

Word/Phrase	Meaning
Communication	Talking or writing to share ideas or information.
In a good way	Doing something nicely or correctly.
Polite words	Kind and respectful words like “please” and “thank you.”
Kindly	In a friendly and caring way.
Especially	More than others; in a special way.
A warm tone (speaking)	Speaking with a friendly and nice voice.
To feel welcome	To feel happy and comfortable when you arrive somewhere.
To avoid mistakes	To try not to do something wrong.
To trust somebody	To believe someone is honest and good.
To enjoy a stay	To have a good time while you are visiting a place.
Customer service	Helping guests or customers in a friendly way.
To take care of guests	To help guests and make sure they are happy.
To feel comfortable	To feel relaxed and good.
To be helpful	To do things that make it easier for others.
To try to help quickly	To help fast when someone needs something.
To stay calm	To not get angry or worried.
To be polite	To use kind words and good manners.
To fix a problem	To make something work again or make it right.
To argue with a guest	To speak in an angry way with a guest.
An act of kindness	Doing something nice for someone.
To give directions	To tell someone how to go to a place.
To make a guest feel special	To do something kind so a guest feels happy and important.
A cleaning room (hotel)	A room where staff clean and make the hotel ready for guests.
To talk nicely	To speak in a friendly and kind way.
To be kind	To do nice things for others.
To offer help	To say you want to help someone.
To fix a problem	To make something right or work again.
To blame others	To say someone else did something wrong.
To give guests a great experience	To make guests happy and enjoy their stay.
Punctuality	Being on time.
Reliability	Being someone people can trust to do things well.
To trust somebody	To believe that someone is honest and good.
A skill	Something you can do well.
To be late	To arrive after the correct time.
To be reliable	To do what you say and do it well.
To do a task well	To finish work in a good way.
To follow instructions	To do what someone tells you step by step.
As soon as possible (ASAP)	To do something quickly, without waiting.
To be on time	To arrive at the right time.
To respect somebody	To be kind and polite to someone.

Word/Phrase	Meaning
To run smoothly	To work without problems.
Maybe	It is possible, but not sure.
The food is late	The food comes later than expected.
To stay calm	To not get angry or worried.
To be polite	To use kind words and good manners.
To fix a problem	To make something right or work again.
To speak kindly	To talk in a friendly and nice way.
In a good way	Doing something nicely or correctly.
To feel safe	To not feel danger or worry.
To think clearly	To understand and decide easily.
To stay positive	To think in a happy and good way.
To grow (as a person)	To learn and become a better person.

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