

## **Hotels vocabulary**

**Amenities** – the extra features or services that make a stay more comfortable, such as Wi-Fi, a gym, or toiletries.

**Bed and breakfast (B&B)** – a small lodging offering overnight accommodation and a morning meal, often family-run.

**To book** – to reserve a room, table, or service in advance.

**Booking** – a reservation made for a hotel room, restaurant table, or service.

**Boutique hotel** – a small, stylish hotel that focuses on design, individuality, and personal service.

**Chain hotel** – a hotel that is part of a larger group or brand, such as Hilton or Marriott.

**Check-in** – the process of registering and receiving your room when you arrive at a hotel.

**Check-out** – the process of leaving a hotel and paying your bill at the end of your stay.

**Complimentary** – provided free of charge, such as breakfast, toiletries, or a welcome drink.

**Concierge** – a hotel employee who helps guests with services like bookings, directions, or recommendations.

**Front desk** – the main reception area where guests check in, check out, and ask for assistance.

**Hospitality** – the friendly and generous reception of guests or visitors.

**Housekeeping** – the department responsible for cleaning and maintaining rooms and public areas in a hotel.

**Overbooking** – when a hotel accepts more reservations than it has rooms available, expecting some cancellations.

**Reservation** – an arrangement made in advance to secure a room or service at a specific time.

**Room service** – food or drinks delivered directly to a guest's room by hotel staff.

**Star rating** – a system used to measure the quality and luxury level of hotels, often from one to five stars.

**Suite** – a large or luxurious hotel room, often with a separate living area or multiple bedrooms.

**Turn-down service** – an evening service where hotel staff prepare the bed and room for the night, often leaving a small treat.