

# Useful vocabulary for housekeeping

| <b>vocabulary</b>                   | <b>definition</b>                                  | <b>translation</b> |
|-------------------------------------|----------------------------------------------------|--------------------|
| <b>1. guest rooms &amp; bedding</b> |                                                    |                    |
| bedsheet                            | a large piece of cloth used to cover a bed.        |                    |
| pillowcase                          | a soft cover that goes over a pillow.              |                    |
| duvet cover                         | a cloth cover that goes over a thick blanket.      |                    |
| mattress protector                  | a cover put over a mattress to keep it clean.      |                    |
| bedspread                           | a decorative cover for the bed.                    |                    |
| blanket                             | a thick, warm cover for sleeping.                  |                    |
| cushion                             | a small, soft pillow used on chairs or sofas.      |                    |
| headboard                           | the board at the top end of a bed.                 |                    |
| mattress                            | the soft part of the bed you sleep on.             |                    |
| fold                                | to bend cloth neatly.                              |                    |
| tuck in                             | to push the edge of a bedsheet under the mattress. |                    |
| extra pillow                        | a second or additional pillow for a guest.         |                    |
| duvet insert                        | the soft thick blanket inside a duvet cover.       |                    |

| <b>vocabulary</b> | <b>definition</b>                                          | <b>translation</b> |
|-------------------|------------------------------------------------------------|--------------------|
| top sheet         | a flat sheet placed between the guest and the duvet.       |                    |
| fitted sheet      | a sheet with elastic corners that grips the mattress.      |                    |
| flat sheet        | a large plain sheet tucked under the mattress.             |                    |
| pillow sham       | a decorative fabric cover for a pillow.                    |                    |
| bed skirt         | a piece of cloth hanging around the bottom of a bed frame. |                    |
| feather pillow    | a soft pillow filled with natural bird feathers.           |                    |
| foam pillow       | a firm pillow made of synthetic foam material.             |                    |
| throw blanket     | a small light blanket placed at the foot of the bed.       |                    |
| runner            | a decorative strip of cloth laid across the bed end.       |                    |
| rollaway bed      | a folding extra bed on wheels brought into a room.         |                    |
| crib              | a small high-sided bed for a baby or infant.               |                    |
| cot               | a light temporary bed used for extra guests.               |                    |
| bolster pillow    | a long, round pillow used for extra back or neck support.  |                    |
| bed frame         | the wooden or metal base that                              |                    |

| <b>vocabulary</b>                            | <b>definition</b>                                           | <b>translation</b> |
|----------------------------------------------|-------------------------------------------------------------|--------------------|
|                                              | holds the mattress up.                                      |                    |
| <b>2. bathroom<br/>linens &amp; fixtures</b> |                                                             |                    |
| bath towel                                   | a large towel for drying your body after a shower.          |                    |
| hand towel                                   | a small towel for drying your hands.                        |                    |
| face cloth                                   | a small square cloth used to wash your face.                |                    |
| bath mat                                     | a small rug placed on the bathroom floor to step on.        |                    |
| bathrobe                                     | a loose piece of clothing worn before or after a bath.      |                    |
| slippers                                     | soft light shoes worn inside a room.                        |                    |
| toilet paper                                 | paper used for cleaning after using the toilet.             |                    |
| tissue                                       | soft paper used for blowing your nose.                      |                    |
| toilet brush                                 | a brush used to clean the inside of a toilet.               |                    |
| plunger                                      | a tool used to clear blocked pipes or toilets.              |                    |
| shower curtain                               | a plastic or cloth curtain that stops water from splashing. |                    |
| drain                                        | the hole where water flows away in a sink or shower.        |                    |
| faucet                                       | the object you turn to get water in a                       |                    |

| <b>vocabulary</b>                             | <b>definition</b>                                                   | <b>translation</b> |
|-----------------------------------------------|---------------------------------------------------------------------|--------------------|
|                                               | sink or bath.                                                       |                    |
| showerhead                                    | the part that sprays water in the shower.                           |                    |
| sink                                          | the basin where you wash your hands.                                |                    |
| bidet                                         | a basin used for washing private body parts after using the toilet. |                    |
| vanity mirror                                 | a small mirror used for close-up viewing during makeup or shaving.  |                    |
| towel rack                                    | a metal bar or shelf on the wall for hanging clean towels.          |                    |
| toilet seat                                   | the movable ring that sits on top of a toilet bowl.                 |                    |
| soap dish                                     | a small holder next to the sink used for placing bar soap.          |                    |
| tissue box holder                             | a decorative cover placed over a box of tissues.                    |                    |
| grab bar                                      | a strong handle on the wall to help guests balance in the shower.   |                    |
| scale                                         | a flat device on the bathroom floor used to check body weight.      |                    |
| bath drain stopper                            | a rubber or metal plug used to hold water in the bathtub.           |                    |
| overflow drain                                | a small opening near the top of a sink to stop water spilling over. |                    |
| <b>3. guest amenities &amp; personal care</b> |                                                                     |                    |

| <b>vocabulary</b> | <b>definition</b>                                   | <b>translation</b> |
|-------------------|-----------------------------------------------------|--------------------|
| shampoo           | liquid soap used for washing hair.                  |                    |
| conditioner       | liquid used after shampoo to make hair soft.        |                    |
| shower gel        | liquid soap used for washing the body.              |                    |
| body lotion       | a cream used to make skin soft.                     |                    |
| bar soap          | a solid block of soap for washing hands or body.    |                    |
| vanity kit        | a small set with cotton pads and cotton swabs.      |                    |
| sewing kit        | a small set with needles and thread to fix clothes. |                    |
| shower cap        | a plastic cover to keep hair dry in the shower.     |                    |
| comb              | a plastic tool used to tidy your hair.              |                    |
| toothbrush        | a small brush used for cleaning teeth.              |                    |
| toothpaste        | a cream used with a toothbrush to clean teeth.      |                    |
| razor             | a tool used for shaving hair from the face or body. |                    |
| shaving cream     | a soft foam used before shaving.                    |                    |
| shoe shine        | a cloth or polish used to clean and shine shoes.    |                    |
| laundry bag       | a bag for guests to put dirty clothes               |                    |

| <b>vocabulary</b> | <b>definition</b>                                                      | <b>translation</b> |
|-------------------|------------------------------------------------------------------------|--------------------|
|                   | in.                                                                    |                    |
| shoe horn         | a smooth curved tool to help slip your heel into a shoe.               |                    |
| clothes brush     | a firm brush used to clean lint and dust from coats.                   |                    |
| loofah            | a natural rough sponge used to scrub skin in the shower.               |                    |
| bath salts        | scented crystals added to bath water for relaxation.                   |                    |
| mouthwash         | a liquid used to clean teeth and make breath fresh.                    |                    |
| cotton rounds     | soft flat cotton pads used for cleaning the face.                      |                    |
| cotton swabs      | small sticks with soft cotton ends used for delicate cleaning.         |                    |
| sanitary bag      | a small plastic bag in the bathroom for disposing of hygiene products. |                    |
| eye mask          | a soft cloth cover worn over eyes to block out light.                  |                    |
| earplugs          | small soft pieces put into ears to block out noise.                    |                    |
| hair tie          | an elastic band used to hold long hair back neatly.                    |                    |
| nail file         | a small flat tool used to shape fingernails.                           |                    |
| hand sanitizer    | a quick-drying liquid or gel used to clean hands without water.        |                    |

| <b>vocabulary</b>                             | <b>definition</b>                                             | <b>translation</b> |
|-----------------------------------------------|---------------------------------------------------------------|--------------------|
| <b>4. beverage, minibar &amp; kitchenette</b> |                                                               |                    |
| mug                                           | a large cup with a handle used for hot drinks.                |                    |
| teacup                                        | a small cup used with a saucer for drinking tea.              |                    |
| saucer                                        | a small round plate placed under a teacup.                    |                    |
| teaspoon                                      | a small spoon used for stirring tea or coffee.                |                    |
| coaster                                       | a small pad placed under a glass to protect furniture.        |                    |
| tray                                          | a flat board or plate used for carrying food and drinks.      |                    |
| glassware                                     | all objects made of glass, like water or wine glasses.        |                    |
| wine glass                                    | a tall glass with a stem used for drinking wine.              |                    |
| tumbler                                       | a plain glass with a flat bottom for drinking water or juice. |                    |
| bottle opener                                 | a metal tool used to remove metal caps from bottles.          |                    |
| corkscrew                                     | a spiral metal tool used to pull corks out of wine bottles.   |                    |
| ice bucket                                    | a container used to keep ice cubes cold in the room.          |                    |

| <b>vocabulary</b>  | <b>definition</b>                                                 | <b>translation</b> |
|--------------------|-------------------------------------------------------------------|--------------------|
| ice tongs          | a small tool used to pick up ice cubes cleanly.                   |                    |
| stirrer            | a small stick used to mix sugar or milk into drinks.              |                    |
| creamers           | a small container holding liquid milk or cream for coffee.        |                    |
| sugar packet       | a small paper pouch filled with sugar.                            |                    |
| sweetener          | artificial sugar substitutes packaged in small packets.           |                    |
| coffee pod         | a small capsule containing ground coffee for a machine.           |                    |
| tea bag            | a small paper bag holding tea leaves for brewing.                 |                    |
| water bottle       | a plastic or glass container filled with drinking water.          |                    |
| electric kettle    | a metal or plastic pot that plugs in to heat water fast.          |                    |
| coffee maker       | a machine used for brewing hot coffee in guest rooms.             |                    |
| mini-refrigerator  | a small cooling cabinet for keeping guest drinks and snacks cold. |                    |
| espresso cup       | a very small ceramic cup used for strong espresso coffee.         |                    |
| napkin             | a square piece of paper or cloth used for wiping hands or mouth.  |                    |
| <b>5. cleaning</b> |                                                                   |                    |

| <b>vocabulary</b>            | <b>definition</b>                                           | <b>translation</b> |
|------------------------------|-------------------------------------------------------------|--------------------|
| <b>equipment &amp; tools</b> |                                                             |                    |
| housekeeping trolley         | a large cart used to carry cleaning items and linens.       |                    |
| vacuum cleaner               | a machine that sucks up dust and dirt from floors.          |                    |
| mop                          | a tool with a handle used with water to wash floors.        |                    |
| bucket                       | an open container used to hold water for cleaning.          |                    |
| broom                        | a tool with stiff fibers used to sweep floors.              |                    |
| dustpan                      | a flat pan used with a broom to collect dirt.               |                    |
| duster                       | a soft cloth or brush used to remove dust.                  |                    |
| microfiber cloth             | a special soft cloth that picks up dust easily.             |                    |
| sponge                       | a soft piece of material used for washing surfaces.         |                    |
| scrubber                     | a hard brush or pad used to scrub tough stains.             |                    |
| squeegee                     | a tool with a rubber blade used to clean glass and mirrors. |                    |
| spray bottle                 | a bottle that sprays liquid cleaning products.              |                    |
| rubber gloves                | waterproof gloves worn to protect                           |                    |

| <b>vocabulary</b> | <b>definition</b>                                             | <b>translation</b> |
|-------------------|---------------------------------------------------------------|--------------------|
|                   | hands while cleaning.                                         |                    |
| trash bag         | a plastic bag put inside a bin to hold waste.                 |                    |
| bin liner         | another word for a plastic trash bag.                         |                    |
| carpet extractor  | a heavy machine that washes carpets using water and chemical. |                    |
| floor buffer      | a circular machine used to polish and shine hard floors.      |                    |
| steamer           | a device that uses hot steam to clean and sanitize surfaces.  |                    |
| wet vacuum        | a special vacuum machine that sucks up liquid spills.         |                    |
| ladder            | a folding frame with steps used to reach high places.         |                    |
| step stool        | a small portable set of steps for reaching high shelves.      |                    |
| extension pole    | a long rod used to reach high ceilings or windows.            |                    |
| feather duster    | a duster made of feathers used for fragile items.             |                    |
| scrubbing pad     | a rough pad used to remove tough grime from sinks and tiles.  |                    |
| pumice stone      | a hard stone used to scrape scale off toilet bowls.           |                    |
| scraper           | a flat metal blade used to remove stuck dirt or stickers.     |                    |

| <b>vocabulary</b>                         | <b>definition</b>                                                       | <b>translation</b> |
|-------------------------------------------|-------------------------------------------------------------------------|--------------------|
| caddy                                     | a small portable plastic basket for carrying cleaning bottles.          |                    |
| mop wringer                               | a mechanical press on a bucket used to squeeze excess water from a mop. |                    |
| dust mop                                  | a wide flat mop used dry to sweep dust off smooth floors.               |                    |
| broom dustpan set                         | a matching pair of a broom and a clip-on pan for quick sweeps.          |                    |
| <b>6. cleaning chemicals &amp; agents</b> |                                                                         |                    |
| disinfectant                              | a liquid chemical that kills germs and bacteria.                        |                    |
| bleach                                    | a strong chemical used to clean white fabrics and remove germs.         |                    |
| glass cleaner                             | a liquid chemical used to make windows and mirrors clear.               |                    |
| all-purpose cleaner                       | a chemical product safe to clean many different surfaces.               |                    |
| detergent                                 | soap powder or liquid used for washing clothes or dishes.               |                    |
| fabric softener                           | a liquid added when washing clothes to make them soft.                  |                    |
| stain remover                             | a special chemical used to take out dark marks or spots.                |                    |
| air freshener                             | a spray or device that makes a room smell nice.                         |                    |

| <b>vocabulary</b>       | <b>definition</b>                                                  | <b>translation</b> |
|-------------------------|--------------------------------------------------------------------|--------------------|
| descaler                | a chemical used to remove hard white water marks.                  |                    |
| polish                  | a liquid or paste used to make wood or metal shine.                |                    |
| degreaser               | a chemical product that removes oil and grease.                    |                    |
| furniture polish        | a spray that makes wooden tables and cabinets shiny.               |                    |
| stainless steel cleaner | a spray made specifically to clean shiny metal surfaces.           |                    |
| carpet shampoo          | a special liquid soap used to wash fabric carpets.                 |                    |
| tile cleaner            | a chemical made to clean ceramic tiles and grout lines.            |                    |
| grout cleaner           | a strong solution used to clean white spaces between tiles.        |                    |
| neutral cleaner         | a mild chemical safe for delicate floor coatings.                  |                    |
| scale remover           | a product that dissolves white mineral deposits from water.        |                    |
| odor eliminator         | a spray chemical that destroys bad smells rather than hiding them. |                    |
| wood conditioner        | a cream applied to preserve and shine natural wooden furniture.    |                    |
| toilet bowl cleaner     | a thick liquid chemical formulated to disinfect and clean toilets. |                    |
| drain opener            | a strong liquid chemical used to                                   |                    |

| <b>vocabulary</b>                       | <b>definition</b>                                                  | <b>translation</b> |
|-----------------------------------------|--------------------------------------------------------------------|--------------------|
|                                         | dissolve clogs in sink pipes.                                      |                    |
| marble cleaner                          | a delicate, acid-free chemical safe for cleaning natural stone.    |                    |
| brass cleaner                           | a specialized polish paste used to clean and shine metal fixtures. |                    |
| fabric protector                        | a spray applied to upholstery to stop liquids from staining.       |                    |
| <b>7. furniture &amp; room fixtures</b> |                                                                    |                    |
| wardrobe                                | a tall cabinet where clothes are hung.                             |                    |
| closet                                  | an enclosed space or small room for hanging clothes.               |                    |
| hanger                                  | a curved plastic or wooden tool used to hang clothes.              |                    |
| drawer                                  | a box sliding in and out of a piece of furniture.                  |                    |
| nightstand                              | a small table next to a bed.                                       |                    |
| desk                                    | a table used for reading, writing, or working.                     |                    |
| sofa                                    | a long comfortable seat for two or more people.                    |                    |
| armchair                                | a soft, comfortable chair with side rests.                         |                    |
| coffee table                            | a low table in front of a sofa.                                    |                    |
| mirror                                  | a glass surface that reflects your                                 |                    |

| <b>vocabulary</b> | <b>definition</b>                                          | <b>translation</b> |
|-------------------|------------------------------------------------------------|--------------------|
|                   | image.                                                     |                    |
| lamp              | an electric light that sits on a table or floor.           |                    |
| light switch      | a button on the wall used to turn lights on or off.        |                    |
| power outlet      | a socket in the wall where you plug in electrical devices. |                    |
| curtain           | a piece of cloth hanging across a window.                  |                    |
| sheer curtain     | a light, thin curtain that lets light through.             |                    |
| blackout curtain  | a thick curtain that blocks out all outside light.         |                    |
| carpet            | a thick fabric covering the floor of a room.               |                    |
| rug               | a small piece of carpet that covers part of a floor.       |                    |
| peephole          | a tiny lens in the door to see who is outside.             |                    |
| door latch        | a metal safety hook that keeps a door slightly open.       |                    |
| deadbolt          | a heavy lock turned by hand on the inside of a door.       |                    |
| door handle       | the lever you push down to open a door.                    |                    |
| doorstop          | a heavy block or wedge used to hold a door open.           |                    |

| <b>vocabulary</b>                                     | <b>definition</b>                                                        | <b>translation</b> |
|-------------------------------------------------------|--------------------------------------------------------------------------|--------------------|
| baseboard                                             | the wooden or plastic strip along the bottom of a wall.                  |                    |
| window sill                                           | the flat wooden or stone ledge at the bottom of a window.                |                    |
| full-length mirror                                    | a tall mirror that shows a person's entire body from head to toe.        |                    |
| luggage rack                                          | a folding metal or wood stand used to keep suitcases off the floor.      |                    |
| ottoman                                               | a padded footrest or low seat without a back or arms.                    |                    |
| chandelier                                            | a large decorative light fixture with branches hanging from the ceiling. |                    |
| wall sconce                                           | a light fixture attached directly to a wall surface.                     |                    |
| <b>8. electronics, appliances &amp; room controls</b> |                                                                          |                    |
| safe box                                              | a strong metal box with a lock for guests' valuables.                    |                    |
| hairdryer                                             | an electric device used to dry wet hair.                                 |                    |
| iron                                                  | a hot tool used to make clothes smooth and flat.                         |                    |
| ironing board                                         | a long narrow table used for ironing clothes.                            |                    |
| television                                            | an electronic screen used to watch shows or news.                        |                    |

| <b>vocabulary</b> | <b>definition</b>                                                        | <b>translation</b> |
|-------------------|--------------------------------------------------------------------------|--------------------|
| remote control    | a small hand device used to control the TV from a distance.              |                    |
| air conditioning  | a system that cools the air in a room.                                   |                    |
| thermostat        | a wall control used to change room temperature.                          |                    |
| smoke detector    | a round device on the ceiling that sounds an alarm for smoke.            |                    |
| sprinkler         | a ceiling nozzle that sprays water automatically during fire.            |                    |
| light bulb        | the glass globe that produces light inside a lamp.                       |                    |
| adapter           | a plug device that lets foreign electronics fit into local wall sockets. |                    |
| charger cable     | a cord used to connect mobile devices to power outlets.                  |                    |
| USB port          | a small wall slot used to plug in charging cables directly.              |                    |
| master switch     | a single wall switch near the door that turns off all room lights.       |                    |
| ceiling fan       | a rotating device overhead that circulates air in the room.              |                    |
| room keycard      | a plastic electronic card used by guests to unlock their door.           |                    |
| keycard slot      | a device near the door where guests insert their card to turn on power.  |                    |

| <b>vocabulary</b>                                    | <b>definition</b>                                                     | <b>translation</b> |
|------------------------------------------------------|-----------------------------------------------------------------------|--------------------|
| electronic door lock                                 | a battery-powered lock on the door activated by keycards.             |                    |
| alarm clock                                          | a bedside digital clock that rings at a set time to wake guests.      |                    |
| media hub                                            | a panel near the desk for connecting laptops or devices to the TV.    |                    |
| standing lamp                                        | a tall light fixture that rests directly on the floor.                |                    |
| bedside panel                                        | a button console next to the bed controlling lights and curtains.     |                    |
| motion sensor                                        | a wall device that detects movement to activate lights automatically. |                    |
| air purifier                                         | an electronic machine that cleans dust and odors from indoor air.     |                    |
| <b>9. hotel status, service terms &amp; workflow</b> |                                                                       |                    |
| vacant                                               | a room that is empty and has no guest right now.                      |                    |
| occupied                                             | a room that currently has a guest staying in it.                      |                    |
| checkout                                             | when a guest finishes their stay and leaves the hotel.                |                    |
| stayover                                             | a guest who is staying for another night.                             |                    |
| out of order                                         | a room that cannot be used                                            |                    |

| <b>vocabulary</b> | <b>definition</b>                                                  | <b>translation</b> |
|-------------------|--------------------------------------------------------------------|--------------------|
|                   | because something is broken.                                       |                    |
| deep clean        | a very detailed and thorough cleaning of a room.                   |                    |
| turn-down service | evening service where staff prepare the bed for sleep.             |                    |
| do not disturb    | a sign asking staff not to enter or knock on the door.             |                    |
| make up room      | a sign asking staff to clean the guest room.                       |                    |
| VIP guest         | a very important guest who receives extra special care.            |                    |
| arrival           | a guest who is coming to stay at the hotel today.                  |                    |
| departure         | a guest who is leaving the hotel today.                            |                    |
| priority room     | a room that must be cleaned quickly for early arrival.             |                    |
| room inspection   | a careful review of a cleaned room performed by a supervisor.      |                    |
| quick refresh     | a light cleaning service to tidy a room and replace used towels.   |                    |
| turn-around time  | the total time taken to clean a room after checkout.               |                    |
| discrepancy       | a mismatch between front desk room status and housekeeping status. |                    |
| late checkout     | an arrangement allowing a guest to                                 |                    |

| <b>vocabulary</b>                                    | <b>definition</b>                                                           | <b>translation</b> |
|------------------------------------------------------|-----------------------------------------------------------------------------|--------------------|
|                                                      | leave later than usual time.                                                |                    |
| early check-in                                       | allowing a arriving guest to enter their room before regular time.          |                    |
| sleep-out                                            | a room status where a guest's belongings are inside but the bed was unused. |                    |
| skipper                                              | a guest who leaves the hotel without settling their room bill.              |                    |
| room assignment                                      | the list of specific guest rooms given to a housekeeper to clean.           |                    |
| daily worksheet                                      | a paper document listing assigned rooms and their status.                   |                    |
| service request                                      | an order from a guest for extra supplies or assistance.                     |                    |
| turndown treat                                       | a small gift or chocolate left on the pillow during evening service.        |                    |
| <b>10. housekeeping verbs &amp; cleaning actions</b> |                                                                             |                    |
| clean                                                | to remove dirt and dust from something.                                     |                    |
| wipe                                                 | to clean or dry a surface using a cloth.                                    |                    |
| scrub                                                | to rub a surface hard with a brush to clean it.                             |                    |
| sweep                                                | to clean a floor using a broom.                                             |                    |
| mop                                                  | to wash a floor using a wet mop.                                            |                    |

| <b>vocabulary</b> | <b>definition</b>                                            | <b>translation</b> |
|-------------------|--------------------------------------------------------------|--------------------|
| vacuum            | to clean carpets or floors using a suction machine.          |                    |
| dust              | to remove fine dirt from furniture using a cloth.            |                    |
| polish            | to rub a surface until it becomes shiny and smooth.          |                    |
| sanitize          | to clean thoroughly to destroy all germs and bacteria.       |                    |
| empty             | to remove everything from inside a container or bin.         |                    |
| replace           | to put a new or clean item in place of an old one.           |                    |
| restock           | to fill up supplies that have been used or emptied.          |                    |
| refresh           | to make a room clean and tidy again quickly.                 |                    |
| collect           | to gather items from different places.                       |                    |
| report            | to tell a supervisor or team about a problem or broken item. |                    |
| inspect           | to look at something carefully to check its quality.         |                    |
| unlock            | to open a door using a key or keycard.                       |                    |
| knock             | to hit a door lightly with your hand to get attention.       |                    |
| rinse             | to wash away soap using clean                                |                    |

| <b>vocabulary</b>                             | <b>definition</b>                                               | <b>translation</b> |
|-----------------------------------------------|-----------------------------------------------------------------|--------------------|
|                                               | water.                                                          |                    |
| dry                                           | to remove water or moisture from something.                     |                    |
| strip                                         | to take off all dirty linens from a bed.                        |                    |
| remake                                        | to put fresh sheets and covers back onto a bed.                 |                    |
| check                                         | to look at something to make sure it is correct or working.     |                    |
| organize                                      | to arrange items neatly in their proper place.                  |                    |
| dispose                                       | to throw away unwanted items or trash.                          |                    |
| untangle                                      | to straighten out twisted cords or wires.                       |                    |
| wring                                         | to twist a wet cloth tightly to squeeze out water.              |                    |
| spray                                         | to scatter liquid in fine drops onto a surface.                 |                    |
| align                                         | to place objects neatly in a straight line or correct position. |                    |
| air out                                       | to open windows to let fresh air flow into a room.              |                    |
| <b>11. safety, hygiene &amp; damage terms</b> |                                                                 |                    |
| germs                                         | tiny living things that can cause                               |                    |

| <b>vocabulary</b> | <b>definition</b>                                          | <b>translation</b> |
|-------------------|------------------------------------------------------------|--------------------|
|                   | illness.                                                   |                    |
| bacteria          | microscopic organisms that can spread disease.             |                    |
| hazard            | something that can be dangerous or cause harm.             |                    |
| wet floor sign    | a warning sign placed on wet floors to prevent slipping.   |                    |
| protective mask   | a cover worn over the mouth and nose for protection.       |                    |
| apron             | a piece of clothing worn over clothes to keep them clean.  |                    |
| stain             | a dirty mark on fabric or surfaces that is hard to remove. |                    |
| leak              | water escaping accidentally through a hole or crack.       |                    |
| clog              | a blockage in a pipe or drain that stops water flow.       |                    |
| crack             | a thin line on a surface where it has broken slightly.     |                    |
| scratch           | a mark made on a surface by something sharp.               |                    |
| tear              | a hole in cloth or paper caused by pulling or ripping.     |                    |
| burnt bulb        | a lightbulb that no longer works and needs replacement.    |                    |
| broken            | damaged and not working properly.                          |                    |

| <b>vocabulary</b>                              | <b>definition</b>                                                            | <b>translation</b> |
|------------------------------------------------|------------------------------------------------------------------------------|--------------------|
| loose                                          | not held tightly in place.                                                   |                    |
| odor                                           | a strong or unpleasant smell.                                                |                    |
| mold                                           | a fungus that grows on wet surfaces and walls.                               |                    |
| pest                                           | an unwanted insect or small animal like a fly or ant.                        |                    |
| slip hazard                                    | a wet or slippery floor that might cause someone to fall.                    |                    |
| trip hazard                                    | an object on the floor that someone could trip over.                         |                    |
| chemical burn                                  | skin damage caused by coming into direct contact with strong chemicals.      |                    |
| safety goggles                                 | protective plastic eyewear worn to protect eyes from chemical splashes.      |                    |
| biohazard waste                                | dangerous waste containing biological fluids that requires special disposal. |                    |
| sharp object                                   | items like needles or broken glass that can cut or puncture skin.            |                    |
| fire extinguisher                              | a portable metal cylinder used to spray chemicals to put out small fires.    |                    |
| <b>12. hotel facilities, areas &amp; staff</b> |                                                                              |                    |
| hallway                                        | a long narrow passage in a hotel with doors to rooms.                        |                    |

| <b>vocabulary</b> | <b>definition</b>                                           | <b>translation</b> |
|-------------------|-------------------------------------------------------------|--------------------|
| corridor          | another word for a hotel hallway.                           |                    |
| elevator          | a machine that moves people up and down between floors.     |                    |
| service elevator  | a private lift used only by hotel staff and heavy carts.    |                    |
| stairwell         | an enclosed area containing a set of stairs.                |                    |
| linen closet      | a storage room on floor levels where clean sheets are kept. |                    |
| laundry room      | a room where clothes and linens are washed and dried.       |                    |
| pantry            | a small storage room for guest supplies and drinks.         |                    |
| front desk        | the main reception counter where guests check in.           |                    |
| lobby             | the main entrance hall of a hotel.                          |                    |
| executive lounge  | a private area for special hotel guests to relax or work.   |                    |
| public area       | spaces in the hotel open to all guests, like lobbies.       |                    |
| back of house     | areas of the hotel used only by staff, not guests.          |                    |
| lost and found    | a secure place where forgotten guest items are stored.      |                    |
| supervisor        | a person who manages and checks the work of staff.          |                    |

| <b>vocabulary</b>     | <b>definition</b>                                                       | <b>translation</b> |
|-----------------------|-------------------------------------------------------------------------|--------------------|
| shift                 | the fixed hours during which a staff member works.                      |                    |
| uniform               | official clothes worn by staff while working.                           |                    |
| name tag              | a small badge worn on clothes showing your name.                        |                    |
| master key            | a special keycard that opens every guest room door.                     |                    |
| floor pantry          | a storage room on each guest floor for supplies.                        |                    |
| breakroom             | a designated room where employees eat meals and rest during breaks.     |                    |
| locker room           | a staff room with private lockers for storing personal belongings.      |                    |
| executive housekeeper | the senior department head managing all hotel housekeeping operations.  |                    |
| room attendant        | a staff member responsible for cleaning and servicing guest rooms.      |                    |
| houseperson           | a team member who supports room staff by moving heavy linens and trash. |                    |