

## **Vocabulary of Hospitality**

### **1. Welcoming Guests**

1. "Welcome to [Hotel Name], we're delighted to have you with us."
2. "Thank you for staying with us."
3. "We hope you enjoy your stay."
4. "Please make yourself at home."
5. "We're here to make your stay as comfortable as possible."
6. "We're happy to assist you during your stay."
7. "Let us know if you need anything."
8. "It's our pleasure to have you as our guest."
9. "You're always welcome here."
10. "We are committed to providing you with an exceptional experience."

### **2. Check-in and Check-out**

1. "Can I have your reservation number, please?"
2. "Your room will be ready shortly."
3. "Here is your key card; your room number is [Room Number]."
4. "Check-out time is at 12 PM."
5. "We offer express check-out for your convenience."
6. "Would you like a late check-out?"
7. "We've already processed your payment."
8. "We hope everything was to your satisfaction."
9. "How was your stay with us?"
10. "Thank you for choosing to stay with us."

### **3. Offering Assistance**

1. "Is there anything else we can do for you?"
2. "Would you like assistance with your luggage?"
3. "Can I help you with directions?"
4. "Would you like a wake-up call?"
5. "We can arrange a taxi for you."
6. "Do you need any extra pillows or blankets?"
7. "Would you like us to book a tour for you?"

8. "Our staff is available 24/7 for any assistance."
9. "We can provide you with a city map."
10. "Please feel free to call the front desk if you need anything."

#### **4. Providing Information**

1. "Breakfast is served from 7 AM to 10 AM."
2. "The gym is open from 6 AM to 10 PM."
3. "Wi-Fi is complimentary in all areas of the hotel."
4. "Our pool is located on the fourth floor."
5. "Here's a list of nearby attractions and restaurants."
6. "Room service is available 24 hours a day."
7. "We offer laundry services if needed."
8. "We have a business center available for your use."
9. "Parking is free for all our guests."
10. "You can find the room service menu in your room."

#### **5. Handling Guest Complaints**

1. "We apologize for the inconvenience."
2. "We will take care of that immediately."
3. "I understand your frustration, and we will resolve this issue."
4. "Let me speak with my manager to find a solution."
5. "Please allow us a moment to correct this for you."
6. "I assure you this matter will be addressed."
7. "Thank you for bringing this to our attention."
8. "We will do our best to ensure this doesn't happen again."
9. "I will personally follow up to make sure this is resolved."
10. "We appreciate your feedback and will use it to improve our service."

#### **6. Room Service & Dining**

1. "Would you like to place an order for room service?"
2. "Our chef's special today is [Dish Name]."
3. "Can I get you something to drink?"
4. "Would you like dessert or coffee?"
5. "Is everything to your satisfaction?"

6. "We offer a wide variety of international dishes."
7. "The restaurant opens for dinner at 6 PM."
8. "We provide vegetarian and vegan options."
9. "The bar is open until midnight."
10. "We can have your meal delivered to your room."

## **7. Confirming Reservations**

1. "I'm calling to confirm your reservation for [date]."
2. "Your table is reserved for 7 PM."
3. "Your room reservation has been confirmed."
4. "We've noted your special request for a quiet room."
5. "Can you verify the details of your booking?"
6. "We've reserved the room under your name."
7. "I see that you've booked a suite."
8. "Your reservation includes breakfast and access to the spa."
9. "Please let us know if there are any changes to your reservation."
10. "We've blocked a room for you with a view of the garden."

## **8. Dealing with Payments**

1. "How would you like to settle your bill?"
2. "Your total comes to [Amount]."
3. "Would you like to charge this to your room?"
4. "We accept all major credit cards."
5. "Here's a receipt for your records."
6. "Would you like to split the bill?"
7. "A pre-authorization hold will be placed on your card."
8. "Your payment has been successfully processed."
9. "Is there anything else we can assist you with before you check out?"
10. "Please review the charges before we finalize your bill."

## **9. Farewell**

1. "We hope to see you again soon."
2. "Thank you for staying with us."
3. "Safe travels and have a great day!"

4. "We look forward to welcoming you back."
5. "It was a pleasure having you as our guest."
6. "Please don't hesitate to contact us for future bookings."
7. "We hope you had a wonderful time."
8. "Goodbye and thank you for visiting [Hotel Name]."
9. "Have a safe journey home."
10. "We value your feedback; please leave a review."

#### **10. Handling Special Requests**

1. "We've arranged for a late check-out for you."
2. "Your complimentary upgrade has been processed."
3. "We've taken care of your request for extra towels."
4. "The extra bed has been set up in your room."
5. "We've reserved a table at the restaurant as per your request."
6. "We've organized a shuttle for your airport transfer."
7. "We can have flowers delivered to your room."
8. "The minibar has been restocked with your preferred beverages."
9. "Your room will be cleaned while you're out."
10. "We've arranged for early breakfast as per your request."