PERFECT FRONT DESK STAFF

Extended Speaking Cheat Sheet — Keywords & Key Phrases

TRUE A2 VOCABULARY

1. INTRODUCTION

- Important hotel position
- First point of contact
- Last point of contact
- First impression
- Hotel image
- Guest satisfaction
- Guest experience
- Represent the hotel
- Welcome guests
- Help visitors

2. FRIENDLY ATTITUDE

- Friendly smile
- Warm welcome
- Eye contact
- Friendly voice
- Polite greetings
- Good manners
- Positive attitude
- Respect
- Kindness
- Open body language
- Make guests feel welcome
- Show interest

3. COMMUNICATION

- Clear English
- Good speaking skills
- Active listening
- Simple words
- Clear answers
- Ask questions
- Understand requests
- Give directions
- Explain services
- Foreign languages
- Phone calls & Emails
- Check information
- Avoid misunderstandings

4. PATIENCE & PROBLEM-SOLVING

- Tired guests
- Angry guests
- Complaints
- Difficult situations
- Stay calm
- Listen carefully
- Say sorry
- Show understanding
- Find solutions
- Offer help
- Call a manager
- Ask colleagues
- Follow up
- Never argue
- Never blame others

5. HOTEL KNOWLEDGE

- Hotel facilities
- Room types & prices
- Restaurants and bars
- Breakfast times
- Swimming pool
- Spa and fitness room
- Room & Laundry service
- Hotel activities
- Meeting rooms & Wi-Fi
- Opening times & rules
- Special services
- Emergency info
- Contact numbers

8. TEAMWORK

- Housekeeping & Kitchen
- Restaurant & Maintenance
- Security & Drivers
- Tour guides & Management
- Good cooperation
- Share information
- Help colleagues
- Pass on messages
- Solve problems together
- Respect other departments

6. LOCAL KNOWLEDGE & INFO

- Local area & Culture
- Tourist attractions
- Famous sights
- Historical places
- Temples & Museums
- Local traditions
- Religious customs
- Festivals & Events
- Local history
- Traditional villages
- Village life & People
- Markets & Products
- Nature, rivers & lakes
- Cultural differences

7. EXCURSIONS & GUEST ADVICE

- Day trips
- Excursion programmes
- Private / Group tours
- Tour guides & Drivers
- Transport options
- Travel times & Distances
- Entrance fees
- Opening hours
- Booking services
- Tickets & Weather
- Safety information
- Suitable clothes
- Walking distances
- Family activities
- Older guests
- Children's activities
- Guest interests
- Different budgets
- Recommendations
- Reliable info

9. ORGANISATION & RESPONSIBILITY

- Check-in & Check-out
- Reservations
- Room allocation
- Guest details
- Payment, bills & invoices
- Phone calls & Emails
- Computer systems
- Guest requests
- Daily tasks
- Time management
- Attention to detail
- Clean uniform
- Tidy workplace
- Arrive on time
- Confidential info

10. PROFESSIONAL BEHAVIOUR

- Honesty & Reliability
- Responsibility
- Punctuality
- Good appearance
- Professional language
- Respect for privacy
- Cultural understanding
- Discretion
- Positive attitude
- Willingness to learn
- Good knowledge
- High service standards

11. CONCLUSION

- More than checking in/out
- Friendly service
- Excellent communication
- Extensive hotel knowledge
- Local knowledge
- Helpful recommendations
- Individual guest needs
- Five-star service
- Happy guests
- Positive memories
- Good hotel reputation
- Represent hotel with pride