SPANISH PHRASES FOR HOTEL STAFF

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Effective communication is essential in the hospitality industry. For hotel staff, knowing key Spanish phrases can help provide excellent service to Spanish-speaking guests. Below is a list of commonly used English-to-Spanish vocabulary to assist in creating a welcoming and accommodating environment.

Vocabulary

This English-Spanish vocabulary is designed for hotel staff, focusing on key phrases to improve guest communication, handle check-ins, and deliver outstanding service. Many hotels complement vocabulary lists like this one with practical staff training.

Discover essential categories to boost your bilingual skills in the hospitality industry.

- Common Terms
- Hotel Areas
- Services and Amenities
- Greetings & General Hospitality
- Check-In & Reservations
- Room & Amenities
- Directions & Assistance
- Dining & Room Service
- Problem-Solving & Apologies
- Farewell

Common Terms

Fundamental words and phrases that form the basis of daily communication between hotel staff and guests.

English	Spanish
Check-in	Registro de entrada
Check-out	Registro de salida
Booking	Reserva
Guest	Huésped
Luggage	Equipaje
Bellhop	Botones
Concierge	Conserje
Room key	Llave de la habitación
Floor	Piso
Housekeeping	Servicio de limpieza
Maintenance	Mantenimiento
Towels	Toallas
Blanket	Manta
Pillow	Almohada
Toilet paper	Papel higiénico
Shampoo	Champú

SPANISH PHRASES FOR HOTEL STAFF

English	Spanish
Soap	Jabón
Reception desk	Recepción
Front desk	Mostrador de recepción
Restroom	Baño
Public area	Área pública
Wake-up call	Llamada de despertador
Vacancy	Vacante
Fully booked	Completamente reservado
Reservation number	Número de reserva
Deposit	Depósito
Credit card	Tarjeta de crédito
Invoice	Factura
Payment	Pago
Refund	Reembolso
Front of house	Área de atención al cliente
Back of house	Área de servicio
Housekeeper	Ama de llaves
Porter	Maletero
Room upgrade	Mejora de habitación

English	Spanish
Turn-down service	Servicio de corte de cama
Check-in desk	Mesa de registro
Key card	Tarjeta llave
Do not disturb	No molestar
Booking confirmation	Confirmación de reserva
Room number	Número de habitación
Guest complaint	Queja del huésped
Emergency exit	Salida de emergencia
Hotel policy	Política del hotel

Hotel Areas

Terms used to identify specific locations within the hotel, such as the lobby, pool, and fitness center, to assist in guiding guests.

English	Español
Room	Habitación
Lobby	Lobby
Restaurant	Restaurante
Pool	Piscina
Gym	Gimnasio
Elevator	Ascensor

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Services and Amenities

Expressions to describe and promote the hotel's facilities, including housekeeping, spa services, and entertainment options.

English	Español
Cleaning	Limpieza
Air conditioning	Aire acondicionado
Room service	Servicio a la habitación
Laundry service	Servicio de lavandería
Internet/Wi-Fi	Internet/Wi-Fi
Mini-bar	Mini-bar

Greetings & General Hospitality

These phrases help create a strong first impression. If your team needs to practice real-life scenarios, there is a Hotel English Training program that helps improve fluency and guest communication.

English	Spanish
Welcome to the hotel.	Bienvenidos al hotel.
How can I help you?	¿Cómo puedo ayudarle?
Thank you for choosing our hotel.	Gracias por elegir nuestro hotel.
Have a great stay.	Que tenga una excelente estadía.

English	Spanish
Good morning/afternoon/evening.	Buenos días/tardes/noches.

Check-In & Reservations

Language for assisting with reservations, check-in procedures, and addressing booking inquiries.

English	Spanish
Do you have a reservation?	¿Tiene una reservación?
May I see your ID or passport, please?	¿Puedo ver su identificación o pasaporte?
Your room number is...	Su número de habitación es...
Here is your key/card.	Aquí está su llave/tarjeta.
Check-in is at 3 PM.	El registro de entrada es a las 3 PM.
Check-out is at 11 AM.	La salida es a las 11 AM.

Room & Amenities

Useful terms for describing room features, amenities, and in-room services available to guests.

English	Spanish
Where is my room?	¿Dónde está mi habitación?
Your room is on the (first/second) floor.	Su habitación está en el (primer/segundo) piso.

English	Spanish
Is there Wi-Fi in the room?	¿Hay Wi-Fi en la habitación?
The pool/gym/spa is open from...	La piscina/gimnasio/spa está abierto de...
Do you need more towels/sheets?	¿Necesita más toallas/sábanas?
The mini bar is in the room.	El minibar está en la habitación.

Directions & Assistance

Phrases to guide guests around the hotel or provide help with their requests and needs.

English	Spanish
The elevator is to the right/left.	El ascensor está a la derecha/izquierda.
The restaurant is on the ground floor.	El restaurante está en la planta baja.
Would you like help with your luggage?	¿Le gustaría ayuda con su equipaje?
Please follow me.	Por favor, sígame.
How can I get to...?	¿Cómo puedo llegar a...?

Dining & Room Service

Vocabulary to take meal orders, recommend menu items, and provide excellent dining service.

English	Spanish
The restaurant is open from...	El restaurante está abierto de...

English	Spanish
Would you like to see the menu?	¿Le gustaría ver el menú?
Do you have any dietary restrictions?	¿Tiene alguna restricción alimenticia?
Your order will arrive in... minutes.	Su pedido llegará en... minutos.
Breakfast is included with your stay.	El desayuno está incluido con su estancia.

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Problem-Solving & Apologies

Key phrases for resolving guest concerns, handling complaints, and offering sincere apologies.

English	Spanish
I'm sorry for the inconvenience.	Lo siento por el inconveniente.
We'll send someone to fix it right away.	Enviaremos a alguien para arreglarlo de inmediato.
Can I offer you another room?	¿Puedo ofrecerle otra habitación?
Let me check that for you.	Déjeme verificar eso por usted.
Thank you for your patience.	Gracias por su paciencia.

Farewell

Expressions to bid farewell and leave a positive lasting impression as guests depart.

English	Spanish
Thank you for staying with us.	Gracias por hospedarse con nosotros.
Have a safe trip.	Que tenga un buen viaje.
We hope to see you again soon.	Esperamos verlo pronto nuevamente.
Please leave a review online.	Por favor, deje una reseña en línea.

If your hotel wants to go beyond vocabulary and work on real conversations, guest scenarios, and service situations, you can rely on programs such as:

- Spanish Training For Hotel Staff – ideal for improving communication with Spanish-speaking guests.
- Hotel English Training – for staff who need to strengthen their service-oriented English.

Both are designed specifically for hospitality teams.