade	suggest better option
offer package	sell room with services
explain benefits	tell why it is good
describe features	tell main points
highlight value	show why price is good
encourage	give confidence to do
persuade	convince guest to buy
convince	make guest agree
guide	lead guest to choice
assist	help guest
handle	take care of something
serve	give service
deliver	bring product or service
prepare	get ready
arrange	make plan or order
organize	put things in order
follow up	check later
remind	tell again
confirm	say yes it is correct
acknowledge	show you understand
answer	reply
solve	fix problem
manage	control or lead
provide	give
welcome	greet guest
greet	say hello
smile	show happy face
appreciate	say thanks with feeling
delight	make guest very happy
satisfy	make guest happy
enjoy	feel happy about something

Vocabulary	Definition (A1 English)
impress	make guest feel good
attract	get attention
engage	involve guest
motivate	give reason to act
explain clearly	say so guest understands
emphasize value	show guest it is worth it
describe quality	tell guest it is good
compare	show difference between things
recommend option	suggest good choice
highlight benefit	show advantage
mention feature	say important point
reassure	make guest feel safe
guarantee	promise
include	put in service
add	put more
combine	join things together
choose	pick
select	pick carefully
prefer	like more
enjoy more	like extra
relax	feel calm
refresh	feel new
renew	feel better
upgrade	make better
improve	make better
enhance	make higher quality
increase	make bigger
extend	make longer
expand	make bigger
maximize	get most
offer choice	give options
present option	show choice
suggest menu	recommend dish
recommend spa	suggest treatment
highlight room	show best feature
provide info	give details
answer question	reply to guest
assist guest	help guest
explain clearly	tell so guest understands
solve issue	fix problem
manage expectation	handle guest hope
exceed expectation	do more than guest wants

Vocabulary	Definition (A1 English)
follow guest	check satisfaction
delight guest	make very happy
polite	kind and respectful
friendly	nice and kind
helpful	ready to help
professional	skillful at work
confident	sure about yourself
honest	tell truth
attentive	watch carefully
caring	show you care
responsive	reply quickly
positive	good attitude
cheerful	happy and kind
warm	friendly and kind
kind	good to others
approachable	easy to talk to
energetic	full of energy
flexible	can change easily
creative	make new ideas
patient	wait calmly
polite offer	offer kindly
soft suggestion	gentle advice
limited-time	short period
exclusive	only for special guests
premium	high quality
special	not normal, better
unique	only one
elegant	very nice and stylish
luxurious	very comfortable
comfortable	nice to feel
convenient	easy and simple
practical	useful
modern	new style
attractive	nice to see
appealing	nice and inviting
tasty	good to eat
delicious	very nice to eat
fresh	new, not old
healthy	good for body
organic	from nature
relaxing	makes calm
peaceful	quiet and calm

Vocabulary	Definition (A1 English)
rejuvenating	gives new energy
refreshing	makes feel new
clean	not dirty
tidy	organized
safe	not dangerous
secure	protected
private	only for guest
quiet	not loud
bright	with much light
cozy	comfortable and nice
spacious	big space
warm atmosphere	nice feeling
cool atmosphere	comfortable and calm
romantic	for couples
elegant style	very nice design
charming	attractive and nice
inviting	makes guest come
memorable	guest will remember
special experience	not normal, very good
high standard	very good quality
first-class	very best
top-notch	excellent
excellent	very good
perfect	exactly right
amazing	very nice
wonderful	very good
exceptional	much better than normal
outstanding	very very good
ideal	exactly what you need
suitable	right for guest
desirable	very wanted
attractive offer	guest wants it
limited availability	only a few
last chance	final opportunity
popular	many people like
best-seller	most sold item
favorite	most liked
recommended	suggested as good
must-try	guest should try
signature	hotel's special
iconic	famous and special
value for money	good price

Vocabulary	Definition (A1 English)
guest satisfaction	guest is happy
memorable stay	guest will remember stay
unforgettable	will not forget
repeat visit	guest comes again
loyal guest	guest comes often
VIP	very important guest
exclusive access	special permission
premium package	best service together
complimentary	free of cost
bonus	extra gift or service
added benefit	extra good thing
special surprise	guest does not expect
limited edition	special and few
seasonal offer	for this time of year
today only	only today
early bird	cheaper if booked early
last-minute	offer close to date
final call	last chance
don't miss	guest should take it
try it	guest should do
experience it	guest should try
enjoy it	guest will like
feel it	guest will notice
explore	see and try
indulge	give guest pleasure
treat yourself	guest enjoy something
pamper	make guest feel good
relax fully	calm completely
unwind	rest and relax
refresh mind	feel new mentally
refresh body	feel new physically
recharge	get energy
rejuvenate	feel new again
energize	make strong
calm	quiet and relaxed
satisfied	happy with service
happy	feel good
delighted	very happy
amazed	surprised in good way
impressed	guest feels good
confident	guest feels sure
pleased	happy

Vocabulary	Definition (A1 English)
thrilled	very happy
content	satisfied
comfortable	feel good
safe	protected
secure	safe
cared for	feel looked after
