

Hospitality and Tourism English Jargon Quick Reference

Field-specific terms, contrast pairs, and high-pressure sentence frames

Audience: hotel managers, front-desk teams, guest-relations staff, event coordinators, restaurant managers, tour operators, revenue managers, and destination-service professionals

Focus: A hospitality and tourism English curriculum for guest complaints, service recovery, reservations, revenue management, events, vendor coordination, cultural expectations, reviews, and operational briefings.

Designed for advanced ESL learners who already use professional English and need industry-specific terminology, realistic meetings, role-play pressure, careful pushback, and polished workplace outputs.

Teaching stance: this is language and workplace-communication training, not legal, medical, financial, safety, or regulatory advice. Instructors should connect every scenario to the learner's current company policies, local rules, and approved procedures.

Nomenclature and Jargon

These are classroom working definitions. Learners should adapt wording to their organization's policies, systems, and local regulatory environment.

Guest Arrival and Front-Desk Escalation

Term	Working meaning
check-in	Working hospitality and tourism term used in guest arrival and front-desk escalation; define the owner, evidence source, governing document, risk, and decision impact before using it in a meeting.
room inventory	Working hospitality and tourism term used in guest arrival and front-desk escalation; define the owner, evidence source, governing document, risk, and decision impact before using it in a meeting.
upgrade	Working hospitality and tourism term used in guest arrival and front-desk escalation; define the owner, evidence source, governing document, risk, and decision impact before using it in a meeting.
service recovery	Working hospitality and tourism term used in guest arrival and front-desk escalation; define the owner, evidence source, governing document, risk, and decision impact before using it in a meeting.

Complaint Handling and Online Reviews

Term	Working meaning
guest complaint	Working hospitality and tourism term used in complaint handling and online reviews; define the owner, evidence source, governing document, risk, and decision impact before using it in a meeting.
online review	Working hospitality and tourism term used in complaint handling and online reviews; define the owner, evidence source, governing document, risk, and decision impact before using it in a meeting.
brand voice	Working hospitality and tourism term used in complaint handling and online reviews; define the owner, evidence source, governing document, risk, and decision impact before using it in a meeting.
compensation	Working hospitality and tourism term used in complaint handling and online reviews; define the owner, evidence source, governing document, risk, and decision impact before using it in a meeting.

Reservations, Overbooking, and Walks

Term	Working meaning
overbooking	Working hospitality and tourism term used in reservations, overbooking, and walks; define the owner, evidence source, governing document, risk, and decision impact before using it in a meeting.
walk	Working hospitality and tourism term used in reservations, overbooking, and walks; define the owner, evidence source, governing document, risk, and decision impact before using it in a meeting.
occupancy	Working hospitality and tourism term used in reservations, overbooking, and walks; define the owner, evidence source, governing document, risk, and decision impact before using it in a meeting.
rate parity	Working hospitality and tourism term used in reservations, overbooking, and walks; define the owner, evidence source, governing document, risk, and decision impact before using it in a meeting.

Revenue Management and Pricing

Term	Working meaning
ADR	Working hospitality and tourism term used in revenue management and pricing; define the owner, evidence source, governing document, risk, and decision impact before using it in a meeting.
RevPAR	Working hospitality and tourism term used in revenue management and pricing; define the owner, evidence source, governing document, risk, and decision impact before using it in a meeting.

Term	Working meaning
yield management	Working hospitality and tourism term used in revenue management and pricing; define the owner, evidence source, governing document, risk, and decision impact before using it in a meeting.
compression night	Working hospitality and tourism term used in revenue management and pricing; define the owner, evidence source, governing document, risk, and decision impact before using it in a meeting.

Housekeeping, Maintenance, and Turnover

Term	Working meaning
room status	Working hospitality and tourism term used in housekeeping, maintenance, and turnover; define the owner, evidence source, governing document, risk, and decision impact before using it in a meeting.
out of order	Working hospitality and tourism term used in housekeeping, maintenance, and turnover; define the owner, evidence source, governing document, risk, and decision impact before using it in a meeting.
turnover	Working hospitality and tourism term used in housekeeping, maintenance, and turnover; define the owner, evidence source, governing document, risk, and decision impact before using it in a meeting.
preventive maintenance	Working hospitality and tourism term used in housekeeping, maintenance, and turnover; define the owner, evidence source, governing document, risk, and decision impact before using it in a meeting.

Events, Banquets, and Run of Show

Term	Working meaning
BEO	Working hospitality and tourism term used in events, banquets, and run of show; define the owner, evidence source, governing document, risk, and decision impact before using it in a meeting.
run of show	Working hospitality and tourism term used in events, banquets, and run of show; define the owner, evidence source, governing document, risk, and decision impact before using it in a meeting.
attrition	Working hospitality and tourism term used in events, banquets, and run of show; define the owner, evidence source, governing document, risk, and decision impact before using it in a meeting.
AV requirement	Working hospitality and tourism term used in events, banquets, and run of show; define the owner, evidence source, governing document, risk, and decision impact before using it in a meeting.

Tour Operations and Traveler Safety

Term	Working meaning
itinerary	Working hospitality and tourism term used in tour operations and traveler safety; define the owner, evidence source, governing document, risk, and decision impact before using it in a meeting.
force majeure	Working hospitality and tourism term used in tour operations and traveler safety; define the owner, evidence source, governing document, risk, and decision impact before using it in a meeting.
waiver	Working hospitality and tourism term used in tour operations and traveler safety; define the owner, evidence source, governing document, risk, and decision impact before using it in a meeting.
local operator	Working hospitality and tourism term used in tour operations and traveler safety; define the owner, evidence source, governing document, risk, and decision impact before using it in a meeting.

Cultural Expectations and Service Style

Term	Working meaning
service standard	Working hospitality and tourism term used in cultural expectations and service style; define the owner, evidence source, governing document, risk, and decision impact before using it in a meeting.

Term	Working meaning
cultural expectation	Working hospitality and tourism term used in cultural expectations and service style; define the owner, evidence source, governing document, risk, and decision impact before using it in a meeting.
guest profile	Working hospitality and tourism term used in cultural expectations and service style; define the owner, evidence source, governing document, risk, and decision impact before using it in a meeting.
recovery gesture	Working hospitality and tourism term used in cultural expectations and service style; define the owner, evidence source, governing document, risk, and decision impact before using it in a meeting.

Industry-Specific Meeting Moves

Situation	Useful language
Guest Arrival and Front-Desk Escalation	Before we commit, I want to confirm check-in, room inventory, the owner, and the evidence behind the decision. If inventory, loyalty status, housekeeping, policy, and guest emotion need balance., I recommend we document the risk and agree on the next step.
Complaint Handling and Online Reviews	Before we commit, I want to confirm guest complaint, online review, the owner, and the evidence behind the decision. If investigation, privacy, brand tone, and recovery options must be considered., I recommend we document the risk and agree on the next step.
Reservations, Overbooking, and Walks	Before we commit, I want to confirm overbooking, walk, the owner, and the evidence behind the decision. If walk policy, partner hotel, transportation, compensation, and empathy are needed., I recommend we document the risk and agree on the next step.
Revenue Management and Pricing	Before we commit, I want to confirm ADR, RevPAR, the owner, and the evidence behind the decision. If demand, compression nights, contract terms, and value need careful explanation., I recommend we document the risk and agree on the next step.
Housekeeping, Maintenance, and Turnover	Before we commit, I want to confirm room status, out of order, the owner, and the evidence behind the decision. If room status, staffing, maintenance defects, and guest promises need coordination., I recommend we document the risk and agree on the next step.
Events, Banquets, and Run of Show	Before we commit, I want to confirm BEO, run of show, the owner, and the evidence behind the decision. If contract, staffing, setup time, safety, and vendor capacity need review., I recommend we document the risk and agree on the next step.
Tour Operations and Traveler Safety	Before we commit, I want to confirm itinerary, force majeure, the owner, and the evidence behind the decision. If safety, local rules, refunds, timing, and guest expectations must be managed., I recommend we document the risk and agree on the next step.
Cultural Expectations and Service Style	Before we commit, I want to confirm service standard, cultural expectation, the owner, and the evidence behind the decision. If expectations, language, nonverbal cues, and service standards need coaching., I recommend we document the risk and agree on the next step.

High-pressure pushback frames

- I understand the urgency. The risk is that we move faster than the evidence or process supports.
- I am not blocking the goal. I am naming the condition we need before the decision is safe and credible.
- If we accept this risk, we should name the owner, document the assumption, and define the trigger for escalation.
- That may be possible, but not under the current scope, timeline, or approval path.
- Let's separate what we know, what we assume, and what still needs confirmation.

Contrast Pairs

Do not confuse	Useful distinction
check-in vs service recovery	In guest arrival and front-desk escalation, define whether the discussion is about the current fact pattern, the controlling process, the stakeholder pressure, or the final decision.
guest complaint vs compensation	In complaint handling and online reviews, define whether the discussion is about the current fact pattern, the controlling process, the stakeholder pressure, or the final decision.
overbooking vs rate parity	In reservations, overbooking, and walks, define whether the discussion is about the current fact pattern, the controlling process, the stakeholder pressure, or the final decision.
ADR vs compression night	In revenue management and pricing, define whether the discussion is about the current fact pattern, the controlling process, the stakeholder pressure, or the final decision.
room status vs preventive maintenance	In housekeeping, maintenance, and turnover, define whether the discussion is about the current fact pattern, the controlling process, the stakeholder pressure, or the final decision.
BEO vs AV requirement	In events, banquets, and run of show, define whether the discussion is about the current fact pattern, the controlling process, the stakeholder pressure, or the final decision.
itinerary vs local operator	In tour operations and traveler safety, define whether the discussion is about the current fact pattern, the controlling process, the stakeholder pressure, or the final decision.
service standard vs recovery gesture	In cultural expectations and service style, define whether the discussion is about the current fact pattern, the controlling process, the stakeholder pressure, or the final decision.