
1. Guest arrival / check-in

Phrase	Meaning / Use
Welcome to [hotel name]	greeting guest at arrival
Do you have a reservation?	asking if guest booked a room
May i see your id or passport, please?	asking for identification
Can i confirm your booking details?	checking reservation information
Your room is ready	telling guest room is available
Here is your keycard	giving room key
Breakfast is served from 7 to 10	giving hotel info
Would you like assistance with your luggage?	offering help with bags
Enjoy your stay	polite farewell after check-in
May i have your contact details?	asking for phone/email
We have prepared a welcome drink	informing guest of complimentary item
Your room is on the [floor] floor	giving room location
Elevator is to your left/right	giving directions in lobby
Here is the wifi password	giving internet info
If you need anything, please call reception	offering assistance

2. Guest departure / check-out

Phrase	Meaning / Use
Are you ready to check out?	asking guest if ready to leave
May i have your room key, please?	collecting room key
Here is your bill, please review it	giving invoice
How would you like to pay?	asking for payment method
Cash, card, or contactless?	offering payment options
We will refund your deposit	telling guest money will be returned
Do you need a taxi or shuttle to the airport?	offering transport
Thank you for staying with us	polite farewell
We hope to see you again	polite farewell
Your receipt is ready	giving proof of payment
Please leave your feedback	asking for opinion
We hope you had a pleasant stay	polite comment about visit
Your luggage will be stored until your departure	informing luggage service

3. Reservations / booking

Phrase	Meaning / Use
May i help you with a reservation?	offering booking assistance
What dates will you be staying?	asking arrival/departure
What type of room would you like?	asking preference
Would you prefer a smoking or non-smoking room?	asking guest choice
We have availability on those dates	informing guest about free rooms
Unfortunately, we are fully booked	telling guest rooms are unavailable
Your booking is confirmed	confirming reservation
May i have your contact information?	asking phone/email
Would you like to request a special room?	asking for preferences
We require a deposit to hold the room	informing payment policy
You can cancel free of charge before [date]	giving cancellation info
Would you like to upgrade your room?	offering better room
This is your booking reference number	giving reference

4. Guest requests / assistance

Phrase	Meaning / Use
How may i assist you?	asking how to help guest
Would you like extra towels or pillows?	offering room items
I will arrange a wake-up call for you	offering wake-up service
Our housekeeping will attend your room shortly	informing cleaning service
Do you need directions to the city center?	offering navigation
We will look for your lost item and let you know	responding to lost item
Would you like room service?	offering food to room
I can book a taxi for you	arranging transportation
Would you like to make a restaurant reservation?	helping with dining
The spa is available from 9 am to 8 pm	giving facility info
We have a shuttle service to the airport	offering transport
Here is a map of the city	giving map
Your extra bed/crib will be ready in the room	confirming special request
Please let us know if you need more amenities	offering help

5. Handling complaints / problems

Phrase	Meaning / Use
I'm very sorry for the inconvenience	apologizing politely
Thank you for bringing this to our attention	acknowledging complaint

Phrase	Meaning / Use
We will resolve this issue immediately	assuring problem will be fixed
Would you like to speak to the manager?	offering escalation
We apologize for the delay/noise/discomfort	specific apology
Let me see how i can help you	showing willingness to assist
I will report this to maintenance	informing problem will be handled
We can offer compensation if you like	offering solution
Please accept our apologies	polite formal apology
We will ensure this does not happen again	reassuring guest
May i replace this item for you?	offering replacement
The staff will be instructed to correct this	informing action
Can i arrange an alternative for you?	suggesting solution

6. Payments / billing

Phrase	Meaning / Use
How would you like to pay?	asking payment method
Your total is [amount]	giving bill amount
Here is your receipt	giving proof of payment
Would you like a printed copy of the invoice?	offering copy
We accept cash, card, and contactless	explaining payment options
Your deposit will be refunded	informing about money return
Please review your bill	asking guest to check charges
There is an extra charge for minibar	informing additional cost
The service fee is included	explaining charges
Your payment has been processed	confirming payment
We can split the bill if you like	offering payment option
This invoice includes taxes	clarifying charges
May i confirm your payment details?	checking payment info

7. Phone and email communication

Phrase	Meaning / Use
Good morning, [hotel name], how may i help you?	phone greeting
May i put you on hold for a moment?	asking guest to wait
I will transfer your call to the relevant department	redirecting call
We have received your reservation request	confirming email/booking
Please let us know if you have any special requests	requesting information
I will call you back shortly	promise return call

Phrase	Meaning / Use
Can i take a message for you?	offering to record message
May i have your email address, please?	requesting email
Please check your inbox for confirmation	giving email instruction
Our front desk is available 24/7	giving service hours
Voicemail box is full, please try later	phone information
This is [name] from reception	introducing self on call
Thank you for contacting [hotel name]	polite email/phone closure

8. Hotel facilities / services

Phrase	Meaning / Use
Our restaurant is open from 7 am to 11 pm	giving restaurant info
Would you like to book a spa treatment?	offering spa service
The gym is open 24 hours for guests	giving gym info
Swimming pool hours are from 6 am to 10 pm	giving pool info
Wifi is available in all rooms	explaining internet access
The password is [password]	giving wifi info
We offer shuttle service to the airport	informing transport service
Laundry service is available daily	offering laundry
Dry cleaning is available upon request	informing service
Please contact the concierge for tickets	offering booking service
Parking is free for guests	giving parking info
Valet service is available	informing about valet
Conference rooms can be booked	offering meeting space
Room amenities include towels, soap, and shampoo	explaining room items
We have a gift shop on the first floor	giving hotel facility info
Newspapers are available daily	giving hotel info
Bicycles are available for rent	offering bike rental
Car rental service is available at reception	offering car rental

9. Common polite expressions

Phrase	Meaning / Use
Please	polite word to ask
Thank you	polite word to show thanks
You're welcome	polite reply to thanks
May i help you?	question to offer help
How can i assist you?	question to offer help
I'm happy to help	polite answer to guest
I apologize	polite way to say sorry

Phrase	Meaning / Use
Have a pleasant stay	polite phrase to wish good stay
Enjoy your day	polite phrase to wish good day
Pardon me	polite way to say sorry / excuse me
