

5-star hotel receptionist vocabulary

reception and lobby

vocabulary	definition (a1)	translation
reception	the place where guests check in	
front desk	desk where guests get help	
lobby	main area at the entrance	
lobby lounge	comfortable area for guests to sit	
receptionist	person at the front desk	
concierge	worker who helps guests with requests	
bell desk	place for luggage help	
bellboy / porter	person who carries guests' luggage	
do not disturb	sign to stop being interrupted	
elevator	box to go up and down floors	
elevator key	key to use the elevator	
floor	one level of the building	
waiting area	place for guests to wait	
guest information	data about a guest	
vip guest	very important guest	
lobby directory	list of places in the hotel	
guest welcome	greeting for guest arrival	

welcome letter	paper welcoming the guest
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information desk	desk to ask questions
lobby sign	sign showing directions
hotel map	map showing hotel layout
public area	place everyone can use
guest assistance	helping the guest
reception computer	computer for front desk work
front office	area for guest administration

lobby manager	person in charge of lobby
guest greeting	saying hello to guest
bell service	assistance with luggage
porter service	assistance with bags

booking and reservations

vocabulary	definition (a1)	translation
reservation	booking for a room	
booking confirmation	paper/email showing room is booked	
reservation number	number for the booking	
reservation form	paper with guest booking details	
booking system	computer program for reservations	
reservation request	guest asks for booking	
cancellation	stopping a booking	
refund	money returned after cancellation	
special request	guest asks for something extra	
room rate	price per night	
deposit	money paid before staying	
check-in	when guest comes to start staying	
check-out	when guest leaves the hotel	
early check-in	arriving before usual time	
late check-out	leaving after usual time	
overbooking	hotel has more guests than rooms	
walk-in guest	guest without reservation	
booking policy	hotel rules for reservations	
payment guarantee	promise to pay for booking	
guest profile	information about guest	
room availability	rooms free for booking	
online booking	booking on internet	
booking agent	person who books rooms	
reservation desk	desk for booking rooms	
confirmed booking	booking accepted	
pending booking	booking not yet accepted	
cancelled booking	booking that was stopped	
reservation change	change in booking	
guest registration	filling guest information	

guest rooms

vocabulary	definition (a1)	translation
guest	person staying at hotel	
room	place where guest sleeps	
single room	room for one person	
double room	room for two people	
twin room	room with two separate beds	

suite	big luxury room
junior suite	small suite
executive suite	room with office space
deluxe room	better quality room
standard room	normal room
accessible room	room for disabled guest
connecting rooms	rooms joined by door
adjacent rooms	rooms next to each other
room key	key for guest's room
key card	electronic key card
room upgrade	better room given
extra bed	additional bed
cot	small bed for child
rollaway bed	moveable extra bed
amenities	extra things in the room
amenities kit	small items for guest use
bathrobe	robe for guest
slippers	soft shoes for guest
towels	cloths to dry body
linen	sheets, pillowcases, towels
pillow	soft thing to rest head on
blanket	bed cover
duvet	soft bed cover
mattress	bed surface for sleeping
nightstand	small table next to bed
desk	table to work
chair	seat for sitting
wardrobe	place to hang clothes
closet	storage for clothes
minibar	small fridge with drinks
safe	lockable box for valuables
television	screen to watch shows
remote control	device to control tv
telephone	phone in the room
air conditioning	device to cool room
heater	device to warm room
lighting	lamps in the room
curtains	fabric to cover windows
balcony	outdoor space in room
patio	small outdoor area
bathroom	room with shower or bath
shower	place to wash
bathtub	large tub to bathe

sink	place to wash hands
toilet	place to go
mirror	glass to see reflection
hairdryer	device to dry hair
toiletries	soap, shampoo, and cream

services and housekeeping

vocabulary	definition (a1)	translation
housekeeping	team who cleans rooms	
room service	food or drinks brought to rooms	
laundry service	washing guest clothes	
cleaning supplies	things used to clean rooms	
trash bin	container for garbage	
turndown service	preparing room for night	
maintenance	fixing things in hotel	
lost and found	place for lost items	
wake-up call	phone call to wake guest	
housekeeping request	asking cleaning service	
ironing service	ironing guest clothes	
dry cleaning	special washing of clothes	
fresh towels	new towels for guest	
extra amenities	additional items in room	
minibar refill	restocking drinks in minibar	
room inspection	checking room condition	
bed making	arranging bed neatly	
vacuuming	cleaning floor with vacuum	
dusting	removing dust from surfaces	
toiletries refill	adding soap, shampoo, etc.	

payments and billing

vocabulary	definition (a1)	translation
credit card	card to pay money	
debit card	bank card to pay	
invoice	paper showing what guest must pay	
receipt	paper showing what guest paid	
bill	another word for invoice	
payment method	way to pay money	
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hotel charges	costs for rooms or services	
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final bill	last payment at check-out	
cash payment	paying with money	

payment confirmation	proof of payment
outstanding balance	money guest still owes
room rate	price per night
service charge	extra cost for service
tax	government fee
gratuity	tip for service
credit authorization	approval to use card

customer service and communication

vocabulary	definition (a1)	translation
guest complaint	when guest says problem exists	
guest satisfaction	how happy guest is	
front desk phone	phone at reception	
intercom	hotel phone system	
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apology	saying sorry to guest	
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courtesy call	polite phone call to guest	
special attention	extra care for guest	
guest loyalty	returning guest	
service recovery	fixing service mistakes	
concierge advice	information from concierge	
welcome greeting	friendly hello to guest	

restaurants and bars

vocabulary	definition (a1)	translation
restaurant	place to eat	
bar	place to drink	
menu	list of food and drinks	
dining room	place for guests to eat	
reservation	booking table	
waiter / waitress	person serving guests	
table service	food served at table	
buffet	self-service meal	
room service menu	menu for in-room dining	
wine list	list of wines	
beverage	drink	

cocktail	mixed drink
chef	person who cooks
kitchen	place to cook
food presentation	arranging food nicely
special menu	extra food options
happy hour	discount drinks time
alcohol	drink with alcohol
soft drink	non-alcoholic drink
breakfast service	morning meal provided

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toilet	place to go	
mirror	glass to see reflection	
hairdryer	device to dry hair	
toiletries	soap, shampoo, and cream	

Perfect! I will continue the list in the same **format with lowercase first letters, three columns** (vocabulary, definition in A1, translation empty), adding all the sections you requested. This will be very long and cover most of what a 5-star hotel receptionist needs.

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breakfast service	morning meal provided	

spa, gym, and pool

vocabulary	definition (a1)	translation
spa	place for beauty and health treatments	
massage	rubbing body to relax	
sauna	hot steam room	
steam room	room with hot steam	
swimming pool	place to swim	
poolside	area near pool	
gym	room for exercise	
fitness center	gym for guests	
personal trainer	person to guide exercises	
yoga class	guided yoga exercise	
aerobics class	guided fitness exercise	
pool towels	towels for pool use	
spa treatment	massage or beauty service	
facial	treatment for face	
manicure	hand and nail care	
pedicure	foot and nail care	
hot tub	small heated pool	

vocabulary	definition (a1)	translation
jacuzzi	hot whirlpool bath	
swimming lessons	teaching swimming	
relaxation area	place to rest	

transportation and valet

vocabulary	definition (a1)	translation
valet	person who parks guest cars	
parking	place to leave cars	
parking lot	outdoor area for cars	
parking garage	building for parking	
car service	car provided for guest	
shuttle service	transport to airport or city	
taxi service	calling taxi for guest	
limousine	luxury car for guest	
airport transfer	transport to or from airport	
luggage transport	moving guest luggage	
pick-up	collecting guest	
drop-off	taking guest to place	
transportation desk	desk for transport help	
guest vehicle	car belonging to guest	
valet ticket	paper showing parked car	
shuttle schedule	times for shuttle	
ride request	asking for transport	
driver	person driving car	
rental car	car to rent	
parking validation	approval for free parking	

safety, security, and emergencies

vocabulary	definition (a1)	translation
security	protection of people and property	
security guard	person in charge of safety	
emergency exit	door for leaving in danger	
fire alarm	sound warning of fire	
fire extinguisher	device to stop fire	
first aid kit	box with medical supplies	
evacuation	leaving building quickly	
emergency phone	phone for urgent help	
safety procedure	steps to stay safe	
lost child	child separated from guardian	

vocabulary	definition (a1)	translation
guest safety	keeping guest safe	
security camera	camera to monitor area	
surveillance	watching for safety	
accident report	paper describing incident	
police contact	number to call police	
fire drill	practice to escape fire	
emergency plan	guide for urgent events	
medical emergency	serious health problem	
alarm system	system warning danger	
restricted area	place guests cannot enter	

events, meetings, and conferences

vocabulary	definition (a1)	translation
conference room	room for meetings	
meeting room	smaller room for meetings	
event planner	person organizing events	
banquet hall	large room for dining/events	
seminar	educational meeting	
workshop	class or training session	
audio-visual equipment	screens, projectors, microphones	
projector	device to show images	
microphone	device to speak louder	
speaker	person giving presentation	
registration desk	desk to sign in guests	
attendee	person attending meeting	
catering service	providing food/drinks	
conference package	offer including room + services	
seating arrangement	plan of where people sit	
agenda	schedule of meeting	
event schedule	timetable of event	
breakout room	small room for discussion	
presentation	showing information to group	
conference call	phone call with many participants	

luxury experiences

vocabulary	definition (a1)	translation
vip service	special service for important guest	
concierge service	help with tickets, tours, transport	
limousine service	luxury car transport	
private dining	exclusive meal for guest	

vocabulary	definition (a1)	translation
personal butler	assistant for guest	
luxury suite	very high-quality room	
spa treatment	massage or beauty service	
exclusive access	special place only for guest	
pillow menu	choice of pillows for guest	
turn-down service	preparing room at night	
personal shopper	helps guest buy items	
private tour	guided trip for guest only	
wine tasting	trying different wines	
champagne service	serving champagne to guest	
valet parking	parking car for guest	
in-room check-in	check-in in guest room	
welcome amenities	gifts for guest arrival	
express check-out	fast leaving process	
private lounge	exclusive lounge for vip	
signature service	hotel's special service	

hotel policies, rules, and regulations

vocabulary	definition (a1)	translation
hotel policy	rules of hotel	
check-in time	when guests can arrive	
check-out time	when guests must leave	
cancellation policy	rules for stopping booking	
no smoking	smoking is not allowed	
pet policy	rules for pets	
age restriction	minimum age for guests	
payment policy	rules for paying	
deposit requirement	money to pay before arrival	
dress code	required clothing	
noise policy	rules for quiet	
liability	hotel responsibility	
privacy policy	rules for guest information	
lost property policy	rules for lost items	
safety rules	rules for safety	
parking rules	rules for cars	
guest conduct	behavior expected	
smoking area	place to smoke	
damages policy	rules for damage	
internet policy	rules for wifi	

telephone and email phrases

vocabulary	definition (a1)	translation
hold on	wait on phone	
may i help you	asking how to help	
good morning	greeting in morning	
good afternoon	greeting in afternoon	
good evening	greeting in evening	
thank you for calling	polite phrase on phone	
could you spell that	asking for spelling	
one moment please	asking to wait	
transferring call	sending call to someone	
voicemail	recorded message	
message	information for someone	
follow-up email	email to check or remind	
confirmation email	email showing reservation	
complaint email	email reporting problem	
inquiry email	email asking questions	
polite closing	polite way to end email	
best regards	email closing	
sincerely	email closing	
thank you for your email	polite start for reply	
email attachment	file added to email	