

Glossary

- abbreviation** *n* the short form of a word, phrase, etc.
- abroad** *adv, prep* in or to a foreign country
- accept** *vb* [1] to take something you are offered [2] to believe or agree that something is true, correct or fair
- accommodation** *n* a place where you live, work or stay
- account** *n* [1] an arrangement with a bank to take care of your money [2] an arrangement with a shop, hotel, etc. to pay for things later
- acronym** *n* a word that is a short form of a phrase or name
- adjoining** *adj* next to or connected to another room, building, etc.
- aggressive** *adj* angry, rude or violent
- air** *vb* if you air a room, you open the doors and windows to let fresh air in
- airline** *n* a company that owns and operates aircraft
- aisle** *n* a narrow passage between rows, for example between seats on an aeroplane or shelves in a supermarket
- allergy** *n* a medical condition that makes you feel ill if you eat or touch a particular substance (allergic to sth = having an allergy to sth)
- allergy-tested** *adj* a substance that has been allergy-tested has been examined to make sure it does not contain anything that is likely to cause someone to become ill
- alley** *n* a narrow passage between buildings
- alternate** *adj* if something happens on alternate days, weeks, etc., it happens on one day, week, etc., then not on the following day, week, etc., and continues in this pattern
- alternative** *n* something you can choose from two or more things
- ambitious** *adj* very determined to succeed
- amenable** *adj* somebody who is amenable is easy to control and likely to agree with you
- amendment** *n* a small change made to an arrangement
- amount** *n* a quantity of something, especially money
- anniversary** *n* a date when you celebrate something that happened on that date in the past
- answer** *n* a response you get when you phone somebody or knock on the door of their office, house, etc.
- anxious** *adj* feeling worried
- aperitif** *n* a small alcoholic drink that you have just before a meal
- apologize** *vb* to say that you are sorry for something that has gone wrong or a problem you have caused
- appearance** *n* the way that somebody looks, dresses or behaves
- archaeology** *n* the study of ancient cultures and people by examining old bones, buildings and objects that are dug up from the ground
- architecture** *n* the style and design of particular buildings
- arrange** *vb* [1] to organize something so that it happens [2] to put a group of things in a particular order
- arrow** *n* a mark or sign that is pointed at one end to show the direction or position of something
- art shop** *n* a shop that sells paintings
- asparagus** *n* a plant with thin green and purple stalks, eaten as a vegetable
- assembly point** *n* a place outside where all the people who were inside a building go if there is a fire or other emergency
- assertive** *adj* saying what you want clearly and confidently so that people listen to you
- assistant manager** *n* the person whose job is to help the manager, or take the place of the manager in a company, when the manager is not available
- auditorium** *n* the part of a theatre or concert hall where the audience sits
- AV equipment** *n* audio-visual equipment that uses sound and pictures, for example a computer or television
- availability** *n* the state of being able to be used or obtained
- available** *adj* able to be used or obtained
- baby's bottle** *n* a small plastic bottle with a rubber cap, used to feed babies milk or other liquids
- babysitting** *n* the work of caring for babies or children for a short time while their parents are out
- bacteria** *n* very small living things that can cause disease
- baggage carousel** *n* a large rubber belt at an airport that moves in a circle and from which you collect your luggage
- balcony** *n* a platform with a rail around it that is on the outside of a building
- bandage** *n* a long thin strip of fabric that is wrapped around a part of your body that you have injured
- bath mat** *n* a small rug for you to stand on when you get out of the bath or shower
- bath robe** *n* a loose long piece of clothing like a coat that you put on when you get out of the bath or shower
- bath sheet** *n* a very large towel
- bath towel** *n* a thick piece of fabric, used to dry yourself
- beat** *vb* to mix food such as eggs, cream or butter well
- bedspread** *n* a fabric cover that is placed over a bed
- beep** *n* a short sharp sound
- belongings** *n* the things that you own and carry with you
- birthday** *n* the date on which somebody was born
- blame** [1] *vb* to believe that somebody is responsible for something bad [2] *n* responsibility for something bad
- blanch** *vb* to put raw vegetables in boiling water for a few minutes to prepare them
- bleeding** *n* the process in which you lose blood from your body
- blend** *vb* to mix two or more substances together, especially food
- blind** *adj* not able to see due to a medical condition
- block letters** *n* separate letters of the alphabet that are written in capitals
- blocked** *adj* completely closed so that nothing can pass through
- blossom** *n* the flowers that trees produce in spring
- boarding card** *n* a card you must show when you get on a ship or plane
- bonus** *n* an extra payment you get because you have done your job well

- book** *vb* to arrange to have or use something at a particular time or on a particular date
- boring** *adj* not at all interesting
- break down** *vb* if a vehicle or machine breaks down, it stops working
- break up** *vb* if the sound on a radio or phone is breaking up, you cannot hear it properly
- breakfast chef** *n* the person in a hotel whose job is to organize breakfast for the guests
- breakout room** *n* a room in a hotel where people who are having a long meeting can go to relax, have refreshments, talk, etc. for a short time
- breast of chicken** *n* the white meat that comes from the front of a chicken
- breathe** *vb* [1] to take air into your lungs and blow it out again [2] if you let wine breathe, you open the bottle and let it stand for a while before drinking it, to improve the flavour
- bright** *adj* bright weather is full of light and sunny
- brochure** *n* a small book with pictures and information about something
- budget** *n* an exact amount of money you have planned to spend on something
- burn** *n* an injury caused by fire or heat
- business centre** *n* centre in a hotel which provides facilities to guests so they can do business, e.g. computer, printer, fax, shipping services, etc.
- business conference** *n* a large important meeting for a particular type of organization
- busy** *adj* [1] if a telephone is busy, you can hear a continuous noise on it that means the person whose number you dialled is already talking to somebody else [2] having a lot to do
- button** *n* a small part of a machine that you press in order to perform a particular action
- cabin luggage** *n* smaller bags that you can take onto a plane with you
- cable car** *n* a square vehicle that hangs from a moving metal wire, used to carry passengers up and down a mountain
- call back** *vb* to phone somebody who phoned you earlier
- campaign** *n* a series of organized activities that are intended to achieve a particular social or political aim
- cancel** *vb* to change an arrangement you made earlier so that it does not happen
- capacity** *n* the number of people who can fit into a particular space such as a room or bus
- car registration** (number) *n* the unique number on a car's number plate
- car rental** *n* an arrangement to hire a car for a set period of time
- career** *n* the series of jobs that you have throughout your life
- cashier** *n* the person in a bank, shop, etc. who deals with payments
- catch** *vb* if you catch what somebody says, you just manage to hear what they say
- catering manager** *n* the person in an organization such as a hotel or college who is responsible for arranging meals in the restaurant
- celebrate** *vb* to do something special to show that you are happy about something or it is an important day for you
- cell phone** *n* (US) a small wireless telephone that you can carry with you
- chambrer** *vb* to bring wine to room temperature
- change** *vb* [1] to make different arrangements from the ones you planned earlier [2] to get out of one form of transport and continue the journey in another
- changeover** *n* the act of getting a hotel room ready for a new guest after the previous guest has checked out
- changing room** *n* a small room where you can change into different clothes
- charger** *n* a piece of equipment that is used to load a battery with electrical power
- check** *vb* to find out if something is possible
- chef de partie** *n* the person who is in charge of a particular part of the kitchen in a restaurant or hotel
- chest** *n* the upper part of the front of your body
- chilled** *adj* food or drink that is chilled has been made cold to keep it fresh or improve the taste
- chilli** *n* a small green or red vegetable that has a strong hot taste
- choke** *vb* to be unable to breathe properly or swallow because something is blocking your throat
- chop** *vb* to cut something, especially food, into small pieces
- client** *n* a customer who receives a service from a professional person
- clinic** *n* the part of a hospital where you go to receive a particular medical treatment
- cloudy** *n* [1] a cloudy sky is covered in clouds [2] liquid that is cloudy is not clear
- coast** *n* an area of land next to the sea
- collapse** *vb* if a person collapses, they fall down because they are ill
- colleague** *n* somebody who works at the same place as you
- collect** *vb* to go and get something from a particular place, for example because it is yours or you want to use it
- come back** (to sb) *vb* to return to somebody, for example because you are dealing with a problem they have
- comfortable** *adj* making you feel physically relaxed
- comfortably** *adv* in a comfortable way
- committed** *adj* willing to give a lot of time and attention to something
- communication skills** *n* the ability to express your ideas clearly in speech and writing
- complimentary** *adj* given free of charge
- compote** *n* fruit cooked in sugar and water served as a dessert
- compulsory** *adj* that must be done by law or rules
- concert season** *n* the time of year when musical concerts are performed
- conciierge** *n* somebody whose job is to help the guests in a hotel with information, problems, etc.
- concourse** *n* a large hall or space inside a building such as an airport or railway station
- conditions** *n* the situation or surroundings in which people live or work
- conference suite** *n* a large room or group of rooms in a hotel or business centre where meetings are held
- confident** *adj* feeling or showing that you are sure of your own abilities, opinions, etc.
- confuse** *vb* to think wrongly that one thing/person is something/someone else
- congested** *adj* so full of traffic that nothing can move
- conscientious** *adj* very careful and hardworking
- contact number** *n* a specific phone number you can use to speak to somebody
- contamination** *n* the fact of something being spoiled because a substance has been added to it that makes it harmful or dangerous

- continue** *vb* to keep going in the same direction
- contract of employment** *n* a legal agreement between an employer and an employee that says what work the employee will do, how much they will be paid, etc.
- control switch** *n* the part on a machine, light, etc. that you press or move to operate it
- conveyor belt** *n* a large rubber belt that moves in order to carry goods, baggage, etc. from one place to another
- convulsion(s)** *n* sudden violent movement(s) of your body that you cannot control
- cooperative** *adj* willing to help and agree with what you suggest
- cork** *n* a small round piece of wood that is pushed into the top of a bottle of wine to keep it closed
- corked** *adj* wine that is corked tastes unpleasant because it has been damaged during its production
- corkscrew** *n* a small tool that you use to remove a cork from a bottle
- correct** *adj* with no mistakes
- correspondence** *n* letters or other written material that you have to deal with
- corridor** *n* a narrow passage inside a building, with doors that open into rooms along it
- costume** *n* a set or style of clothes that people of a particular country wear on special occasions
- cot** (US crib) *n* a bed with high sides for a baby
- cottage** *n* a small and very old house, usually in the countryside
- courtesy room** *n* a small room in a hotel containing a toilet, shower, etc. for guests to use
- courtyard** *n* an area of ground outside that is surrounded by walls but has no roof
- cover** *vb* to include or deal with something
- coverage** *n* the area of land over which a particular telephone signal can be received
- covering letter** *n* a letter containing extra information that you send with something, for example, with your CV
- cracked** *adj* glass that is cracked is damaged, but not completely broken
- crackling** *n* a continuous noise you hear on a telephone that makes it difficult to hear what somebody is saying
- credit** *n* a sum of money that you have the right to use, for example because you have bought a travel card instead of buying separate tickets
- credit card number** *n* the long number on the front of a credit card
- criticize** *vb* to say what is bad or wrong about something
- cruise** *n* a journey by boat for pleasure
- crutches** *n* two long sticks that you put under your arms to help you walk if you have injured your leg
- culture** *n* the customs, ideas, beliefs, etc. of a particular society
- currency** *n* the system of money used in a particular country
- customary** *adj* usual and normally done
- dancing** *n* the act of moving to music
- date of birth** *n* the date on which somebody was born
- deaf** *n* not able to hear
- deal with** *vb* [1] to take suitable action in order to solve a problem [2] to treat somebody in a particular way
- deduct** *vb* to take money or points from a total amount
- definitely** *adv* certainly; without doubt
- delay** [1] *n* a situation or period of time when you have to wait because something is late [2] *vb* to make somebody or something slow or late
- delegate** *n* a person who attends a conference or other important meeting
- departure lounge** *n* a large room in an airport where you wait until you are called to get on a plane
- deposit** *n* a sum of money that is the first payment for something, and you pay the rest later
- desirable** *adj* desirable qualities or skills are ones that are wanted for a particular job but are not essential
- dial tone** *n* the sound you hear when you pick up a telephone receiver and it is ready to use
- diet** *n* the food that a particular person usually eats
- different** *adj* not like something or someone else
- digit** *n* a number from 0 to 9
- direct** *adv* going from one place to another without stopping
- directory** *n* a list of names, addresses, and telephone numbers
- dirty** *adj* not clean; marked
- discard** *vb* to throw something away that is not needed
- dish** *n* a type of food prepared in a particular way
- dislocation** *n* when the bone in a joint such as your hip or elbow is in the wrong position because of an injury
- Do Not Disturb notice** *n* a sign that a hotel guest puts on their bedroom door so that no one will come into the room
- dome** *n* a round roof on a building
- double** (room) *n* hotel room with a double bed
- draught** *adj* draught beer is served from a large barrel
- dripping** *adj* having small drops of liquid coming out or falling
- dropout** *n* a person who leaves school or college without finishing their studies and who does not want to work
- dry cleaning** *n* a service where your clothes are cleaned using chemicals instead of water
- dull** *adj* dull weather has lots of clouds and is not sunny
- dust** *vb* to clean a surface by removing small pieces of dirt from it with a cloth
- duvet cover** *n* a piece of material like a large bag that you put a duvet in when it is in use
- either** *determiner* one or the other of two things
- embarrassing** *adj* making you feel uncomfortable or shy
- emotional** *adj* showing your feelings to other people
- engaged** *adj* if a telephone is engaged, you can hear a continuous noise on it that means the person whose number you dialled is already talking to somebody else
- engaging** *adj* somebody who is engaging is pleasant and interesting
- enquire** *vb* to ask for information
- enthusiasm** *n* a strong feeling of interest or excitement
- enthusiastic** *adj* showing interest or excitement
- essential** *adj* completely necessary
- event** *n* a planned public or social occasion
- exceed** *vb* to be more than a particular amount or more than you had expected
- exchange rate** *n* the value of the money of one country when it is changed for the money of another country

- excursion** *n* a short journey to a place of interest that a group of people make for pleasure
- executive housekeeper** *n* somebody whose job is to be responsible for the general care of guests, the bedrooms, eating areas, etc. in a hotel
- exhausted** *adj* very tired
- expectations** *n* the things that you hope or expect will happen
- expiry date** *n* the date on a credit card that tells you the last date on which it can be used
- explosion** *n* an occasion when something suddenly bursts with a lot of violence and a loud noise
- extension** *n* an individual telephone line that is one of several lines connected to one main line
- extra** *adj* in addition to what you already have
- eye contact** *n* if somebody makes eye contact with you, they look directly into your eyes
- face** *vb* to point or be turned towards a particular direction
- face cloth** *n* a small piece of fabric that you use when washing your face
- facilities** *n* [plural] rooms, equipment, services provided for a particular purpose
- faint** [1] *vb* to become unconscious [2] *adj* a faint sound can hardly be heard
- fascinating** *adj* very interesting
- fault** *n* responsibility for a mistake or problem
- ferry** *n* a boat that carries people or goods across a river or small stretch of sea
- festival** *n* [1] a special day when people of a particular religion or society celebrate something [2] a series of plays, films, musical performances, etc. that takes place in one place
- firearms** *n* guns that are small enough to carry
- fitness centre** *n* a building or part of a building where you can go to do physical exercises
- flexible** *adj* willing to change in order to deal with different situations
- flight** *n* a journey in an aircraft
- flood** *n* a large amount of water that spreads over an area that is normally dry
- fluff up** *vb* to shake a pillow or cushion to make it softer and bigger
- flush** *vb* to make water pass through a toilet to clean it
- flute** *n* a tall narrow glass used for drinking champagne
- foggy** *adj* foggy weather has a lot of low cloud so you cannot see very far ahead
- fold** *vb* if you fold something, you bend one part of it over another part to make it smaller and neater
- follow** *vb* to go along a road in one direction without turning or stopping
- following** *adj* the following week, month, page, etc. is the next one
- food allergy** *n* a medical condition that makes you ill when you eat a particular food
- food and beverage manager** *n* a person whose job is to order the food and drink for a hotel or restaurant
- footpath** *n* a path for people to walk on
- forbidden** *adj* not permitted
- forgery** *n* a document, banknote, picture, etc. that is a copy of a real one
- fracture** *n* a break in a bone
- free** *adj* not busy or not being used
- freezing** *adj* freezing weather is very cold
- fresh** *adj* recently picked, produced or prepared
- freshen up** *vb* to wash your face and hands and make yourself clean and tidy
- frothy** *adj* containing lots of bubbles
- frozen** *adj* frozen food has been stored at a very low temperature to keep it fresh and needs to defrost (= thaw) before it can be eaten
- full-bodied** *adj* full-bodied wine is rich and strong
- funicular** *n* a railway on a steep slope that moves passengers in a metal car up and down using a strong metal wire
- further** *adv* to continue going for a longer distance
- gate** *n* the place at an airport where you get on or off a plane
- germs** *n* very small living things that cause disease and infection
- get cut off** *vb* to suddenly not be able to hear someone you are talking to on the phone
- gift shop** *n* a shop, especially in a museum, art gallery, etc. where you can buy small presents
- glaze** *n* a thin layer of egg, milk or sugar that you put on food to make it look shiny
- goal** *n* your purpose or aim
- goat's cheese** *n* cheese that has been made from the milk of a goat
- golden wedding** *n* the 50th anniversary of when a husband and wife married
- grade** *n* a mark given for school work, an exam, etc.
- graduate** *vb* to get a degree from a university for the first time
- grate** *vb* to rub food such as cheese or vegetables against a grater (= special metal tool) in order to cut it into small pieces
- GSM** *n* Global System for Mobile Communication; the system of signals used for mobile phones
- guest notepaper and envelopes** *n* paper and envelopes that are provided by a hotel for its guests
- guide dog** (US seeing eye dog) *n* a dog that is trained to help somebody who cannot see
- guidebook** *n* a small book that contains information about a town, region, place of interest, etc.
- hair dryer** *n* an electrical machine that blows hot air, used to dry your hair
- hair salon** *n* a place where you can have your hair cut and styled
- half-bottle** *n* a small bottle of wine that contains half as much as a normal bottle
- hall porter** *n* the person in a hotel whose job is to carry your luggage
- handle** *vb* to deal with or organize something
- hand luggage** *n* smaller bags that you can carry with you, for example onto a plane
- handout** *n* a piece of paper with information given to someone attending a meeting, etc.
- handset** *n* the part of a telephone that is used for speaking and listening
- handshake** *n* the act of shaking somebody's hand when you meet them
- hand towel** *n* a small piece of fabric used for drying your hands
- hang up** *vb* to end a telephone conversation by putting the telephone down
- happen** *vb* to take place, usually without being planned or expected
- harbour** *n* a place on the coast where ships stop and take on or unload passengers or goods
- hazard** *n* a danger or risk
- hearing aid** *n* a small instrument that you place by your ear to help you hear better
- heart attack** *n* a sudden serious illness when somebody's heart stops working

- heavy** (traffic) *adj* if the traffic is heavy, there are a lot of vehicles on the road
- high chair** *n* a special chair with long legs and a small seat and table for a child to sit in while eating
- high season** *n* the time of the year when many tourists visit a place and the prices are higher
- hiking** *n* the activity of going for a long walk in the countryside
- hire** *vb* to have the use of something for a short time by paying for it
- hold** (a room) *vb* if a hotel holds a place or a room for you, it keeps it available for you until you arrive
- hold** (the line) *vb* to wait to speak to somebody on the telephone
- home address** *n* the address of the house where you normally live
- hostel** *n* a type of cheap hotel
- house white/red** *n* house wine is the least expensive wine that is sold in a restaurant or bar
- hurricane** *n* a violent storm with very strong winds
- hygiene** *n* the things you do to keep yourself and the things around you clean and prevent disease
- ice bucket** *n* a container filled with ice that you put a bottle of wine in to keep it cold
- ideal candidate** *n* the person who is best suited to a particular job
- identity badge** *n* a small piece of metal or plastic with a name on it, worn by somebody who works in a hotel, shop, etc.
- illegal** *adj* not allowed by law
- impressed** *adj* feeling admiration for somebody or something
- improve** *vb* to become or make something better
- in advance** *adv* before a particular time or event
- inconvenience** *n* trouble or a problem that stops you doing something
- indicate** *vb* to show that something is true
- infection** *n* a disease or illness that is caused by harmful bacteria
- infestation** *n* a situation in which a lot of insects or animals fill a place and cause a problem
- informative** *adj* providing a lot of useful information
- initiative** *n* the ability to do what is needed without having to be told
- insert** *vb* to put something into a hole or space
- inspection** *n* an official process of checking that people are doing their jobs correctly
- instead** *adv, prep* in the place of somebody or something else
- intelligent** *adj* having the ability to understand and learn things quickly
- interactive whiteboard** *n* an electronic board for writing on which works with a computer or projector
- interference** *n* a continuous rough noise that makes it difficult to hear a radio, telephone conversation, etc.
- involve** *vb* to be a necessary part of something such as a job or task
- iron** *n* an electrical tool with a flat bottom that heats up and that you move over your clothes to make them smooth and neat
- itemized** *adj* showing the price of each separate thing
- jacuzzi** *n* a special hot bath with a powerful pump that moves the water around
- jetty** *n* a wall or platform built out into a stretch of water where boats can stop and people can get on or off
- journey** *n* the act of travelling from one place to another
- julienne** *vb* to cut vegetables into long thin strips
- junk food** *n* food that is not good for you but that is quick and easy to prepare
- keep to the point** *vb* to write or talk about the same subject that you started with, rather than a different subject
- kitchen porter** *n* the person whose job is to carry supplies to and from the kitchen in a hotel or restaurant
- knob** *n* a round button or handle on a machine, etc. that you press in order to perform a particular action
- knot** *n* a point in a piece of material or rope where it is tied tightly together
- label** *vb* to put a label on something
- lame** *adj* not able to walk properly
- landline** *n* a telephone that is connected to the main electricity supply
- lantern** *n* a light inside a transparent container that you can carry or hang up
- laundry** *n* a service where clothes, sheets, towels, etc. are washed
- laundry attendant** *n* the person whose job involves washing clothes, sheets, towels, etc.
- laundry supervisor** *n* the person who is in charge of the laundry in a hotel
- layout** *n* the way that furniture is arranged in a room
- leadership skills** *n* the ability to lead and direct people
- (be) left** *adj* still available after other things have been taken or used
- let sb know** *vb* to tell somebody something but only when you are ready to
- library** *n* a room or building with books that you can borrow or look at
- lift** (US elevator) *n* a machine in a large building, used to carry people or goods between floors
- limp** *adj* not firm or strong
- linen** *n* bed sheets and other articles made of cloth
- liner** *n* a thin plastic bag that is placed inside a bin to stop it getting dirty
- litter** *n* pieces of paper, rubbish, etc. that some people leave in public places
- lobby** *n* the area inside the entrance to a large building
- local call** *n* a telephone call made to somebody in the same city or area
- locked** *adj* fastened with a key and not able to be opened without it
- log** *vb* to keep a written record of the telephone calls you receive and make
- long distance call** a telephone call that is made to somebody in a different city or area
- look forward to sth** *vb* to feel excited and happy about an event that will happen in the future
- lost property** *n* a place where lost items are kept until their owners come to collect them
- lower case** *adj* letters of the alphabet that are written or printed in their small form; not capitals
- loyal** *adj* willing to support and remain working for somebody, even when there are problems
- luggage storage** *n* a container where your personal belongings can be stored safely
- main** *adj* most important, interesting, exciting, etc.
- maintenance** *n* the department in a company that deals with repairs to the building
- maitre d'** *n* the person whose job is to manage the waiters in a hotel or restaurant
- make a note** (of sth) *vb* to write something down so that you remember it

mango *n* a large green fruit with orange flesh

marital status *n* the fact of whether you are officially single, married, divorced, etc.

mash *vb* to crush food until it is soft and smooth

mask *n* something you wear to cover all or part of your face for decoration

memorable *adj* worth remembering because of being very good, interesting, exciting, etc.

microphone *n* a piece of electrical equipment, used to make sounds louder or to record them

minaret *n* a tall narrow tower that is part of a mosque

mince *vb* to cut meat into very small pieces usually in a machine

minibus *n* a small bus, used for short journeys

minimize *vb* to make something smaller, less important or less likely

mix *vb* to combine two or more substances

mixer *n* a drink such as fruit juice that is not alcoholic and can be mixed with alcohol

moisten *vb* to make something slightly wet

monitor *vb* to check, record, or test something regularly

monorail *n* a railway system in which trains run along a single track, usually high above the ground

mosque *n* a building where Muslims go to worship

motivate *vb* to make somebody want to do something that involves hard work and effort

motorway *n* a wide road on which traffic can travel fast for long distances

multimedia *adj* using sound, pictures, film and text on a computer

musician *n* a person who plays a musical instrument

narrow *adj* having only a short distance from side to side

nauseous *adj* feeling ill and as if you are going to vomit

neat *adj* looking tidy

New World wine *n* wine that has been produced in Australia, New Zealand, South Africa or the US rather than in Europe

nosebleed *n* a sudden flow of blood from your nose

no-show *n* an occasion when somebody does not arrive when they were expected

occasionally *adv* happening from time to time but not often or regularly

ongoing *adj* continuing to exist or happen

on site *adv* at the place where you are, rather than in a different place

operator *n* a person whose job is to direct the telephone calls that are made to a particular company

organized *adj* arranged and planned

originate *vb* to happen or appear for the first time in a particular place or situation

(do) our best *vb* to do everything we can to deal with a situation or problem well

outside line *n* a phone line to or from someone not inside a building

overbook *vb* to sell more tickets or places than there are seats or places available

overcharge *vb* to make somebody pay too much for something

overlapping *adj* overlapping things are placed so close together that one is partly covering the other

overlooking *adj* having a view of something outside

owe *vb* to have to pay somebody money for something they sold you

page *vb* to call someone's name over a public address system in order to find them

parade *n* an occasion when a group of people stand or walk in a line for people to watch them

partition *vb* to divide a room into two parts

partner hotel *n* a hotel that is part of a larger group of hotels owned by the same company

pastry chef *n* a person whose job is to prepare sweet dishes for a restaurant

patience *n* the ability to stay calm and not get angry in a difficult situation

pedicab *n* a three-wheeled cycle that you can hire with a cyclist to take you around a city

peel *vb* to remove the skin from vegetables or fruit

pen *n* an object that you use for writing with ink

pencil *n* a long thin object made of wood, used for writing

period *n* a particular stretch of time in history

permanent *adj* lasting for a long time or forever

pier *n* a long wooden or metal platform that is built out into the sea for people to walk on

PIN *n* Personal Identification Number; the special number that you use to withdraw money or pay for things with an electronic card

pistachio *n* a small green nut

plaster *n* a strip of fabric that is sticky on one side, used to protect a small cut

plastic cork *n* a small round piece of plastic that is pushed into the top of a bottle of wine to keep it closed

Please Service notice *n* a sign that a hotel guest puts on the outside of their bedroom door so that the hotel staff will come and clean the room

plenary *n, adj* a plenary meeting is one that everyone at a particular event attends

point down *vb* to show or be turned in a downward direction

poised *adj* calm and confident

poisonous *adj* causing death or severe illness if eaten or drunk

polish *vb* to make something shine by rubbing it

polite *adj* having good manners

popular *adj* liked by a lot of people

pre-book *vb* to arrange to have something such as a room, table or seat some time before you are going to use it

previous *adj* coming or happening before something else

prick *vb* to make small holes in something using a sharp instrument

printout *n* a printed copy of an electronic document

priority *n* the most important thing that you must do before anything else

probation *n* a period of time at the start of a new job when somebody is watched to make sure they are suitable

product launch *n* an event to announce and sell a new product or service

pulse *n* the regular beat felt as the heart pumps blood around the body

punctual *adj* doing something or happening at the right time

purée [1] *n* a food made by cooking fruit or vegetables and crushing or mixing them to make a smooth substance [2] *vb* to prepare vegetables or fruit by cooking them and crushing or mixing them to make a smooth substance

purpose-built *n* designed and built for a particular purpose rather than for general use

- put (sb) through** *vb* to connect someone to the person they wish to speak to on the telephone
- query** *vb* to check that something is true or correct by asking questions about it
- quickly** *adv* happening fast
- quote** *n* a statement of how much a piece of work is likely to cost
- raft** *n* a flat structure made of wood or plastic that is used as a floating platform on water
- rainy (day)** *adj* having a lot of rain
- ramp** *n* a path that you use to go up or down a small hill or slope instead of using steps
- ready** *adj* [1] prepared and willing to do something [2] prepared for something that is going to happen
- reassure** *vb* to say or do something to make someone feel less frightened or worried
- receiver** *n* the part of a telephone that is used for listening and speaking
- reception area** *n* the place inside the entrance of a hotel where guests are greeted
- reception manager** *n* the person whose job is to be in charge of the reception area of a hotel
- recipient** *n* a person who receives something
- recovery position** *n* the position in which a medical person places somebody who has collapsed or is unconscious
- recycled** *adj* recycled things have been made from materials that were used to make something else in the past
- refold** *vb* if you refold something, you fold it into the same position it was in before
- refreshments** *n* light foods and drinks that are available at a meeting, in the cinema, etc.
- refundable** *adj* a sum of money that is refundable can be given back to you if you have paid too much or do not have the thing you paid for
- refurbishment** *n* an occasion when a building is completely cleaned and decorated to make it more attractive
- regarding (re)** *prep* concerning a particular matter
- registration details** *n* an official record of information, for example, a hotel guest's name and address
- reliable** *adj* being somebody or something you can trust and depend on
- religious** *adj* having and practising a religious belief
- remote control** *n* a piece of equipment that is used to operate a machine from a distance
- rental car** *n* a car that you pay to use for a set period of time
- reopen** *vb* to open for business again after being closed for a time
- replenish** *vb* to replace things that have been used
- reputation** *n* the opinion people have about what somebody or something is like
- reserve** *vb* to ask for a seat, table, room, etc. to be available at a later time
- resort** *n* a place that a lot of tourists visit
- respect** *n* showing or feeling your good opinion or admiration for someone
- responsible** *adj* having the job or duty for dealing with something
- results** *n* the mark given for a test or exam
- retire** *vb* to leave your job and stop working because you have reached a certain age
- rickshaw** *n* a small light vehicle with two wheels and handles that is pulled along by somebody and used to carry passengers
- ring** *vb* [1] if a telephone rings, it makes a sound like a bell [2] if you ring somebody, you call them on the telephone
- roll** *vb* to make something into the shape of a tube or a ball using your fingers
- roll call** *n* the act of calling out a list of people's names to find out who is present
- roll (sth) out** *vb* to make a substance flatter or longer and thinner by pressing it with your fingers or something heavy
- roof terrace** *n* a small garden with seats on the flat roof of a building
- room rate** *n* the price you pay for a room in a hotel
- room service** *n* a service provided by a hotel, by which guests can order food and drink to be brought to their rooms
- room service menu** *n* the list of food and drink that hotel guests can order to be brought to their rooms
- room temperature** *n* the normal temperature inside a building
- rostrum** *n* a small raised platform that a person stands on to make a speech, accept a prize, etc.
- roughly** *adv* in a way that is not neat or exact
- roundabout (US traffic circle)** *n* a place where two or more roads meet, forming a circle which traffic goes around in the same direction
- route** *n* the way that you follow to get from one place to another
- rucksack** *n* a bag that you carry on your back
- rude** *adj* impolite and showing bad manners
- run late** *vb* delayed; happening later than you had expected or hoped
- safe deposit box** *n* a small box that can be locked, used by a bank or hotel to store valuable possessions for customers
- salsa** *n* a spicy red sauce that is eaten cold
- same** *adj, adv, pron* not different
- sanitize** *vb* to clean something thoroughly
- satellite phone** *n* a type of mobile phone that connects to an electronic satellite in space
- satisfied** *adj* pleased because you have got what you wanted
- save face** *vb* to prevent yourself from losing the respect of other people
- schedule** *n* a plan of when things will happen
- screw top** *n* a thin flat piece of metal used to close a bottle or jar that you open by turning it
- sea bass** *n* a large, usually white fish that lives in the sea
- secure** *vb* to guarantee payment (of a reservation)
- security** *n* the part of a large company that deals with the protection of customers and staff
- security guard** *n* a person whose job is to protect customers and staff
- security number** *n* a three-digit number on the back of a credit card, used when paying for something
- sediment** *n* a thick substance that forms at the bottom of a container of liquid
- selection** *n* a number of different types of the same thing from which you can choose
- sensitive (to sth)** *adj* showing you are able to understand other people's feelings, customs, etc.
- sensor** *n* a device that reacts to light, movement or pressure
- separate** *adj* not together or in the same place
- service** *n* an arrangement for providing something for customers or guests
- service** *vb* if someone services a room in a hotel, they make it ready for a new guest
- sewing kit** *n* a small packet containing needles and thread for repairing clothes

shift *n* a period of time worked by one group of workers who start as another group finishes

shoe shine cloth *n* a special cloth containing chemicals, used to quickly clean shoes

short-staffed *adj* not having enough members of staff to do the work

show sb round (sth) *vb* to lead somebody around a building so they can see what it is like

shower cap *n* a small plastic hat that you wear in the shower to keep your hair dry

shred *vb* to cut food into short thin strips

shuttle bus *n* a small bus that makes regular short journeys between two places

sign *n* to write your name in the usual way on an official document to show that you have seen it or understand it

signal *n* a series of electrical waves that are sent out or received and used by radios, mobile phones, etc.

signify *vb* to be a sign of something important or interesting

similar *adj* like something or somebody but not exactly the same

simmer *vb* to let food cook slowly and gently in hot liquid

single malt *adj* single malt whisky is considered better because it is not mixed with other whiskies

single (room) *n* hotel room with one single bed

single room supplement *n* an extra payment you make because you have a room to yourself in a hotel instead of sharing

skyscraper *n* a very tall building

sleeting *vb* if it is sleeting, small pieces of cold rain and ice are falling from the sky

sliding door *n* a door that opens and closes when you move it sideways

slip road *n* a short road used for joining or leaving a motorway

slot *n* a straight narrow opening in a machine, lock, etc.

slouch *vb* to sit, stand or walk in a lazy way

smoke-free *adj* not allowing smoking

snowing *vb* if it is snowing, snow (= small flakes of ice) is falling from the sky

soak *vb* to leave something standing in water in order to soften it, clean it, etc.

soiled *adj* soiled sheets, cloths, etc. are dirty

solution *n* a way of solving a problem

sommelier *n* a person whose job is to be in charge of the wines that are served in a hotel or restaurant

sophisticated *adj* having a lot of experience about the world and social situations

sort out *vb* to find a way of dealing with a problem or difficult situation

spaced *adj* with spaces in between each part

spacious *adj* large and having lots of space

sparkling *adj* sparkling wine or water contains bubbles

speak up *vb* to speak louder

special *adj* not usual or ordinary

sprain *n* an injury caused by twisting your leg or your arm

spray *vb* to force liquid out of a container by pressing a button

sprinkle *vb* to scatter something over a surface

squeeze *vb* to press something in order to get a substance or liquid out of it

squeeze (sb) *in* *vb* to find a seat or table for someone in a very busy restaurant, bar, etc.

squirt *vb* to force liquid from a container by pressing it

stained *adj* having dirty marks

stamp *vb* to make a mark on a document by pressing a special tool that carries ink onto it

state of the art *adj* very modern and new

steal *vb* to take something without the owner's permission

steps *n* a series of flat pieces of wood or stone that you walk on to go up or down a small hill or slope

stewed *adj* cooked for a long time in hot water

stiff *adj* thick and almost solid

still *adj* still water does not contain bubbles

stir *vb* to move a liquid by pushing it round and round with a spoon

strain [1] *n* to injure a muscle by lifting something heavy [2] *vb* to separate a solid and a liquid by pouring them into a special container with small holes in it

straps *n* long narrow pieces of leather, plastic, etc. that you use to carry something or hold something in position

strip *n* a long narrow piece of paper

stuffy *adj* a room or building that is stuffy is too warm and has no fresh air

succeed *vb* to manage to achieve what you want

successful *adj* having achieved what you wanted

suffocation *n* death caused by not being able to breathe

suite *n* a set of linked rooms in a hotel

sullen *adj* looking and behaving in a bad-tempered way

sunny *adj* sunny weather is warm with lots of sunshine

surname *n* the name that you share with other people in your family

surrounding area *n* the area that is around the main centre of a town or city

suspicious *adj* making you feel that something is wrong or illegal

swipe *n* to pass the part of an electronic card on which information is stored through a machine in order to read it

switchboard *n* the place in a large company where all the telephone calls are connected

sympathetic *adj* kind and showing that you understand other people's feelings and problems

sympathize *vb* to show that you understand another person's problems

tab *n* a bill for a series of items, especially food or drink, that you pay for later

tart *n* a type of open pie filled with fruit

taxi rank (US taxi stand) *n* a place where taxis park while they are waiting for customers

tearoom *n* a restaurant in which tea, coffee, sandwiches and cakes are served

temple *n* a building where people go to worship

temporary *adj* lasting only for a short time

terminal *n* the computer that one person uses in order to get information from a bigger, main computer

text message *n* a written mobile phone message

threat *n* a warning that someone may kill or harm you if you do not do as they say

ticket machine *n* a machine from which you can buy tickets

tile *n* a flat square piece of stone or plastic, used in rows to cover a roof, wall or floor

time-consuming *adj* taking too much time

tired *adj* feeling that you need to rest

tone *n* the quality of somebody's voice that expresses the way they feel

- top up** *vb* to increase the amount of something to the level you want or need
- torn** *adj* damaged because pulled apart
- tornado** *n* a very violent and strong wind
- tough** *adj* difficult
- tourist attraction** *n* a place of interest that tourists visit
- town hall** *n* a building that contains the local government offices
- toxic** *adj* poisonous
- track** *n* a narrow path on which you can walk but not drive
- tradition** *n* a custom, belief or way of doing something that has been continued from the past
- traditional** *adj* done as part of a custom or belief that has been continued from the past
- traditionally** *adv* in a way that has been done in the past because of a particular custom or belief
- tram** *n* a type of bus that uses electricity and travels along special rails on the road
- transfer** [1] *n* the process by which someone is moved from one place to another [2] *vb* to move someone from one place to another
- travel card** *n* a special ticket that you pay for in advance and can use on trains or buses for a set period of time
- trekking** *n* the activity of walking long distances in the countryside
- trim** *vb* to cut a small amount off something to make it neater
- trip** *n* a journey to a place and back again
- try** *vb* to attempt to do something
- tube station** *n* the place where you can get on or off an underground train
- twin (room)** *n* hotel room with two single beds
- type** *n* a group of things that share the same features
- unacceptable** *adj* that you cannot accept or allow
- unattended package** *n* a bag or parcel that somebody has left in a public place
- unconscious** *adj* in a state when you cannot see, hear or move because of illness or injury
- undercooked** *adj* cooked too little
- underground** *n* a system of railways that runs under the ground in big cities
- under pressure** *adj* in a situation when you have a lot to do
- uneatable** *adj* food that is uneatable is not good enough
- unfortunately** *adv* used to say that a particular situation is sad, disappointing or difficult
- unless** *conj* used to say that if something does not happen, another thing will happen as a result
- upholstery** *n* the thick soft material used to cover chairs, car seats, etc.
- upset** *adj* worried and unhappy
- up to date** *adj* modern
- valid** *adj* legally or officially acceptable
- validate** *vb* to make something legally or officially acceptable
- valuables** *n* small possessions that are worth a lot of money
- various** *adj* several different
- view** *n* what you can see from a particular place
- vintage** [1] *n* the vintage of a wine is the year it was made [2] *adj* vintage wines or cars are old and therefore valuable
- voicemail** *n* an electronic system that can store telephone messages
- voucher** *n* a piece of paper that you can use instead of money to pay for something
- voyage** *n* a long journey by sea or in space
- waiting staff** *n* the people whose job is to take orders, bring food, etc. to the diners in a restaurant
- wake** *n* an occasion after a funeral when the friends and relatives of the person who has died meet to remember them
- wake-up service** *n* a service in a hotel to wake you at a particular time
- walking stick** *n* a stick that somebody carries to help them walk
- wall-mounted** *adj* fixed to a wall
- warm** *adj* warm weather is pleasant and usually sunny
- waterfront** *n* an area that is next to a river, lake or the sea
- wedding reception** *n* an event after a wedding where the guests eat and dance
- wedge** *n* a piece of wood or plastic that is thick at one end and thin at the other, used to hold something in place
- well** *n* a large deep hole in the ground, used to store water
- well organized** *adj* good at planning things
- wet** *adj* wet weather is when it is raining
- wheelchair access** *n* arrangements for people using wheelchairs to get in and out of buildings, transport, etc.
- wheelchair bound** *adj* using a wheelchair
- whiteboard** *n* a large board with a smooth white surface that teachers etc. write on with special pens
- whites** *n* a uniform that is white, worn especially by kitchen staff
- wide** *adj* measuring a lot from one side to another
- windmill** *n* a tall building with long pieces of wood or metal attached that turn when the wind blows and produce power to crush grain or create electrical power
- wind turbine** *n* a large machine with long pieces of metal attached that turn when the wind blows, used for creating electrical power
- windy** *adj* having a lot of wind
- wipe** *vb* to clean or dry something by rubbing it with a cloth
- work permit** *n* an official document that allows you to work in a particular foreign country
- worn** *adj* old and slightly damaged through use
- worry** *vb* to feel anxious that something bad might happen
- worth** *adj* having a value in money
- wound** *n* an injury on your body where the skin is broken
- zero tolerance** *n* strict application of rules
- zone** *n* an area of a city, especially in relation to the tickets you buy to use public transport