HOSPITALITY ENGLISH VOCABULARY

Study & Translation Worksheet • Level A2

1. ARRIVING AT WORK AND STARTING DUTY

VOCABULARY	DEFINITION (A2)	TRANSLATION / NOTES
employee	A person who works for a company.	
employer	A person or company that gives people work.	
staff member	A person who works in a hotel.	
restaurant team	All employees who work in the restaurant.	
department	A part of a hotel with its own jobs.	
department manager	The person who leads a hotel department.	
supervisor	A person who checks and guides employees.	
head waiter	The person who leads the waiters.	
assistant manager	A person who helps the manager.	
duty manager	The manager responsible during a working shift.	
colleague	A person who works with you.	
co-worker	Another person who works in the same place.	
new employee	A person who has just started working.	
experienced employee	A person who has worked in the job for a long time.	
trainee	A person who is learning a job.	
training	Learning how to do a job.	
working day	A day when you have to work.	
working hours	The time you spend doing your job.	
shift	A fixed period of working time.	
morning shift	A shift that starts in the morning.	
afternoon shift	A shift that starts in the afternoon.	
evening shift	A shift that starts in the evening.	
night shift	A shift that takes place at night.	
split shift	A working day with two separate working periods.	
early shift	A shift that starts very early.	
late shift	A shift that finishes late.	
shift change	The time when one team replaces another.	
duty roster	A plan showing when each employee works.	
work schedule	A plan showing working days and hours.	
attendance	Being present at work.	
attendance record	A record showing when employees come to work.	

VOCABULARY	DEFINITION (A2)	TRANSLATION / NOTES
time clock	A machine used to record working hours.	
to clock in	To record the time when you start work.	
to clock out	To record the time when you finish work.	
staff entrance	A door used by hotel employees.	
staff corridor	A passage used by hotel employees.	
staff facilities	Rooms and services provided for employees.	
staff canteen	A place where employees can eat.	
changing room	A room where employees change clothes.	
locker	A small cupboard for personal belongings.	
locker key	A key used to open your locker.	
staff ID card	A card that shows who you are as an employee.	
staff notice board	A board with information for employees.	
daily briefing	A short meeting before work begins.	
team meeting	A meeting with members of your team.	
to report for duty	To arrive at work and be ready to start.	
to check the roster	To look at the working schedule.	
to check attendance	To see which employees are present.	
to prepare for work	To get ready to start your duties.	
to receive instructions	To get information about what you must do.	
to ask for information	To ask someone to explain something.	
to follow instructions	To do what someone has told you to do.	
to take responsibility	To accept that something is your duty.	
punctuality	Being on time.	
punctual	Arriving at the correct time.	
late	Arriving after the correct time.	
absent	Not being at work when expected.	
absence	A time when someone is not at work.	
sick leave	Time away from work because of illness.	
annual leave	Days when an employee can take a holiday.	
day off	A day when you do not have to work.	

2. PERSONAL APPEARANCE, UNIFORM AND HYGIENE

VOCABULARY	DEFINITION (A2)	TRANSLATION / NOTES
personal appearance	The way a person looks.	
professional appearance	A clean and tidy look that is right for work.	
uniform	Special clothes worn at work.	
uniform policy	Rules about the clothes employees must wear.	
dress code	Rules about suitable clothes at work.	

VOCABULARY	DEFINITION (A2)	TRANSLATION / NOTES
clean uniform	Work clothes without dirt or stains.	
fresh uniform	Uniform that has been washed.	
well-ironed uniform	Uniform without unwanted folds or lines.	
name badge	A small sign showing your name.	
identification badge	A card or sign showing who you are.	
polished shoes	Shoes that are clean and shiny.	
comfortable shoes	Shoes that are easy to wear for many hours.	
non-slip shoes	Shoes that help prevent falling on wet floors.	
hairstyle	The way your hair is cut or arranged.	
neat hair	Hair that looks clean and tidy.	
hairnet	A net worn over the hair.	
hair tie	A band used to hold long hair together.	
facial hair	Hair growing on a man's face.	
beard	Hair growing on the chin and cheeks.	
moustache	Hair growing above the upper lip.	
fingernails	The hard parts at the ends of your fingers.	
clean fingernails	Nails without dirt underneath them.	
short nails	Nails that are not long.	
nail polish	Coloured liquid put on fingernails.	
hand hygiene	Keeping your hands clean.	
hand washing	Cleaning your hands with soap and water.	
hand sanitiser	A product used to clean your hands.	
soap dispenser	A container that gives out liquid soap.	
paper towel	Paper used to dry your hands.	
personal cleanliness	Keeping your body clean.	
body odour	An unpleasant smell from the body.	
deodorant	A product that helps prevent body odour.	
fresh breath	Breath that does not smell bad.	
jewellery	Things such as rings and necklaces.	
wristwatch	A small clock worn on the wrist.	
make-up	Products used to change or improve the appearance of the face.	
skin care	Keeping your skin clean and healthy.	
hygiene standards	Rules about keeping people and places clean.	
hygiene regulations	Official rules about cleanliness.	
personal hygiene	Keeping your body clean and healthy.	
to wash your hands	To clean your hands with soap and water.	
to change your uniform	To put on a different set of work clothes.	
to check your appearance	To make sure you look clean and tidy.	

VOCABULARY	DEFINITION (A2)	TRANSLATION / NOTES
to keep your uniform clean	To make sure your work clothes are not dirty.	
to maintain a professional look	To keep a clean and suitable appearance.	

3. PREPARING THE RESTAURANT BEFORE OPENING

VOCABULARY	DEFINITION (A2)	TRANSLATION / NOTES
restaurant	A place where people can eat meals.	
dining room	The room where guests eat.	
dining area	The part of a restaurant where guests sit.	
entrance	The place where people enter.	
main entrance	The most important entrance to a building.	
reception area	The place where visitors are welcomed.	
waiting area	A place where guests can wait.	
terrace	An outside area where guests can sit.	
outdoor seating	Tables and chairs outside the building.	
indoor seating	Tables and chairs inside the building.	
private dining room	A separate room for a small group of guests.	
function room	A room used for meetings and special events.	
breakfast room	A room where guests eat breakfast.	
service area	A place where employees prepare for service.	
service station	A place where waiters keep things they need.	
side station	A small working area near the tables.	
preparation area	A place where things are made ready.	
storage room	A room where things are kept.	
storeroom	A room used to keep supplies.	
equipment	Tools and machines needed for work.	
restaurant equipment	Things used for preparing and serving meals.	
table	A piece of furniture where people eat.	
chair	A piece of furniture for sitting.	
armchair	A comfortable chair with sides for your arms.	
high chair	A special chair for a small child.	
baby chair	A chair made for a young child.	
tablecloth	A cloth that covers a table.	
table runner	A long piece of cloth placed along a table.	
placemat	A small mat placed under a plate.	
table decoration	An object used to make a table look attractive.	
flower arrangement	Flowers placed together as a decoration.	
candle holder	An object used to hold a candle.	
centrepiece	A decoration placed in the middle of a table.	

VOCABULARY	DEFINITION (A2)	TRANSLATION / NOTES
table number	A number used to identify a table.	
table plan	A plan showing where guests will sit.	
table setting	The plates, glasses and cutlery prepared for a guest.	
place setting	Everything one guest needs at the table.	
cutlery	Knives, forks and spoons used for eating.	
silverware	Metal cutlery used for eating.	
dinner knife	A knife used for eating the main course.	
steak knife	A sharp knife used for cutting meat.	
butter knife	A small knife used for spreading butter.	
dinner fork	A fork used for the main course.	
dessert fork	A small fork used for eating dessert.	
soup spoon	A large spoon used for eating soup.	
dessert spoon	A spoon used for eating dessert.	
teaspoon	A small spoon used for tea or coffee.	
serving spoon	A large spoon used for serving food.	
serving fork	A large fork used for serving food.	
side plate	A small plate for bread or other food.	
dinner plate	A large plate used for the main meal.	
dessert plate	A small plate used for dessert.	
soup bowl	A deep dish used for soup.	
bread basket	A basket used for serving bread.	
butter dish	A small dish used for serving butter.	
salt shaker	A small container used for serving salt.	
pepper shaker	A small container used for serving pepper.	
glassware	All the glasses used in a restaurant.	
wine glass	A glass used for drinking wine.	
water glass	A glass used for drinking water.	
champagne flute	A tall, narrow glass for champagne.	
champagne coupe	A wide, shallow glass for champagne.	
tumbler	A short drinking glass.	
highball glass	A tall glass used for drinks.	
carafe	A glass container used for serving water or wine.	
jug	A container used for pouring drinks.	
napkin	A piece of cloth or paper used during a meal.	
napkin ring	A small ring used to hold a folded napkin.	
napkin folding	Making special shapes with a napkin.	
tray	A flat object used for carrying food and drinks.	

VOCABULARY	DEFINITION (A2)	TRANSLATION / NOTES
tray stand	A small stand used to hold a tray.	
trolley	A small vehicle with wheels used to move things.	
menu holder	An object used to hold a menu.	
reservation book	A book with information about table bookings.	
reservation system	A computer system used to manage bookings.	
to arrange	To put things in the correct order or position.	
to set the tables	To prepare tables for guests.	
to polish	To clean something until it shines.	
to check	To make sure something is correct.	
to replace	To put something new in the place of something else.	
to refill	To put more of something into a container.	
to stock	To fill a place with the things needed.	
to organise	To put things in the correct order.	
to decorate	To make a place look more attractive.	
to prepare the restaurant	To make the restaurant ready for guests.	