Vocabulary

Hotel Types and Locations

1. Some hotel types:
   * luxury hotel,
   * tourist hotel,
   * airport hotel,
   * middle-range hotel,
   * motel,
   * hostel,
   * commercial hotel (= hotel in the business district, with conference facilities),
   * guest house,
   * camp-site,
   * B&B (bed and breakfast).

2. Some typical hotel locations:
   * near … (Snowy Mountain),
   * only five minutes from … (the airport),
   * in … (the city centre),
   * in the heart of … (the shopping area),
   * in the centre of … (the business district),
   * on the edge of … (the town),
   * along … (the highway),
   * beside … (the road),
   * 20 kilometres north of … (a town).

Hotel Jobs and Departments

1. Managerial positions:
   * General Manager,
   * Assistant General Manager,
   * Duty Manager.

2. Reception or Front Office:
   * Front Office Manager or Reception Manager,
   * Receptionist,
   * Reservations Clerk.

3. Housekeeping:
   * Housekeeper,
   * Room maid or Chambermaid,
   * Cleaner,
   * Laundry Maid.
4. Hall Porter’s Department:
*Head Hall Porter or Bell Captain,
*Concierge,
*Doorman,
*Porter or Bellhop or Bellboy,
*Parking Attendant,
*Lift Attendant or Elevator Operator,
*Valet.

5. Cashier’s Department:
*(Chief) Cashier,
*(Chief) Accountant.

6. Food and Beverage Department or Catering Department
*Catering Manager,
*Head Waiter or Maitre d’hôtel or Maitre D,
*Room Service Waiter/Waitress,
*Barman, or Bartender
*Waiter’s Assistant or Busboy or Busser,
*Platewash assistant,
*Head Chef,
*Second Chef,
*Assistant Chef, etc.

7. Other Jobs:
*Maintenance Engineer,
*Storekeeper or Storeman.

**Room Types**

1. Some room types:
*Single room,
*Double room,
*Twin room,
*Triple room,
*Four-bed room,
*Family room,
*Suite,
*Quad,
*Studio (=self-contained apartment),
*Non-smoking room.

2. Additional requests related to rooms:
*With a view of …
*With a bath/shower/bathroom and shower en suite
*With a balcony
*At the back/the front of the hotel
*On the ground/second/top floor

3. Some public rooms and premises:
*Conference room,
*Exhibition room,
*Ballroom,
*Restaurant,
*Lounge,
*Bar,
*Sports complex,
*Sauna,
*Banqueting room,
*Swimming pool.

Hotel services and facilities

1. Hotel services and facilities:
*Room Service,
*Sports Room/Centre,
*Pool,
*Jacuzzi,
*Non-smoking rooms,
*Hair dryer,
*Colour TV,
*Satellite TV,
*Telephone,
*Bathroom,
*Air-conditioning,
*Night Porter,
*Shower,
*Maid Service,
*Sauna,
*Car Parking,
*Laundry,
*Doctor,
*Transport,
*Valuables,
*Coffee shop,
*Shoe Cleaning Service,
*Currency exchange,
*Restaurant,
*Massage therapist,
*Weight Machines,
*Gym.
2. Business Services:
* Photocopying,
* Computer rental,
* Stapling,
* Presentation binders,
* Colour copying,
* Scanning,
* Overhead transparencies,
* Fax reception,
* Collating,
* Int'l fax transmissions,
* Cellular phone use,
* Modem use,
* Convention hall,
* Conference rooms,
* Fitness suite.

Reservations

1. Finding out what the client wants:
* What kind of room would you like?
* Would you like breakfast?
* Would you like a room with a bath or shower?
* How long do you plan to stay?
* When for?
* How long will you be staying?
* For how long?
* Is it just for tonight?

2. Accepting a booking:
* I can book you a room for the …
* It’s okey for (the) …
* We can confirm a room (for the, on the) (date).

3. Refusing a booking:
* Unfortunately we’re fully booked for … but …
* I can book you a room for (the) …
* If there isn’t any room, we can get you on a waiting list or we can find you a room in another hotel.
* We won’t be able to guarantee you a room for the (date).

4. Giving information about prices:
* For … the price would be …
* … costs (would cost) …
* The total cost would be …
* (The price, that) includes …
* … (is, are) also included …
*There's a (percentage) reduction for
*We have a special package plan for ... staying for ...
*We'll have to charge you (price) ... extra.

5. Giving the client information about the hotel:
*Our hotel is ... (located near, very modern, etc.).
*I'm sorry, we haven't got ...
*We've got ...
*Would you like us to send you a brochure?
*We're fully equipped for that.

6. Advance information on payment:
*How will you be paying the bill?
*Yes, we accept ...
*Who'll be paying the bill?
*You'll have to send us ...
*You'll have to send us a deposit of ...
*Which company do you work for?
*Is the company willing to cover all expenses?
*What's your company affiliation?
*Since the company is located in another country, they'll have to send us a deposit of ...

7. Getting details of arrival:
*What time will you be arriving?
*Will you be coming by plane?
*Will you be arriving (before, after) ...?
*What's (Could you give me) your flight number, please, in case the plane's late?

8. Finding out who the client is:
*Can (could) you give me your name, please?
*What's your name, please?
*Who's the reservation for?
*What's your address, please?
*Can (could) you give me your address, please?

Check-in and out

1. Checking-in:
*Would you, please, complete the guest registration card?
*Would you sign here, please?*Here's your room key.
*This is your room charge card.
*How will you be paying: cash, cheque, credit card?
*We accept all major credit cards.
*I'd like to check-out. Can I pay now?
*Check-in time; check-out time.
2. Asking the client for his name and room number:
   * What’s your room number?
   * Were you in room X?
   * Can you give me your room number, please?
   * Are you Mr. X?
   * Is your name Mr. X?

3. Presenting the bill to the client:
   * Did you have breakfast this morning?
   * Did you make any phone calls?
   * How many phone calls did you make?
   * That’ll be …
   * The total amount is …
   * Here's your bill. Would you like to check it?
   * Would you like to check and see if the amount is correct?
   * We had to charge you for …
   * That's for the phone calls you made.
   * That's for the … you ordered from your room.
   * Here’s your receipt.

4. Cheques and Credit Cards:
   * What kind have you got?
   * What kind is it (are they)?
   * I’m sorry we don’t accept personal cheques. It’s the policy of the hotel.
   * Yes, we do, but since the amount exceeds … I’ll have to get the approval code.
   * Yes, but you’ll have to give me your name and address.
   * You’ll have to show me your passport or some other form of identification.