



HOTEL VOCABULARY

Useful words about hotel and hospitality



1. PEOPLE



Guest
Tamu



Receptionist
Resepsionis



Bellboy / Porter
Bellboy / Porter



Concierge
Layanan tamu



Housekeeper
Petugas kebersihan



Waiter / Waitress
Pelayan



Chef
Koki



Manager
Manajer

2. PLACES IN A HOTEL



Lobby
Lobi



Reception
Meja resepsionis



Elevator / Lift
Lift



Corridor
Koridor



Room
Kamar



Restaurant
Restoran



Café
Kafe



Bar
Bar



Swimming Pool
Kolam renang



Gym / Fitness Center
Pusat kebugaran



Spa
Spa



Business Center
Pusat bisnis



Meeting Room
Ruang rapat



Banquet Hall
Aula / Ruang perjamuan



Laundry
Layanan laundry



Parking Area
Area parkir

3. ROOM FEATURES & ITEMS



Bed
Tempat tidur



Pillow
Bantal



Blanket
Selimut



Mattress
Kasur



Nightstand
Meja samping



Lamp
Lampu



TV
Televisi



Wardrobe
Lemari pakaian



Desk
Meja kerja



Chair
Kursi



Minibar
Minibar



Safe Box
Brankas



Telephone
Telepon



Towels
Handuk



Toiletries
Perlengkapan mandi



Hair Dryer
Pengering rambut

4. SERVICES & FACILITIES



Room Service
Layanan kamar



Wi-Fi
Wi-Fi



Breakfast
Sarapan



Check-in
Check-in



Check-out
Check-out



Reservation
Reservasi



Wake-up Call
Layanan bangun pagi



Luggage Storage
Penyimpanan bagasi

5. USEFUL WORDS & PHRASES

I have a reservation.
Saya punya reservasi.

Can I check in?
Boleh saya check-in?

What time is check-out?
Jam berapa check-out?

I would like a room, please.
Saya ingin memesan kamar.

Is breakfast included?
Apakah sarapan sudah termasuk?

Can I have the Wi-Fi password?
Boleh saya minta password Wi-Fi?

Excuse me, where is the elevator?
Permisi, liftnya di mana?

Could you send someone to my room?
Bisakah Anda mengirim seseorang ke kamar saya?

This room is very comfortable.
Kamar ini sangat nyaman.

Thank you for your service!
Terima kasih atas pelayanannya!



A good stay makes beautiful memories



HOTEL

In-room facilities & Amenities



In-room facilities

В номере

1. bed — кровать
2. double bed — двуспальная кровать
3. bedside table — прикроватная тумбочка
4. wardrobe — шкаф
5. desk — письменный стол
6. chair — стул
7. sofa — диван
8. armchair — кресло
9. mirror — зеркало
10. balcony — балкон
11. air conditioning — кондиционер
12. heating — отопление
13. TV — телевизор
14. Wi-Fi — Wi-Fi
15. telephone — телефон
16. mini-fridge — мини-холодильник
17. minibar — мини-бар
18. safe — сейф
19. hairdryer — фен
20. kettle — электрический чайник
21. coffee machine — кофемашина
22. iron — утюг
23. ironing board — гладильная доска
24. blackout curtains — плотные шторы



Amenities

Удобства

25. pillows — подушки
26. blanket — одеяло
27. bedsheets / bed linen — постельное бельё
28. towels — полотенца
29. bathrobe — халат
30. slippers — тапочки
31. bottled water — бутилированная вода
32. tea and coffee — чай и кофе
33. toiletries — туалетные принадлежности
34. room service — обслуживание номеров
35. housekeeping — уборка номера
36. wake-up call — звонок-будильник
37. free Wi-Fi — бесплатный Wi-Fi



Bathroom facilities

Ванная комната

38. shower — душ
39. bathtub — ванна
40. toilet — туалет
41. sink — раковина
42. washbasin — умывальник
43. bidet — биде
44. mirror — зеркало
45. towel rack — держатель для полотенец
46. hairdryer — фен
47. bath mat — коврик для ванной
48. soap — мыло
49. shampoo — шампунь
50. conditioner — кондиционер для волос
51. shower gel — гель для душа
52. toothbrush — зубная щётка
53. toothpaste — зубная паста
54. razor — бритва
55. shower cap — шапочка для душа

Hotel Check-In Conversation



- Receptionist** : Good afternoon! Welcome to the Grand Plaza. How can I help you today?
- Guest** : _____
- Receptionist** : Thank you. Let me just find your booking...
Yes, here it is.
A deluxe room for three nights, is that correct?
- Guest** : _____
- Receptionist** : Perfect. Would you mind if I took a quick look at your ID, please? And I'll just need a card for any extras, if that's alright.
- Guest** : _____
- Receptionist** : It is indeed! It's served in the restaurant downstairs between 7:00 and 10:00 AM.
- Guest** : _____
- Receptionist** : You actually don't need one; it should connect automatically once you join the network.
- Guest** : _____
- Receptionist** : Check-out is at 11:00 AM, but please do let us know if you need a little more time.
- Guest** : _____
- Receptionist** : You're very welcome. Here is your key card. The lifts are just over there on your left. I hope you have a lovely stay!
- Guest** : _____



Hotel Room Problem



- Hotel Staff** : Good evening. How can I help you?
- Guest** : _____
- Hotel Staff** : I'm sorry about that. Is it not working at all?
- Guest** : _____
- Hotel Staff** : I understand. I'll send someone to fix it right away.
- Guest** : _____
- Hotel Staff** : About 30 minutes.
- Guest** : _____
- Hotel Staff** : You're welcome. Sorry for the inconvenience.
- Guest** : _____

Dialogue: Booking a Hotel Room



- Receptionist** : Hello! Could you give me your check-in and check-out dates?
- Guest** : _____
- Receptionist** : Alright, that's a five-night stay. Would you prefer a room with one bed or two?
- Guest** : _____
- Receptionist** : Certainly! Would you like breakfast included with your stay?
- Guest** : _____
- Receptionist** : It's 80 dollars per night.
- Guest** : _____
- Receptionist** : Excellent! I'll just need to get your name for the reservation.
- Guest** : _____



1. FILL IN THE GAPS

Fill in the gaps with the correct words from the box.

Suite	Desk	Guest	Vacancy	Baggage	View	Neat
Quiet	Convenient	Complain about	Book	Carry	In advance	

- Clerk: Welcome to The Shadowmoor Hotel. Do you have a reservation?
- Guest: Yes. I _____ (1) a room _____ (2) for tonight.
- Clerk: Let me check... Yes, we have a _____ (3) available for you.
- Guest: Excellent! I have a lot of _____ (4). Can someone help me _____ (5) it?
- Clerk: Of course, our bellhop will _____ (6) it to your room.
- Guest: Thank you. What kind of _____ (7) does the room have?
- Clerk: You'll love it! It has a wonderful _____ (8) of the Dark Forest.
- Guest: Perfect. I also prefer a _____ (9) place to rest.
- Clerk: Our hotel is usually very _____ (10).
- Guest: Great. One more thing—if I have any problem, can I _____ (11) something?
- Clerk: Certainly. Please let us know. We want every _____ (12) to be happy.
- Guest: That's good to hear. Also, is it more _____ (13) to pay now?
- Clerk: No, but if you _____ (14), especially in busy seasons, we offer a discount.
- Guest: Good to know. I'll remember to _____ (15) next time!



2. TRUE OR FALSE

Read the text and decide if the statements are True (T) or False (F).



The Shadowmoor Hotel is a special place for magic creatures. It is hidden in the Misty Mountains and is famous for its beautiful rooms and friendly staff. The hotel has 100 rooms, including standard rooms and luxurious suites. Each room is neat and designed for comfort. Guests can enjoy a quiet atmosphere and a magical view of the dark forest or the moonlit lake.

Guests can book their rooms online or by sending a letter. It is a good idea to book in advance, especially during the full moon, when the hotel is usually full. The staff are always ready to help with luggage and any special requests.

If guests have any problems, they can complain about them at the desk. The hotel is convenient because it is close to many attractions, such as the Dragon Caves and the Crystal Lake.



	T	F
1. The hotel is in the Misty Mountains.	☐	☐
2. All the rooms are suites.	☐	☐
3. The rooms are neat and comfortable.	☐	☐
4. The hotel is always noisy.	☐	☐
5. Guests can book online or by letter.	☐	☐
6. It's better to book during the full moon.	☐	☐
7. The staff can help with luggage.	☐	☐
8. Guests can complain at the desk.	☐	☐
9. The hotel is far from attractions.	☐	☐

3. VOCABULARY MATCH

Match the words (1–15) with their definitions (A–O).

- | | |
|--------------------|---|
| 1. Suite | A. a place where staff work and help guests |
| 2. Desk | B. to say that something is wrong or not good |
| 3. Guest | C. free room available |
| 4. Vacancy | D. to have and move something in your hands |
| 5. Baggage | E. to reserve something, especially a room |
| 6. View | F. pleasant and not causing trouble or noise |
| 7. Neat | G. in a way that is well organized and tidy |
| 8. Quiet | H. something a person brings when traveling |
| 9. Convenient | I. a place to stay that has more space and luxury |
| 10. Complain about | J. a person who stays at a hotel |
| 11. Book | K. in a way that is easy and useful |
| 12. Carry | L. to do something before a particular time |
| 13. In advance | M. something you can see from a place |
| 14. | N. all your bags and personal items |
| 15. | O. to transport something from one place to another |

4. CHOOSE THE BEST OPTION

Choose the word that best fits the sentence.

- We should _____ our room in advance for the holiday.
a) carry b) book c) complain about
- The hotel offers a beautiful _____ of the lake.
a) view b) quiet c) baggage
- Please go to the _____ if you have a problem.
a) desk b) view c) suite
- The hotel is very _____ to the city center.
a) neat b) convenient c) quiet
- He had too much _____ after his long journey.
a) baggage b) vacancy c) view



5. WRITING TASK

Imagine you are a guest at The Shadowmoor Hotel. Write a short review (60–80 words). Talk about: your room, the staff, a view, and if you would recommend the hotel.



MAGICAL TIP

GOOD MANNERS
OPEN ALL DOORS!



Activities: Motels in the USA



Read, think, and complete the activities.



1 Warm-up

- Have you ever stayed in a motel?

- What is the difference between a motel and a hotel?

- What do you imagine when you think of an American motel?

2 Reading

Motels are a type of hotel for travelers. They are often found near highways and major roads. Many motels became popular in the 1920s and 1930s when more Americans started traveling by car. Guests can usually park close to their room. Motels are often practical and affordable, especially during road trips. Some classic motels are also famous for their retro neon signs.



3 Reading comprehension

- Where are motels often found?

- Why did motels become popular?

- Why are motels convenient for travelers?

- What makes some classic motels special?

4 True or False

- | | T | F |
|---|--------------------------|--------------------------|
| 1. Motels are usually built near highways. | ☐ | ☐ |
| 2. People often stay in motels during road trips. | ☐ | ☐ |
| 3. Motels became popular because of air travel. | ☐ | ☐ |
| 4. Guests can often park near their room. | ☐ | ☐ |
| 5. Many old motels have a retro style. | ☐ | ☐ |

5 Vocabulary match

- | | | |
|--------------|-------|------------------------------------|
| 1. highway | _____ | A. a bright sign with lights |
| 2. vacancy | _____ | B. the place where guests check in |
| 3. reception | _____ | C. a long journey by car |
| 4. road trip | _____ | D. a room that is available |
| 5. neon sign | _____ | E. a main road for fast traffic |

6 Fill in the blanks

motel parking travelers affordable highway

- A _____ is a type of hotel for people on the road.
- Motels are often near the _____.
- Guests can usually use a _____ lot near their room.
- Motels are practical for _____.
- Many motels are simple and _____.



7 Your opinion

Would you like to stay in a motel during a road trip in the USA? Why or why not?
