# Hospitality English & Kitchen Communication

Vocabulary & Definition Study Guide (Level A2) — Sections 10–11

## 10. Billing, payment and farewell

| Vocabulary | Definition (A2) | Translation / notes |
|---|---|---|
| **bill** | A paper showing how much a guest must pay. | |
| **invoice** | A document showing the money that must be paid. | |
| **receipt** | A paper showing that someone has paid. | |
| **payment** | Money given for something. | |
| **total amount** | The full amount of money to pay. | |
| **amount due** | The money that must be paid. | |
| **cash** | Money in notes and coins. | |
| **banknote** | A piece of paper money. | |
| **coin** | A small, round piece of metal money. | |
| **credit card** | A card used to pay for things. | |
| **debit card** | A card linked to a bank account. | |
| **card machine** | A machine used for card payments. | |
| **contactless payment** | Paying by holding a card or phone near a machine. | |
| **cash register** | A machine used to record payments. | |
| **till** | A place or machine where money is kept. | |
| **change** | Money returned when someone pays too much in cash. | |
| **tip** | Extra money given for good service. | |
| **service charge** | An extra amount added to a bill for service. | |
| **room charge** | The cost of something added to a hotel room bill. | |
| **room number** | The number of a guest's hotel room. | |
| **guest signature** | The guest's name written by hand. | |
| **payment method** | The way a person pays. | |
| **split bill** | A bill divided between different people. | |
| **separate bills** | Different bills for different guests. | |
| **refund** | Money given back to a customer. | |
| **discount** | A lower price than usual. | |
| **tax** | Money paid to the government. | |
| **service tax** | Tax added to the cost of a service. | |

| Vocabulary | Definition (A2) | Translation / notes |
|---|---|---|
| **to present the bill** | To bring the bill to the guest. | |
| **to check the bill** | To make sure the bill is correct. | |
| **to explain a charge** | To tell someone why an amount must be paid. | |
| **to process a payment** | To complete a payment using a machine or system. | |
| **to accept payment** | To receive money from a guest. | |
| **to give change** | To return the extra money to a guest. | |
| **to print a receipt** | To produce a paper showing the payment. | |
| **to settle the bill** | To pay the full amount. | |
| **to charge to the room** | To add the cost to the hotel room bill. | |
| **to ask for a signature** | To ask a guest to write their name. | |
| **farewell** | Words used when someone leaves. | |
| **goodbye** | Words said when leaving someone. | |
| **to thank a guest** | To show that you are grateful. | |
| **to wish someone a pleasant day** | To hope that someone has a good day. | |
| **to invite someone back** | To tell someone they are welcome to visit again. | |
| **to escort a guest out** | To walk with a guest towards the exit. | |
| **departure** | The time when someone leaves a place. | |

## 11. Cleaning, closing and going home

| Vocabulary | Definition (A2) | Translation / notes |
|---|---|---|
| **closing time** | The time when the restaurant closes. | |
| **end of service** | The time when restaurant service finishes. | |
| **end of shift** | The time when your working hours finish. | |
| **closing duties** | Jobs employees must do before leaving. | |
| **final cleaning** | The last cleaning before the restaurant closes. | |
| **cleaning schedule** | A plan showing when cleaning must be done. | |
| **cleaning equipment** | Tools used to clean a place. | |
| **cleaning products** | Liquids and other things used for cleaning. | |

| Vocabulary | Definition (A2) | Translation / notes |
|---|---|---|
| **disinfectant** | A product used to kill harmful germs. | |
| **cleaning cloth** | A cloth used for cleaning. | |
| **broom** | A tool used to sweep the floor. | |
| **mop** | A tool used to clean floors with water. | |
| **bucket** | A container used for carrying water. | |
| **vacuum cleaner** | A machine used to clean floors and carpets. | |
| **rubbish bin** | A container for things people throw away. | |
| **rubbish bag** | A bag used for collecting rubbish. | |
| **waste separation** | Putting different types of rubbish into different containers. | |
| **recycling bin** | A container for materials that can be used again. | |
| **dishwasher** | A machine that washes plates, glasses and cutlery. | |
| **washing-up area** | The place where dishes are cleaned. | |
| **dirty dishes** | Plates and other items that need washing. | |
| **clean dishes** | Plates and other items that are ready to use. | |
| **storage area** | A place where things are kept. | |
| **stockroom** | A room where extra supplies are stored. | |
| **stock check** | A check of the items available. | |
| **inventory** | A list of all the things a business has. | |
| **missing equipment** | Tools or items that cannot be found. | |
| **damaged equipment** | Tools or machines that are broken. | |
| **maintenance** | Work needed to keep things in good condition. | |
| **repair** | Work done to make something work again. | |
| **final inspection** | The last check before a place is closed. | |
| **handover** | Giving important information to the next team. | |

| Vocabulary | Definition (A2) | Translation / notes |
|---|---|---|
| **handover notes** | Written information for the next employees. | |
| **daily report** | Information about what happened during the day. | |
| **unfinished tasks** | Jobs that are not yet complete. | |
| **to clear the tables** | To remove everything used by guests. | |
| **to clean the tables** | To remove dirt and food from tables. | |
| **to wipe the surfaces** | To clean surfaces with a cloth. | |
| **to sweep the floor** | To clean the floor with a broom. | |
| **to mop the floor** | To clean the floor with a wet mop. | |
| **to empty the bins** | To remove rubbish from the bins. | |
| **to wash the dishes** | To clean plates and other kitchen items. | |
| **to polish the glasses** | To clean glasses until they shine. | |
| **to store equipment** | To put tools in the correct place. | |
| **to restock supplies** | To fill the storage area with new items. | |
| **to count the stock** | To find out how many items are available. | |
| **to check the equipment** | To make sure that everything works correctly. | |
| **to report damage** | To tell someone that something is broken. | |
| **to switch off the lights** | To turn the lights off. | |
| **to switch off equipment** | To stop machines from working. | |
| **to lock the doors** | To close the doors with a key. | |
| **to complete the checklist** | To finish all the jobs on a list. | |
| **to finish your duties** | To complete all your work. | |
| **to change out of your uniform** | To take off your work clothes. | |
| **personal belongings** | Things that belong to you. | |
| **to collect your belongings** | To take your personal things with you. | |
| **to clock out** | To record the time when you finish work. | |
| **to leave the workplace** | To go away from the place where you work. | |

| Vocabulary | Definition (A2) | Translation / notes |
|---|---|---|
| **to say goodbye to colleagues** | To say farewell to the people you work with. | |
| **to go home** | To leave work and return to your home. | |
| **free time** | Time when you do not have to work. | |
| **rest** | Time when you relax after working. | |
| **tired** | Needing rest after working. | |
| **exhausted** | Very tired and needing a lot of rest. | |
| **work-life balance** | Having enough time for work and private life. | |