

Word / Phrase	Definition
to grow in hospitality	to become better at helping and welcoming guests
to take a course	to study a subject in school or online
to take a diploma	to complete a study program and get a diploma
to solve a problem	to find an answer to a problem
to study online	to learn using the internet
a certificate	a paper that shows you have finished a course
to be serious	to not joke and to focus on something
to improve	to become better at something
to share ideas	to tell other people your thoughts or plans
to feel comfortable	to feel happy and relaxed
easy words	words that are simple to understand
to greet	to say hello to someone
to thank guests	to say "thank you" to people who visit
to be useful	to help someone or something
to study online	to learn using the internet
to practice with friends	to do something together with friends to get better
to watch movies	to look at a film on TV, computer, or phone
to care about guests	to help and be kind to people who visit
soft skills	personal skills to work well with people
leadership	the ability to guide or help a group
communication	the ability to talk, listen, and share ideas
decision-making	the ability to choose what to do
to choose the best solution	to pick the best answer or idea
to practice skills	to do something again and again to get better
to be respectful	to be kind and polite to others
proactive	to do something before a problem happens
to offer a solution	to give an idea to fix a problem
to improve guest experience	to make a visitor's time better
right away	immediately, without waiting
to suggest something	to give an idea to someone
an effort	trying hard to do something
to care about one's job	to be interested and responsible in your work
a special experience	something unusual and memorable