
1. guest arrival / check-in

word / phrase	definition (a1 level)
reservation	a booking for a room before arrival
booking reference	a number to find your reservation
guest	a person staying at the hotel
visitor	someone who comes to the hotel
id / passport	official document to show who you are
check-in	when a guest arrives and gets a room
registration form	paper with guest information
room key / keycard	card to open the hotel room
arrival time	time when guest comes to the hotel
early check-in	arriving before normal check-in time
late check-in	arriving after normal check-in time
welcome / greetings	words to say hello to a guest
reception / front desk	place to meet hotel staff
luggage / baggage / suitcase	bags for travel
floor	level of the hotel where the room is
elevator / lift	machine to go up and down floors
room number	number of the guest's room
complimentary / free	something given without charge
smoking room	room where smoking is allowed
non-smoking room	room where smoking is not allowed
suite	big room with living area and bedroom
room ready	room is available for the guest
lobby	area near the front desk
bell	small item to ring for service
porter / bellboy	staff who carry luggage
concierge	staff who help with tickets, tours, information
key deposit	money given for room key
welcome drink	free drink for new guests
guest card	card with guest information
check-in time	normal time to arrive and get room
baggage claim	place to pick up luggage
guest list	list of arriving guests
vip guest	very important guest
frequent guest	guest who stays often
booking agent	person who makes reservation for guest
online booking	booking made on website
hotel app	app for hotel services

word / phrase	definition (a1 level)
room allocation	deciding which guest gets which room
hotel policy	rules for guests
identification check	check of passport or id
registration desk	desk for check-in
welcome letter	paper with hotel information
elevator key	key to use elevator in some hotels
lobby seating	chairs in front desk area

2. guest departure / check-out

word / phrase	definition (a1 level)
check-out	when a guest leaves the hotel
bill / invoice / folio	paper showing how much the guest must pay
payment	money given for room or service
cash / credit card / debit card	ways to pay for the room
deposit	money paid before arrival to hold the room
refund	money returned to guest
balance	money left to pay
receipt	paper showing payment is done
luggage storage	place to keep bags after check-out
porter / bellboy	staff who carry guest luggage
transportation	way to go somewhere (taxi, bus)
taxi / shuttle	transport for guest
feedback / comment	guest opinion about hotel
thank you / goodbye	polite words when guest leaves
late check-out	leaving after normal check-out time
express check-out	fast check-out process
outstanding charges	money still owed by guest
room inspection	check of room before leaving
key return	giving back room key
final invoice	last bill for stay
settle account	pay all money owed
luggage trolley	cart for luggage
valet parking	staff parks car for guest
lost property	items left behind
guest survey	questions about guest experience
departure lounge	area to wait before leaving
airport transfer	hotel service to airport
farewell gift	small gift when leaving
hotel exit	place to leave hotel
guest record	information about guest stay

word / phrase	definition (a1 level)
baggage check	check of luggage
exit time	time guest leaves
late fee	money charged for late check-out
express payment	fast payment method
room audit	check of charges in room
feedback form	paper for guest comments
thank you note	message to guest leaving

3. reservations / booking

word / phrase	definition (a1 level)
booking	reservation of a room
availability	if a room is free or not
fully booked	all rooms are full
vacant / free	room is available
occupied	room is used by guest
room type	single, double, twin, suite
rate / price	cost of room per night
special request	guest asks for something specific
non-smoking	room where smoking is not allowed
high floor / low floor	room position in hotel
cancellation	guest cancels the booking
modify / change	change reservation details
confirmation	hotel confirms guest booking
advance payment	money paid before arrival
deposit	money paid to hold room
reservation system	computer to manage bookings
online reservation	booking on website
travel agent	person booking for guest
corporate booking	booking for company guests
group booking	booking for many people
walk-in guest	guest without reservation
booking confirmation email	email to confirm reservation
check availability	see if rooms are free
upgrade request	request better room
package deal	special offer including room and service
rate plan	type of price for room
seasonal rate	price for high/low season
loyalty program	hotel points for guests
booking policy	rules for making reservation
credit card guarantee	money to hold reservation

word / phrase	definition (a1 level)
no-show	guest does not arrive
reservation change	change details of booking
booking extension	staying longer than planned
overbooking	more reservations than rooms
peak season	busy time for hotel
off season	quiet time for hotel

4. guest requests / assistance

word / phrase	definition (a1 level)
housekeeping	staff who clean rooms
cleaning	making room tidy
towels	cloth for drying
toiletries	soap, shampoo, toothbrush
extra bed	additional bed in room
crib / baby cot	small bed for baby
maintenance	fixing broken things
repair	fix problem
broken / faulty	not working
lost and found	place for lost items
information desk	place to ask for help
directions	how to go somewhere
map / city guide	paper showing city or hotel
room service	food delivered to room
wake-up call	phone call to wake a guest
bell	small item to ring for service
concierge	staff who help with tickets, tours, information
shuttle service	hotel transport to airport or city
laundry / dry cleaning	service to wash clothes
ironing service	service to iron clothes
room upgrade	moving guest to better room
extra pillows	additional pillows for bed
extra blankets	additional blankets for bed
mini-bar	small fridge in room with drinks/snacks
toiletries refill	replacing soap, shampoo, etc.
housekeeping schedule	time when room will be cleaned
emergency exit	place to leave building safely
amenities	items in room like soap, towels
in-room safe	place to keep valuables
do not disturb	sign to stop housekeeping
wake-up alarm	alarm clock in room

word / phrase	definition (a1 level)
luggage assistance	help to carry luggage
booking tour	asking concierge for trip
taxi booking	request car to go outside
restaurant reservation	booking table at hotel restaurant
baby chair	chair for small children
umbrella	hotel loan for rain
shoe shine	service to clean shoes
valet service	staff parking car
pillow menu	different pillow types
bathrobe	robe in hotel room
slippers	shoes for use in room
ironing board	for ironing clothes
tea / coffee service	drink service in room

5. handling complaints / problems

word / phrase	definition (a1 level)
complaint / problem	something a guest is not happy about
issue	another word for problem
concern	worry or problem guest tells staff
apology / sorry	words to show you are sorry
inconvenience	something that causes trouble for guest
solution / fix	way to solve a problem
resolve	to solve a problem
compensation	giving something to make guest happy
delay	something that is late
noise	loud sound bothering guest
malfunction	something not working
missing item	something lost in hotel
manager / supervisor	staff in charge of hotel or staff
report	tell manager about a problem
escalate	send problem to higher staff
dissatisfied guest	guest not happy
refund request	asking for money back
complaint form	paper to write problem
broken appliance	not working device
room issue	problem in the guest room
booking issue	problem with reservation
overbooking complaint	guest unhappy with no room
housekeeping complaint	problem with room cleaning
maintenance complaint	problem with broken item

word / phrase	definition (a1 level)
service issue	problem with staff service
noise complaint	problem with loud sound
temperature issue	problem with room heat/cool
wifi issue	problem with internet
billing error	mistake in invoice
missing luggage	lost bag complaint
lost item report	write report for guest lost item
rude staff complaint	guest complains about staff attitude

6. payments / billing

word / phrase	definition (a1 level)
cash	money in coins or notes
credit card	plastic card to pay
debit card	card linked to bank account
contactless payment	payment without touching card machine
transaction	process of paying
payment method	way to pay money
invoice / bill	paper showing charges
receipt	paper showing payment is done
charge	money for a service
extra charge	additional cost
tax	money added by government
service fee	money for hotel services
outstanding amount	money still to pay
settle the bill	pay all money owed
refund	money returned to guest
partial payment	paying part of money
full payment	paying all money
advance payment	money paid before arrival
deposit	money paid to hold room
gratuity	tip for staff
payment confirmation	paper showing money paid
bill adjustment	change in charges
currency exchange	change money for guest
receipt copy	extra copy of payment
billing inquiry	question about charges
late payment fee	money for paying late
credit note	hotel note for refund
final invoice	last bill for guest
overcharge	charging too much

word / phrase	definition (a1 level)
undercharge	charging too little
room charge	cost of room per night
minibar charge	money for minibar items
service charge	extra hotel service fee
outstanding invoice	unpaid bill
payment plan	way to pay in parts

7. phone and email communication

word / phrase	definition (a1 level)
extension	number to call inside hotel
voicemail	recorded message if no answer
switchboard	system to transfer calls
hold	wait on phone
transfer	send call to another staff
direct line	phone number to one place
reservation inquiry	question about booking
confirmation email	email that confirms booking
special request	guest asks for something specific
availability	if room is free
customer service	staff help guests
assistance	help or support
missed call	call not answered
callback	returning a phone call
phone etiquette	polite phone behavior
email etiquette	polite email behavior
booking confirmation	email confirming reservation
complaint email	email from guest about problem
guest follow-up	contacting guest after stay
message taking	writing phone messages
wake-up call request	asking for wake-up call
fax	send document by fax machine
telephone directory	list of hotel phone numbers
hotline	special phone for emergencies
call transfer	sending call to another desk
phone greeting	words to start a phone call
answering service	staff answering calls
internal call	call inside hotel
external call	call outside hotel
conference call	call with many people
voicemail check	checking messages left by guests

8. hotel facilities / services

word / phrase	definition (a1 level)
restaurant	place to eat in hotel
bar	place to drink in hotel
café	small restaurant for snacks/drinks
lounge	place to sit and relax
swimming pool	water area to swim
gym / fitness center	place to exercise
spa	place for massage or beauty treatment
conference room	room for meeting or event
meeting room	room for small meeting
banquet hall	big room for party or event
shuttle service	hotel transport to airport or city
parking	place to leave car
valet parking	staff parks car for guest
wifi / internet	connection to the internet
password	secret code for wifi
laundry	service to wash clothes
dry cleaning	service to clean clothes professionally
concierge	staff who help with tours or tickets
tour desk	desk for booking city tours
sauna	room for hot steam
jacuzzi	hot water bath with bubbles
rooftop terrace	open area on top of hotel
business center	place with computers and printers
gift shop	place to buy souvenirs
newspaper	free hotel paper for guest
minibar	small fridge in room
room amenities	things in room like soap, towels
luggage trolley	cart for luggage
spa appointment	booking spa service
pool towel	towel for swimming
pool key	key for swimming area
locker	small personal storage
bicycle rental	renting bikes
car rental	renting car from hotel
ticket service	buy tickets for shows
restaurant menu	list of food items
in-room dining	food served in guest room
coffee machine	machine for coffee
tea set	cups and tea in room
ironing service	service to iron clothes

9. common polite expressions

word / phrase	definition (a1 level)
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
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
excuse me	polite word to get attention
right away	i will do it immediately
certainly	yes, polite agreement
of course	yes, polite agreement
no problem	polite way to say it's okay
after you	polite when letting someone go first
welcome back	greeting returning guest
safe travels	polite phrase when leaving hotel
hope you enjoyed	polite comment after stay
we are at your service	polite way to offer help
please wait a moment	polite request for patience
thank you for waiting	polite after waiting
it's my pleasure	polite reply to thanks
allow me	polite offer to do something
feel free	polite way to allow guest
