

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.