

How to improve your vocabulary quickly

✓ 1 > Listen  and read  at the same time

✓ 2 > Listen  without reading  .

✓ 3 > Test your comprehension:
listen the vocabulary alone to remember the meaning
and repeat each word

If necessary, you have the translation at the end.

FACILITY SERVICES

FIRST PART

- **Welcome:** Welcome to our hotel! We're delighted to have you here.
- **Guest services:** Our guest services team is available 24/7 for your convenience.
- **Concierge desk:** Please visit the concierge desk for local tips and assistance.
- **Check-in/out:** Check-in time is at 3 PM. Check-out is at 11 AM.
- **Key card:** Don't forget your key card when leaving the room.
- **Bellhop:** The bellhop will assist you with your luggage.
- **Luggage storage:** We offer complimentary luggage storage for our guests.
- **Room service:** Enjoy delicious meals with our convenient room service.
- **Wake-up call:** Would you like a wake-up call at 7 AM tomorrow?
- **VIP amenities:** Our VIP guests enjoy exclusive amenities and services.
- **Local recommendations:** The concierge can provide great local recommendations for dining and attractions.
- **Shuttle service:** The shuttle service runs every hour to the airport.
- **Reservation:** Have you made a reservation for dinner at our restaurant?
- **Guest satisfaction:** Your guest satisfaction is our top priority.
- **Turndown service:** Our turndown service ensures a comfortable night's sleep.

- **Lost and found:** If you've lost something, please contact our lost and found department.
- **Front desk:** The front desk is here to assist you with any inquiries.
- **Doorman:** The doorman is available to help with taxis and directions.
- **Amenities:** Explore the hotel amenities, including the pool and fitness center.
- **Housekeeping:** Housekeeping will tidy up your room daily.
- **Breakfast options:** Enjoy a variety of breakfast options at our restaurant.
- **Late check-out:** Late check-out is available upon request.
- **Room upgrade:** Interested in a room upgrade for a more luxurious stay?
- **Complimentary:** Complimentary Wi-Fi is available throughout the hotel.
- **Concierge recommendations:** Trust the concierge's recommendations for a memorable experience.
- **Guest relations:** Our guest relations team is here to address any concerns.
- **Porter:** The porter will assist you with your luggage upon arrival.
- **Valet parking:** Take advantage of our convenient valet parking service.
- **Business center:** The business center offers computer and printing services.
- **Lost key:** If you've lost your room key, please visit the front desk.
- **In-room dining:** Experience the convenience of in-room dining.
- **Spa reservations:** Book your spa treatments in advance for a relaxing experience.
- **Airport transfer:** Arrange for airport transfer with our concierge.
- **Public transportation:** The hotel is conveniently located near public transportation.
- **Safety deposit box:** Store your valuables in the safety deposit box provided.
- **Pet-friendly:** We are a pet-friendly hotel. Please inform us if you're bringing a pet.
- **Special requests:** Feel free to make any special requests with our concierge.
- **Conference room:** Reserve our conference room for your business meetings.
- **Leisure activities:** Explore nearby leisure activities recommended by our concierge.
- **Complimentary newspapers:** Enjoy complimentary newspapers in the lobby every morning.
- **Guest feedback:** We appreciate your valuable guest feedback. Share your experience with us.
- **Emergency procedures:** Familiarize yourself with our emergency procedures located in your room.

- **Security:** Your safety is our priority. We have 24/7 security on-site.
- **Payment methods:** We accept various payment methods for your convenience.
- **Fitness center:** Visit our state-of-the-art fitness center for a great workout.
- **Laundry service:** Take advantage of our convenient laundry service during your stay.
- **Currency exchange:** Need currency exchange? Visit the front desk for assistance.
- **Express check-in/out:** Enjoy a swift check-in/out process with our express service.
- **Gift shop:** Explore our gift shop for souvenirs and essentials.
- **Welcome package:** A warm welcome awaits you with our exclusive welcome package.
- **Room key:** Don't forget your room key when leaving your room.
- **Front office:** The front office is available to assist you with any inquiries.
- **Porterage:** Our porterage service is ready to assist with your luggage.
- **Taxi service:** Need a taxi? Our front desk can arrange it for you.
- **Turndown amenities:** Experience a touch of luxury with our turndown amenities.
- **Housekeeping request:** Place a housekeeping request for any specific needs.
- **Meeting room:** Book our well-equipped meeting room for your business needs.
- **Technical support:** Contact our technical support for any in-room assistance.
- **Business services:** Utilize our business services for a productive stay.
- **Complimentary Wi-Fi:** Enjoy high-speed complimentary Wi-Fi throughout the hotel.
- **Late-night snacks:** Craving a snack? Check out our late-night snack options.
- **Pillow menu:** Choose your preferred pillow from our pillow menu.
- **In-house events:** Stay updated on our in-house events during your stay.
- **Lost luggage:** Contact the front desk immediately if you've lost your luggage.
- **Wake-up service:** Set up a wake-up service for a timely start to your day.
- **Private transportation:** Arrange for private transportation through our concierge.
- **Room inventory:** Check the room inventory before check-out for any belongings.
- **Guest profile:** Update your guest profile for personalized services.
- **On-call doctor:** In case of health concerns, our on-call doctor is available.
- **Environmental initiatives:** Join us in our environmental initiatives for a sustainable stay.
- **Turnover service:** Experience our efficient turnover service for a refreshed room.
- **Valet service:** Enjoy the convenience of our valet service for parking.
- **Multilingual staff:** Our friendly and multilingual staff is ready to assist you.

- **Conference facilities:** Explore our state-of-the-art conference facilities for your events.
- **Special occasions:** Celebrate your special occasions with us for unforgettable moments.
- **Babysitting services:** Take advantage of our reliable babysitting services for a worry-free evening.
- **Express laundry:** Need laundry done quickly? Try our express laundry service.
- **24-hour assistance:** Count on our 24-hour assistance for any inquiries or emergencies.
- **Guest loyalty program:** Enroll in our guest loyalty program for exclusive benefits.
- **Catering services:** Let us handle your event with our professional catering services.
- **Room inspection:** Our thorough room inspection ensures a comfortable stay.
- **Keycard access:** Secure your room with keycard access for added safety.
- **Airport information:** Find comprehensive airport information at our front desk.
- **Lost and found procedures:** Familiarize yourself with our efficient lost and found procedures.
- **Package delivery:** Arrange for convenient package delivery during your stay.
- **Accessibility features:** Discover our hotel's accessibility features for all guests.
- **Preferred guest:** Become a preferred guest for personalized services.
- **Dry cleaning:** Avail our dry cleaning services for a polished look.
- **Early check-in:** Request early check-in for a seamless start to your stay.
- **Check-in process:** Our streamlined check-in process ensures a quick arrival.
- **Room setup:** Customize your room setup for a personalized experience.
- **Guest privileges:** Enjoy exclusive guest privileges during your stay.
- **Shuttle schedule:** Check our shuttle schedule for convenient transportation.
- **Guest directory:** Find valuable information in our comprehensive guest directory.
- **In-room safe:** Secure your valuables in the in-room safe provided.
- **Guest experience:** Your exceptional guest experience is our priority.
- **Maintenance request:** Report any issues with our prompt maintenance request service.
- **Lost keycard:** Notify us immediately if you've misplaced your keycard.
- **Preferred room type:** Indicate your preferred room type when making a reservation.
- **Business hours:** Our business hours ensure your needs are met promptly.

- **Guest feedback form:** Share your thoughts with us using our guest feedback form.
- **Concierge app:** Download our convenient concierge app for personalized assistance.
- **Room amenities:** Explore the luxurious room amenities for a comfortable stay.
- **On-site dining:** Indulge in exquisite cuisine at our on-site dining options.
- **Guest entertainment:** Enjoy various guest entertainment options during your stay.
- **Wake-up service:** Start your day right with our complimentary wake-up service.
- **Local events:** Stay informed about local events happening during your stay.
- **Lost item tracking:** Utilize our system for efficient lost item tracking.
- **Eco-friendly practices:** Experience our commitment to eco-friendly practices.
- **Room configuration:** Customize your room configuration to suit your preferences.
- **Turn-down service:** Experience a touch of luxury with our nightly turn-down service.
- **Airport shuttle:** Our complimentary airport shuttle ensures a hassle-free arrival.
- **Conference amenities:** Access state-of-the-art conference amenities for successful events.
- **Late-night room service:** Satisfy your cravings with our late-night room service.
- **Guest badge:** Receive a guest badge for exclusive access and privileges.
- **Digital key access:** Enjoy secure and convenient digital key access to your room.
- **Guest privacy:** Rest assured, we prioritize and respect your guest privacy.
- **Special dietary needs:** Inform us of any special dietary needs for a personalized dining experience.
- **Check-out process:** Our streamlined check-out process ensures a smooth departure.
- **Event planning:** Trust us with seamless event planning for your special occasions.
- **Welcome gift:** Receive a warm welcome with our thoughtful welcome gift.
- **Turnaround time:** Experience quick and efficient turnaround times for service requests.
- **Guest account:** Manage your preferences and bookings through your guest account.
- **Lost key replacement:** Swiftly handle lost key situations with our efficient replacement service.
- **Loyalty rewards:** Enroll in our loyalty program and enjoy exclusive rewards.
- **Public areas:** Enjoy our well-maintained public areas for relaxation and socializing.
- **Guest preferences:** We strive to accommodate your individual guest preferences.
- **Valet fee:** Please be aware of the valet fee for parking services.
- **In-room technology:** Experience cutting-edge in-room technology for convenience.

- **Guest satisfaction survey:** Share your experience with us through our guest satisfaction survey.
- **On-call services:** Our on-call services ensure assistance around the clock.
- **VIP check-in:** VIP guests can enjoy a seamless and expedited check-in process.
- **Room temperature control:** Personalize your comfort with in-room temperature control.
- **Personalized service:** Experience a high level of personalized service throughout your stay.
- **Guest billing:** Clear and transparent guest billing for your convenience.
- **Meeting planner:** Consult our meeting planner for successful event coordination.
- **Lost and found policy:** Familiarize yourself with our efficient lost and found policy.
- **Guest billing statement:** Receive a detailed guest billing statement at check-out.
- **In-room entertainment:** Enjoy a variety of in-room entertainment options during your stay.
- **Welcome briefing:** Our welcome briefing provides essential information for your stay.
- **Concierge assistance:** Rely on our concierge assistance for any inquiries or recommendations.
- **Guest loyalty program:** Join our guest loyalty program for exclusive benefits.
- **Secure access:** Rest assured with our secure access systems throughout the hotel.
- **Turndown gift:** Experience a thoughtful turndown gift during the evening service.
- **Shuttle reservation:** Arrange transportation with our convenient shuttle reservation service.
- **Early departure:** Notify us in advance if you plan an early departure.
- **Guest account information:** Manage your stay through your secure and personalized guest account.
- **On-site amenities:** Explore our diverse on-site amenities for your enjoyment.
- **Guest check-in form:** Complete our quick guest check-in form for a smooth arrival.
- **Hotel policies:** Familiarize yourself with our hotel policies for a pleasant stay.
- **24/7 service:** Enjoy the convenience of our 24/7 service for all your needs.
- **Lost and found log:** Our detailed lost and found log ensures efficient tracking of items.
- **Guest service excellence:** Striving for guest service excellence is our commitment.

- **Conference room setup:** Trust our team for a seamless and professional conference room setup.
- **Guest assistance hotline:** Reach our guest assistance hotline for immediate support.
- **Turnaround time:** Experience quick turnaround times for service requests.
- **Preferred seating:** Enjoy preferred seating arrangements for your comfort.
- **Guest arrival:** Extend a warm welcome to every guest upon their arrival.
- **Concierge kiosk:** Our concierge kiosk provides instant information and assistance.
- **In-room dining menu:** Explore diverse culinary options with our in-room dining menu.
- **Guest departure:** Ensure a smooth and pleasant guest departure process.
- **Privacy policy:** Learn about our commitment to guest privacy in our privacy policy.
- **Lost and found claim:** Initiate a lost and found claim for any misplaced items.
- **Front-of-house:** Our front-of-house team is here to assist with any inquiries.
- **Guest engagement:** Foster meaningful guest engagement throughout their stay.
- **Baggage handling:** Rely on our efficient baggage handling services.
- **Room access card:** Your room access card ensures secure entry to your accommodation.
- **Conference room reservation:** Secure your spot with a conference room reservation.
- **Lost and found coordinator:** Our lost and found coordinator oversees the retrieval process.
- **Guest service training:** Continuous guest service training ensures a skilled and dedicated team.
- **Wi-Fi password:** Access high-speed internet with our secure Wi-Fi password.
- **Guest loyalty points:** Accumulate guest loyalty points for exclusive rewards.
- **Guest departure survey:** Share your feedback through our guest departure survey.
- **Room rate details:** Find detailed information on room rates for a transparent booking process.
- **In-room technology support:** Contact us for prompt in-room technology support.
- **Guest service hotline:** Reach out to our guest service hotline for immediate assistance.
- **Lost item claim form:** Complete the lost item claim form for efficient retrieval.
- **Guest profile management:** Manage your preferences seamlessly with our guest profile system.

- **Early check-in request:** Submit an early check-in request for your convenience.
- **Guest account statement:** Access your guest account statement for a detailed overview.
- **Conference room technology:** Explore our cutting-edge conference room technology.
- **Guest room preferences:** Customize your stay by specifying guest room preferences.
- **VIP guest arrival:** VIP guests can expect a special and welcoming arrival.
- **Shuttle service details:** Find comprehensive details on our shuttle service.
- **Guest service response time:** Experience swift guest service response times.
- **Lost and found tracking system:** Benefit from our advanced lost and found tracking system.
- **Guest experience feedback:** Share your valuable guest experience feedback with us.
- **In-room climate control:** Adjust your in-room climate control for personalized comfort.
- **Guest service excellence award:** We take pride in our guest service excellence award.
- **Lost and found inventory:** Regularly updated lost and found inventory for efficient management.
- **Guest service improvement:** Continuous efforts for guest service improvement.
- **In-room entertainment options:** Explore a variety of in-room entertainment options.
- **Guest information confidentiality:** We prioritize and maintain guest information confidentiality.
- **Airport transportation details:** Find all the details you need for airport transportation.
- **Guest request tracking:** Efficiently track and fulfill guest requests during your stay.
- **Room inspection checklist:** Our thorough room inspection checklist ensures quality assurance.
- **Guest complaint resolution:** Swift and effective guest complaint resolution is our priority.
- **Concierge service fee:** Please be aware of the concierge service fee for personalized assistance.
- **Guest service quality assurance:** We adhere to rigorous standards for guest service quality assurance.
- **In-room technology troubleshooting:** Contact us for prompt in-room technology troubleshooting.
- **VIP guest recognition:** VIP guests receive special recognition and exclusive services.

- **Lost and found retrieval process:** Experience a seamless lost and found retrieval process.
- **Guest service acknowledgment:** Your satisfaction is our priority, and we appreciate your guest service acknowledgment.
- **In-room audiovisual equipment:** Explore our state-of-the-art in-room audiovisual equipment.
- **Guest service responsiveness:** Our team prides itself on quick and efficient guest service responsiveness.
- **Lost and found notification:** Receive timely lost and found notification for any misplaced items.
- **Guest service protocol:** We follow a comprehensive guest service protocol for your satisfaction.
- **In-room workspace setup:** Customize your in-room workspace setup for productivity.
- **Guest arrival experience:** Ensure a memorable guest arrival experience with our warm welcome.
- **Lost and found claim status:** Check the status of your lost and found claim for updates.
- **Guest service innovation:** We are committed to continuous guest service innovation.
- **In-room amenity replenishment:** Enjoy regular in-room amenity replenishment for your comfort.
- **Guest service satisfaction survey:** Share your feedback through our guest service satisfaction survey.
- **Lost and found procedure update:** Stay informed with our periodic lost and found procedure updates.
- **Guest service consistency:** We maintain high levels of guest service consistency.
- **Guest service technology integration:** Experience seamless guest service technology integration.
- **In-room dining preferences:** Inform us of your in-room dining preferences for a personalized experience.
- **Guest service initiative:** Our team actively engages in guest service initiatives.
- **Lost and found documentation:** All lost and found items are documented for transparency.
- **VIP guest amenities:** VIP guests enjoy exclusive amenities for an enhanced stay.

- **Guest service trend analysis:** We conduct regular trend analysis for continuous improvement.
- **In-room charging stations:** Convenient in-room charging stations are available for your devices.
- **Guest service communication:** Clear and effective guest service communication is our priority.
- **Lost and found notification system:** Our advanced system ensures efficient lost and found notifications.
- **In-room connectivity options:** Explore various in-room connectivity options for your convenience.
- **Guest service efficiency:** We strive for guest service efficiency to meet your needs promptly.
- **Lost and found retrieval fee:** Please be aware of the lost and found retrieval fee for certain items.
- **Guest service audit:** Regular guest service audits ensure consistent quality.
- **In-room accessibility features:** Discover our in-room accessibility features for all guests.
- **Guest service training program:** Our team undergoes continuous guest service training for excellence.
- **Lost and found claim resolution:** Swift and fair lost and found claim resolution is our commitment.
- **Guest service technology upgrade:** Experience the latest technology with our guest service technology upgrade.
- **In-room personalization options:** Enjoy a range of in-room personalization options for a tailored stay.
- **Guest service innovation award:** We take pride in receiving the guest service innovation award.
- **Lost and found retrieval process:** Experience a seamless lost and found retrieval process for your belongings.
- **In-room climate control settings:** Personalize your comfort with adjustable in-room climate control settings.
- **Guest service communication platform:** Utilize our advanced guest service communication platform for efficient assistance.

- **Lost and found coordination:** Our dedicated team ensures effective lost and found coordination.
- **In-room entertainment system:** Enjoy an immersive experience with our state-of-the-art in-room entertainment system.
- **Guest service best practices:** We adhere to industry-leading guest service best practices.
- **Lost and found tracking software:** Benefit from our advanced lost and found tracking software for accurate retrieval.
- **In-room dining reservation:** Reserve a delightful in-room dining experience for convenience.
- **Guest service quality benchmarking:** We maintain high standards through guest service quality benchmarking.
- **Lost and found claim verification:** Rigorous verification ensures the accuracy of lost and found claims.
- **In-room technology customization:** Customize your in-room technology for a personalized experience.
- **Guest service responsiveness metrics:** We measure and enhance guest service responsiveness through metrics.
- **Lost and found storage protocol:** Follow our efficient lost and found storage protocol for organized management.
- **In-room amenity preferences:** Inform us of your preferences for personalized in-room amenities.
- **Guest service satisfaction analysis:** Regular analysis ensures continuous improvement in guest service satisfaction.
- **Lost and found item identification:** Swift and accurate lost and found item identification is our priority.
- **In-room technology user guide:** Consult our user guide for seamless navigation of in-room technology.
- **Guest service training curriculum:** Our comprehensive guest service training curriculum ensures a skilled and knowledgeable team.
- **Lost and found claim status update:** Receive timely updates on the status of your lost and found claim.

- **In-room accessibility assessment:** We conduct thorough in-room accessibility assessments for guest comfort.
- **Guest service technology usability:** Experience user-friendly guest service technology for seamless interactions.
- **Lost and found documentation review:** Regular reviews of our lost and found documentation ensure accuracy and efficiency.
- **In-room entertainment content:** Enjoy a diverse selection of in-room entertainment content during your stay.
- **Guest service communication protocol:** Our established communication protocol ensures effective and clear guest service interactions.
- **Lost and found retrieval logistics:** Our efficient logistics streamline the lost and found retrieval process.
- **In-room climate control preferences:** Share your climate control preferences for a personalized in-room experience.
- **Guest service technology optimization:** Continuous optimization of guest service technology for enhanced functionality.
- **Lost and found claim resolution time:** Experience swift lost and found claim resolution with our dedicated team.

SECOND PART: test your comprehension

Listen the vocabulary alone to remember the meaning and repeat each word

- Welcome
- Guest services
- Concierge desk
- Check-in/out
- Key card
- Bellhop
- Luggage storage
- Room service
- Wake-up call

- VIP amenities
- Local recommendations
- Shuttle service
- Reservation
- Guest satisfaction
- Turndown service
- Lost and found
- Front desk
- Doorman
- Amenities
- Housekeeping
- Breakfast options
- Late check-out
- Room upgrade
- Complimentary
- Concierge recommendations

- Guest relations
- Porter
- Valet parking
- Business center
- Lost key
- In-room dining
- Spa reservations
- Airport transfer

- Public transportation

- Safety deposit box
- Pet-friendly
- Special requests
- Conference room

- Leisure activities
- Complimentary newspapers
- Guest feedback
- Emergency procedures
- Security
- Payment methods
- Fitness center
- Laundry service
- Currency exchange
- Express check-in/out
- Gift shop
- Welcome package
- Room key
- Front office
- Porterage
- Taxi service
- Turndown amenities
- Housekeeping request
- Meeting room
- Technical support
- Business services
- Complimentary Wi-Fi
- Late-night snacks
- Pillow menu
- In-house events
- Lost luggage
- Wake-up service
- Private transportation
- Room inventory
- Guest profile

- On-call doctor
- Environmental initiatives
- Turnover service
- Valet service
-
- Multilingual staff
- Conference facilities
- Special occasions
- Babysitting services
- Express laundry
- 24-hour assistance
- Guest loyalty program
- Catering services
- Room inspection
- Keycard access
- Airport information
- Lost and found procedures
- Package delivery
- Accessibility features
- Preferred guest
- Dry cleaning
- Early check-in
- Check-in process
- Room setup
- Guest privileges
- Shuttle schedule
- Guest directory
- In-room safe
- Guest experience
- Maintenance request
- Lost keycard
- Preferred room type

- Business hours
- Guest feedback form
- Concierge app
- Room amenities
- On-site dining
- Guest entertainment
- Wake-up service
- Local events
- Lost item tracking
- Eco-friendly practices
- Room configuration
- Turn-down service
- Airport shuttle
- Conference amenities
- Late-night room service
- Guest badge
- Digital key access
- Guest privacy
- Special dietary needs
- Check-out process
- Event planning
- Welcome gift
- Turnaround time
- Guest account
- Lost key replacement

- Loyalty rewards
- Public areas
- Guest preferences
- Valet fee
- In-room technology
- Guest satisfaction survey
- On-call services
- VIP check-in
- Room temperature control
- Personalized service
- Guest billing
- Meeting planner
- Lost and found policy
- Guest billing statement
- In-room entertainment
- Welcome briefing
- Concierge assistance
- Guest loyalty program
- Secure access
- Turndown gift
- Shuttle reservation
- Early departure
- Guest account information
- On-site amenities
- Guest check-in form

- Hotel policies
- 24/7 service
- Lost and found log
- Guest service excellence
- Conference room setup
- Guest assistance hotline
- Turnaround time
- Preferred seating
- Guest arrival
- Concierge kiosk
- In-room dining menu
- Guest departure
- Privacy policy
- Lost and found claim
- Front-of-house
- Guest engagement
- Baggage handling
- Room access card
- Conference room reservation
- Lost and found coordinator
- Guest service training
- Wi-Fi password
- Guest loyalty points
- Guest departure survey
- Room rate details

- In-room technology support
- Guest service hotline
- Lost item claim form
- Guest profile management
- Early check-in request
- Guest account statement
- Conference room technology
- Guest room preferences
- VIP guest arrival
- Shuttle service details
- Guest service response time
- Lost and found tracking system
- Guest experience feedback
- In-room climate control
- Guest service excellence award
- Lost and found inventory
- Guest service improvement
- In-room entertainment options
- Guest information confidentiality
- Airport transportation details
- Guest request tracking
- Room inspection checklist

- Guest complaint resolution
- Concierge service fee
- Guest service quality assurance
- In-room technology troubleshooting
- VIP guest recognition
- Lost and found retrieval process
- Guest service acknowledgment
- In-room audiovisual equipment
- Guest service responsiveness
- Lost and found notification
- Guest service protocol
- In-room workspace setup
- Guest arrival experience
- Lost and found claim status
- Guest service innovation
- In-room amenity replenishment
- Guest service satisfaction survey
- Lost and found procedure update
- Guest service consistency

- Guest service technology integration
- In-room dining preferences
- Guest service initiative
- Lost and found documentation
- VIP guest amenities
- Guest service trend analysis
- In-room charging stations
- Guest service communication
- Lost and found notification system
- In-room connectivity options
- Guest service efficiency
- Lost and found retrieval fee
- Guest service audit
- In-room accessibility features
- Guest service training program
- Lost and found claim resolution
- Guest service technology upgrade
- In-room personalization options
- Guest service innovation award

- Lost and found retrieval process
- In-room climate control settings
- Guest service communication platform
- Lost and found coordination
- In-room entertainment system
- Guest service best practices
- Lost and found tracking software
- In-room dining reservation
- Guest service quality benchmarking
- Lost and found claim verification
- In-room technology customization
- Guest service responsiveness metrics
- Lost and found storage protocol
- In-room amenity preferences
- Guest service satisfaction analysis
- Lost and found item identification
- In-room technology user guide

- Guest service feedback loop
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- Lost and found claim adjudication
- In-room workspace ergonomics
- Guest service improvement plan
- Lost and found return process
- In-room dining etiquette
- Guest service case management
- Lost and found disposition policy
- In-room technology tutorial
- Guest service communication strategy
- Lost and found claim escalation
- In-room amenity sustainability
- Guest service cost-benefit analysis
- Lost and found preventive measures
- In-room technology troubleshooting guide
- Guest service technology integration plan
- Lost and found inventory management
- In-room dining culinary options

- Guest service training curriculum
- Lost and found claim status update
- In-room accessibility assessment
- Guest service technology usability
- Lost and found documentation review
- In-room entertainment content
- Guest service communication protocol
- Lost and found retrieval logistics
- In-room climate control preferences
- Guest service technology optimization
- Lost and found claim resolution time

TRANSLATION

- Welcome: Bienvenue
- Guest services: Services aux clients
- Concierge desk: Bureau de conciergerie

- Check-in/out: Enregistrement/départ
- Key card: Carte-clé
- Bellhop: Portier
- Luggage storage: Consigne à bagages
- Room service: Service en chambre
- Wake-up call: Appel de réveil
- VIP amenities: Commodités VIP
- Local recommendations: Recommandations locales
- Shuttle service: Service de navette
- Reservation: Réservation
- Guest satisfaction: Satisfaction du client
- Turndown service: Service de préparation du lit
- Lost and found: Objets trouvés
- Front desk: Réception
- Doorman: Portier
- Amenities: Équipements
- Housekeeping: Service d'entretien
- Breakfast options: Options de petit-déjeuner
- Late check-out: Départ tardif
- Room upgrade: Mise à niveau de chambre
- Complimentary: Gratuit
- Concierge recommendations: Recommandations du concierge
- Guest relations: Relations avec les clients
- Porter: Bagagiste
- Valet parking: Service voiturier
- Business center: Centre d'affaires
- Lost key: Clé perdue
- In-room dining: Repas en chambre
- Spa reservations: Réservations de spa

- Airport transfer: Transfert aéroport
- Public transportation: Transports en commun
- Safety deposit box: Coffre-fort
- Pet-friendly: Accepte les animaux
- Special requests: Demandes spéciales
- Conference room: Salle de conférence
- Leisure activities: Activités de loisirs
- Complimentary newspapers: Journaux gratuits
- Guest feedback: Retours des clients
- Emergency procedures: Procédures d'urgence
- Security: Sécurité
- Payment methods: Moyens de paiement
- Fitness center: Centre de remise en forme
- Laundry service: Service de blanchisserie
- Currency exchange: Change de devises
- Express check-in/out: Enregistrement/départ express
- Gift shop: Boutique de cadeaux
- Welcome package: Trousse de bienvenue
- Room key: Clé de chambre
- Front office: Bureau d'accueil
- Porterage: Portage
- Taxi service: Service de taxi
- Turndown amenities: Commodités du service de préparation du lit
- Housekeeping request: Demande d'entretien ménager
- Meeting room: Salle de réunion
- Technical support: Support technique
- Business services: Services aux entreprises
- Complimentary Wi-Fi: Wi-Fi gratuit

- Late-night snacks: Collations tardives
- Pillow menu: Menu d'oreillers
- In-house events: Événements internes
- Lost luggage: Bagages égarés
- Wake-up service: Service de réveil
- Private transportation: Transport privé
- Room inventory: Inventaire des chambres
- Guest profile: Profil du client
- On-call doctor: Médecin de garde
- Environmental initiatives: Initiatives environnementales
- Turnover service: Service de retournement
- Valet service: Service voiturier
- Multilingual staff: Personnel multilingue
- Conference facilities: Installations de conférence
- Special occasions: Occasions spéciales
- Babysitting services: Services de garde d'enfants
- Express laundry: Blanchisserie express
- 24-hour assistance: Assistance 24 heures sur 24
- Guest loyalty program: Programme de fidélité client
- Catering services: Services de restauration
- Room inspection: Inspection de chambre
- Keycard access: Accès par carte-clé
- Airport information: Informations sur l'aéroport
- Lost and found procedures: Procédures des objets trouvés
- Package delivery: Livraison de colis
- Accessibility features: Équipements d'accessibilité
- Preferred guest: Client privilégié
- Dry cleaning: Nettoyage à sec
- Early check-in: Enregistrement anticipé
- Check-in process: Processus d'enregistrement
- Room setup: Configuration de la chambre
- Guest privileges: Privilèges du client

- Shuttle schedule: Horaire de la navette
- Guest directory: Répertoire du client
- In-room safe: Coffre-fort dans la chambre
- Guest experience: Expérience du client
- Maintenance request: Demande de maintenance
- Lost keycard: Carte-clé perdue
- Preferred room type: Type de chambre préféré
- Business hours: Heures d'ouverture
- Guest feedback form: Formulaire de retour client
- Concierge app: Application de conciergerie
- Room amenities: Équipements de la chambre
- On-site dining: Restauration sur place
- Guest entertainment: Divertissement pour les clients
- Wake-up service: Service de réveil
- Local events: Événements locaux
- Lost item tracking: Suivi d'objets perdus
- Eco-friendly practices: Pratiques respectueuses de l'environnement
- Room configuration: Configuration de la chambre
- Turn-down service: Service de préparation du lit
- Airport shuttle: Navette pour l'aéroport
- Conference amenities: Équipements de conférence
- Late-night room service: Service en chambre tardif
- Guest badge: Badge client
- Digital key access: Accès par clé numérique
- Guest privacy: Confidentialité du client
- Special dietary needs: Besoins alimentaires spéciaux
- Check-out process: Processus de départ

- Event planning: Organisation d'événements
- Welcome gift: Cadeau de bienvenue
- Turnaround time: Temps de retournement
- Guest account: Compte client
- Lost key replacement: Remplacement de clé perdue
- Loyalty rewards: Récompenses de fidélité
- Public areas: Espaces publics
- Guest preferences: Préférences du client
- Valet fee: Frais de voiturier
- In-room technology: Technologie en chambre
- Guest satisfaction survey: Sondage de satisfaction client
- On-call services: Services sur appel
- VIP check-in: Enregistrement VIP
- Room temperature control: Contrôle de la température de la chambre
- Personalized service: Service personnalisé
- Guest billing: Facturation client
- Meeting planner: Organisateur de réunions
- Lost and found policy: Politique des objets trouvés
- Guest billing statement: Relevé de facturation client
- In-room entertainment: Divertissement en chambre
- Welcome briefing: Séance d'accueil
- Concierge assistance: Assistance de conciergerie
- Guest loyalty program: Programme de fidélité client
- Secure access: Accès sécurisé
- Turndown gift: Cadeau de préparation du lit

- Shuttle reservation: Réservation de navette
- Early departure: Départ anticipé
- Guest account information: Informations sur le compte client
- On-site amenities: Équipements sur place
- Guest check-in form: Formulaire d'enregistrement client
- Hotel policies: Politiques de l'hôtel
- 24/7 service: Service 24/7
- Lost and found log: Registre des objets trouvés
- Guest service excellence: Excellence du service client
- Conference room setup: Configuration de la salle de conférence
- Guest assistance hotline: Ligne d'assistance client
- Turnaround time: Temps de réponse
- Preferred seating: Places préférées
- Guest arrival: Arrivée du client
- Concierge kiosk: Kiosque de conciergerie
- In-room dining menu: Menu du service en chambre
- Guest departure: Départ du client
- Privacy policy: Politique de confidentialité
- Lost and found claim: Réclamation d'objet perdu
- Front-of-house: Zone publique
- Guest engagement: Engagement du client
- Baggage handling: Manipulation des bagages
- Room access card: Carte d'accès à la chambre
- Conference room reservation: Réservation de salle de conférence

- Lost and found coordinator: Coordinateur des objets trouvés
- Guest service training: Formation au service client
- Wi-Fi password: Mot de passe Wi-Fi
- Guest loyalty points: Points de fidélité client
- Guest departure survey: Sondage de départ du client
- Room rate details: Détails des tarifs de chambre
- In-room technology support: Support technique pour la technologie en chambre
- Guest service hotline: Ligne d'assistance client
- Lost item claim form: Formulaire de réclamation d'objet perdu
- Guest profile management: Gestion du profil du client
- Early check-in request: Demande d'enregistrement anticipé
- Guest account statement: Relevé de compte client
- Conference room technology: Technologie de la salle de conférence
- Guest room preferences: Préférences de la chambre du client
- VIP guest arrival: Arrivée du client VIP
- Shuttle service details: Détails du service de navette
- Guest service response time: Temps de réponse du service client
- Lost and found tracking system: Système de suivi des objets trouvés
- Guest experience feedback: Retour d'expérience du client
- In-room climate control: Contrôle climatique en chambre
- Guest service excellence award: Prix d'excellence du service client

- Lost and found inventory: Inventaire des objets trouvés
- Guest service improvement: Amélioration du service client
- In-room entertainment options: Options de divertissement en chambre
- Guest information confidentiality: Confidentialité des informations du client
- Airport transportation details: Détails du transport vers l'aéroport
- Guest request tracking: Suivi des demandes client
- Room inspection checklist: Liste de contrôle d'inspection de chambre
- Guest complaint resolution: Résolution des plaintes des clients
- Concierge service fee: Frais de service de conciergerie
- Guest service quality assurance: Assurance qualité du service client
- In-room technology troubleshooting: Résolution des problèmes de technologie en chambre
- VIP guest recognition: Reconnaissance du client VIP
- Lost and found retrieval process: Processus de récupération des objets trouvés
- Guest service acknowledgment: Reconnaissance du service client
- In-room audiovisual equipment: Équipement audiovisuel en chambre
- Guest service responsiveness: Réactivité du service client
- Lost and found notification: Notification d'objet trouvé
- Guest service protocol: Protocole de service client

- In-room workspace setup: Configuration de l'espace de travail en chambre
- Guest arrival experience: Expérience d'arrivée du client
- Lost and found claim status: État de la réclamation d'objet perdu
- Guest service innovation: Innovation du service client
- In-room amenity replenishment: Reconstitution des équipements en chambre
- Guest service satisfaction survey: Sondage de satisfaction du service client
- Lost and found procedure update: Mise à jour des procédures des objets trouvés
- Guest service consistency: Cohérence du service client
- Guest service technology integration: Intégration technologique du service client
- In-room dining preferences: Préférences pour le service en chambre
- Guest service initiative: Initiative du service client
- Lost and found documentation: Documentation des objets trouvés
- VIP guest amenities: Commodités pour les clients VIP
- Guest service trend analysis: Analyse des tendances du service client
- In-room charging stations: Stations de charge en chambre
- Guest service communication: Communication du service client
- Lost and found notification system: Système de notification des objets trouvés

- In-room connectivity options: Options de connectivité en chambre
- Guest service efficiency: Efficacité du service client
- Lost and found retrieval fee: Frais de récupération des objets trouvés
- Guest service audit: Audit du service client
- In-room accessibility features: Fonctionnalités d'accessibilité en chambre
- Guest service training program: Programme de formation au service client
- Lost and found claim resolution: Résolution de réclamation d'objet perdu
- Guest service technology upgrade: Mise à niveau technologique du service client
- In-room personalization options: Options de personnalisation en chambre
- Guest service innovation award: Prix d'innovation du service client
- Lost and found retrieval process: Processus de récupération des objets trouvés
- In-room climate control settings: Paramètres de contrôle climatique en chambre
- Guest service communication platform: Plateforme de communication du service client
- Lost and found coordination: Coordination des objets trouvés
- In-room entertainment system: Système de divertissement en chambre
- Guest service best practices: Meilleures pratiques du service client

- Lost and found tracking software: Logiciel de suivi des objets trouvés
- In-room dining reservation: Réservation du service en chambre
- Guest service quality benchmarking: Étalonnage de la qualité du service client
- Lost and found claim verification: Vérification de la réclamation d'objet perdu
- In-room technology customization: Personnalisation de la technologie en chambre
- Guest service responsiveness metrics: Métriques de réactivité du service client
- Lost and found storage protocol: Protocole de stockage des objets trouvés
- In-room amenity preferences: Préférences pour les équipements en chambre
- Guest service satisfaction analysis: Analyse de la satisfaction du service client
- Lost and found item identification: Identification des objets trouvés
- In-room technology user guide: Guide d'utilisation de la technologie en chambre
- Guest service feedback loop: Boucle de rétroaction du service client
- Lost and found claim adjudication: Adjudication de réclamation d'objet perdu
- In-room workspace ergonomics: Ergonomie de l'espace de travail en chambre
- Guest service improvement plan: Plan d'amélioration du service client

- Lost and found return process: Processus de retour des objets trouvés
- In-room dining etiquette: Étiquette du service en chambre
- Guest service case management: Gestion des cas du service client
- Lost and found disposition policy: Politique de disposition des objets trouvés
- In-room technology tutorial: Tutoriel de la technologie en chambre
- Guest service communication strategy: Stratégie de communication du service client
- Lost and found claim escalation: Escalade de la réclamation d'objet perdu
- In-room amenity sustainability: Durabilité des équipements en chambre
- Guest service cost-benefit analysis: Analyse coûts-avantages du service client
- Lost and found preventive measures: Mesures préventives des objets trouvés
- In-room technology troubleshooting guide: Guide de résolution des problèmes de technologie en chambre
- Guest service technology integration plan: Plan d'intégration technologique du service client
- Lost and found inventory management: Gestion des stocks des objets trouvés
- In-room dining culinary options: Options culinaires du service en chambre
- Guest service training curriculum: Programme de formation au service client
- Lost and found claim status update: Mise à jour de l'état de la réclamation d'objet perdu

- In-room accessibility assessment: Évaluation de l'accessibilité en chambre
- Guest service technology usability: Utilisabilité de la technologie du service client
- Lost and found documentation review: Examen de la documentation des objets trouvés
- In-room entertainment content: Contenu du divertissement en chambre
- Guest service communication protocol: Protocole de communication du service client
- Lost and found retrieval logistics: Logistique de récupération des objets trouvés
- In-room climate control preferences: Préférences de contrôle climatique en chambre
- Guest service technology optimization: Optimisation technologique du service client
- Lost and found claim resolution time: Temps de résolution de la réclamation d'objet perdu