

Word / Phrase	Meaning (A1 level)
to skyrocket	to rise or go up very fast
cheat sheet	a small paper with short notes to help remember things
to serve people	to help or work for others
an event	something that happens, like a party or a meeting
core idea	the main or most important idea
an opportunity	a good chance to do something
entry-level jobs	simple jobs for people who are just starting to work
to solve a problem	to find an answer to something difficult
attention to detail	being careful and checking small things
patience	being calm and not angry when waiting
responsibility	something you must do or take care of
work ethics	being honest and hardworking in your job
an ingredient	something you use to make food or another thing
key skills	the most important abilities you need for something
to gain experience	to learn by doing something
a task	a small job or thing you must do
to observe	to watch carefully
company operation	how a business works every day
to practice behavior	to do actions again and again to learn how to act well
to be polite	to be kind and use nice words with people
to dress well	to wear clean and nice clothes
punctuality	being on time
career advancement	moving up to a better job
responsibilities	things you must do or take care of
skills needed	abilities you must have for a job
to schedule shifts	to plan when people will work
to run an operation	to manage how work is done
to handle complaints	to listen to problems and try to fix them
decision-making	choosing what to do
to run a department	to be the boss of one part of a company
budgeting	planning how to use money
team development	helping a group of workers learn and grow
to oversee multiple departments	to manage several parts of a company
strategic thinking	planning carefully for the future
advanced leadership	strong skills in guiding and helping others
customer satisfaction	when customers are happy with the service
to advance	to move forward or get a better job
soft skills	personal skills like talking, listening, and teamwork
to be proactive	to act before problems happen

Word / Phrase	Meaning (A1 level)
to offer a solution	to give an idea to fix a problem
to improve guest experience	to make visitors feel happier and more comfortable
long-term growth	slowly getting bigger or better over a long time
multi-property manager	a person who takes care of many hotels or buildings
an entrepreneur	a person who starts their own business
sales knowledge	knowing how to sell things well
success	doing something well and reaching your goals
to focus on guest satisfaction	to try hard to make visitors happy
to build a strong network	to make good work connections with many people
to adapt to trends	to change with what is new or popular
to maintain passion	to keep your strong love or interest for what you do

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