



Hospitality in English: Advanced Vocabulary

109 words

ENGLISH	TRANSCRIPTION
no-show	[ˈnəʊ ʃəʊ]
overbooking	[ˌəʊvəˈbʊkiŋ]
rate parity	[reɪt ˈpærɪti]
yield management	[jiːld ˈmæniɪdʒmənt]
revenue management	[ˈrevənjuː ˈmæniɪdʒmənt]
average daily rate	[ˈævərɪdʒ ˈdeɪli reɪt]
occupancy rate	[ˈɒkjʊpənsi reɪt]
RevPAR	[ˈrevpɑː]
walk-in	[ˈwɔːk ɪn]
upgrade policy	[ˈʌpɡreɪd ˈpɒlɪsi]
compensation	[ˌkɒmpənˈseɪʃn]
service recovery	[ˈsɜːvɪs riˈkʌvəri]
guest satisfaction	[ɡest ˌsætɪsˈfækʃn]
loyalty program	[ˈlɔɪəlti ˈprəʊɡræm]
tier status	[tiə ˈsteɪtəs]
corporate rate	[ˈkɔːpəɪt reɪt]
group booking	[ɡruːp ˈbʊkiŋ]
allocation	[ˌæləˈkeɪʃn]
room inventory	[ruːm ˈɪnvəntəri]
property management system	[ˈprɒpəti ˈmæniɪdʒmənt ˈsɪstəm]
channel manager	[ˈtʃænəl ˈmæniɪdʒə]
rate fence	[reɪt fens]
minimum length of stay	[ˈmɪnɪməm leŋkθ əv steɪ]
blackout dates	[ˈblækəʊt deɪts]

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cancellation window	[,kænsə'leɪʃn 'wɪndəʊ]
early departure	['ɜːli dɪ'pɑːtʃə]
late departure fee	[leɪt dɪ'pɑːtʃə fiː]
guaranteed reservation	[,gærən'tiːd ,rezə'veɪʃn]
non-guaranteed	[,nɒn 'gærən,tɪːd]
credit card pre-authorization	['kredɪt kɑːd priːɔːθəraɪ'zeɪʃn]
incident report	['ɪnɪdɪənt rɪ'pɔːt]
service level	['sɜːvɪs 'levəl]
VIP guest	[,viː aɪ 'piː gest]
guest profile	[gest 'prəʊfaɪl]
special request	['speʃl rɪ'kwest]
amenity kit	[ə'mɪ:nɪtɪ kɪt]
room turnaround	[ruːm 'tɜːnəʊənd]
housekeeping supervisor	['haʊskiːpɪŋ 'suːpəvaɪzə]
maintenance request	['meɪntənəns rɪ'kwest]
service outage	['sɜːvɪs 'aʊtɪdʒ]
guest complaint	[gest kəm'pleɪnt]
comp	[kɒmp]
upsell	['ʌpsel]
cross-sell	['krɒs sel]
service standard	['sɜːvɪs 'stændəd]
brand standard	[brænd 'stændəd]
guest journey	[gest 'dʒɜːnɪ]
touchpoint	['tʌtʃpɔɪnt]
feedback	['fiːdbæk]
review management	[rɪ'vjuː 'mænɪdʒmənt]
service training	['sɜːvɪs 'treɪnɪŋ]

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complimentary upgrade	[,kɒmplɪ'mentri 'ʌpɡreɪd]
priority check-in	[praɪ'ɔːrɪti 'tʃek ɪn]
late check-out	[leɪt 'tʃek aʊt]
room blocking	[ru:m 'blɒkɪŋ]
room assignment	[ru:m ə'saɪnmənt]
inventory control	['ɪnvəntri kən'trəʊl]
guest relations	[ɡest rɪ'leɪʃnz]
front office	[frʌnt 'ɒfɪs]
back office	[bæk 'ɒfɪs]
house account	[haʊs ə'kaʊnt]
folio	['fɒliəʊ]
night audit	[naɪt 'ɔːdɪt]
rate code	[reɪt kəʊd]
contracted rate	[kən'træktɪd reɪt]
booking pace	['bʊkɪŋ peɪs]
pickup report	['pɪkʌp rɪ'pɔːt]
displacement	[dɪs'pleɪsmənt]
overstay	['əʊvəsteɪ]
chargeback	['tʃɑːdʒbæk]
rate shopper	[reɪt 'ʃɒpə]
guest segmentation	[ɡest ,seɡmən'teɪʃn]
brand compliance	[brænd kəm'plaɪəns]
service KPI	['sɜːvɪs ,keɪ piː 'aɪ]
standard operating procedure	['stændəd 'ɒpəreɪtɪŋ prə'siːdʒə]
guest experience	[ɡest ɪks'pɪəriəns]
dynamic pricing	[daɪ'næmɪk 'praɪsɪŋ]
demand forecast	[dɪ'mɑːnd 'fɔːkɑːst]

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booking channel	[ˈbʊkɪŋ ˈtʃænəl]
direct booking	[dɪˈrekt ˈbʊkɪŋ]
commission	[kəˈmɪʃn]
service charge	[ˈsɜːvɪs ʃɑːdʒ]
resort fee	[rɪˈzɔːt fiː]
complaint resolution	[kəmˈpleɪnt ˌrezəˈluːʃn]
guest retention	[gest rɪˈtenʃn]
service blueprint	[ˈsɜːvɪs ˈbluːprɪnt]
mystery guest	[ˈmɪstəri gest]
brand audit	[brænd ˈɔːdɪt]
service chargeback	[ˈsɜːvɪs ˈtʃɑːdʒbæk]
no-show fee	[ˈnəʊ ʃəʊ fiː]
upgrades inventory	[ˈʌpɡreɪdʒ ˈɪnvəntəri]
room revenue	[ruːm ˈrevənjuː]
ancillary revenue	[ænˈsɪləri ˈrevənjuː]
guest lifecycle	[gest ˈlaɪfsaɪkl]
service culture	[ˈsɜːvɪs ˈkʌltʃə]
comps policy	[kɒmpz ˈpɒlɪsi]
escalation	[ˌeskəˈleɪʃn]
guest recovery	[gest rɪˈkʌvəri]
brand promise	[brænd ˈprɒmɪs]
service design	[ˈsɜːvɪs dɪˈzaɪn]
operational standard	[ˌɒpəˈreɪʃənəl ˈstændəd]
labor cost	[ˈleɪbə kɒst]
staff turnover	[stɑːf ˈtɜːnəʊvə]
training plan	[ˈtreɪnɪŋ plæn]
guest feedback loop	[gest ˈfiːdbæk luːp]

ENGLISH	TRANSCRIPTION
service recovery plan	[ˈsɜːvɪs rɪˈkʌvəri plæn]
guest consent	[gest kənˈsent]
data privacy	[ˈdeɪtə ˈpraɪvəsi]
property standards	[ˈprɒpəti ˈstændədz]

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