



# HOSPITALITY ENGLISH LANGUAGE HUB

THE HOSPITALITY ENGLISH LANGUAGE  
HUB (HELH) GIVES YOU THE  
LANGUAGE YOU NEED TO  
COMMUNICATE IN REAL HOTEL  
SITUATIONS. EACH SECTION - FRONT  
OFFICE, HOUSEKEEPING, FOOD AND  
BEVERAGE, AND KITCHEN - PROVIDES  
SIMPLE PHRASES, USEFUL  
VOCABULARY, AND PRACTICAL  
DIALOGUES THAT MATCH YOUR DAILY  
TASKS. YOU CAN USE THIS HUB TO  
PRACTISE, IMPROVE YOUR  
CONFIDENCE, AND PREPARE FOR  
WORK-BASED LEARNING.



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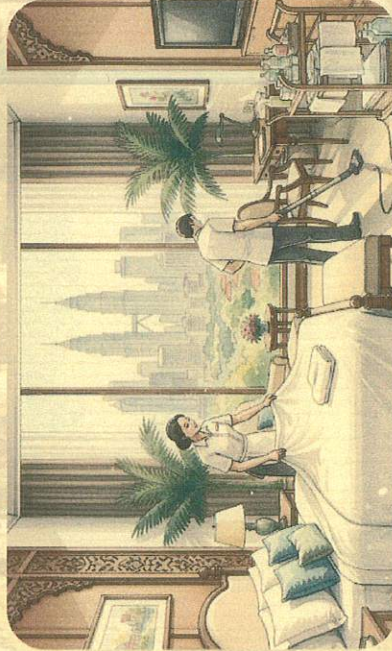
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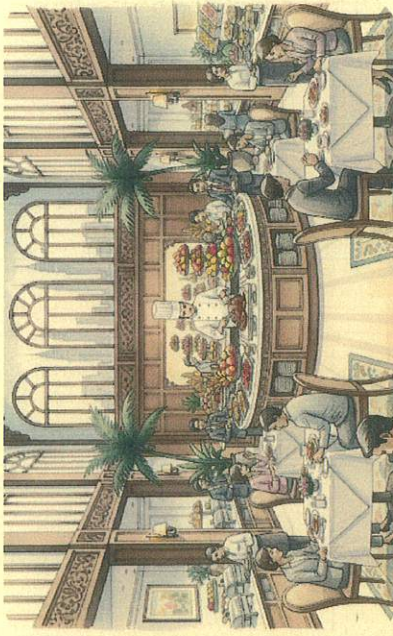
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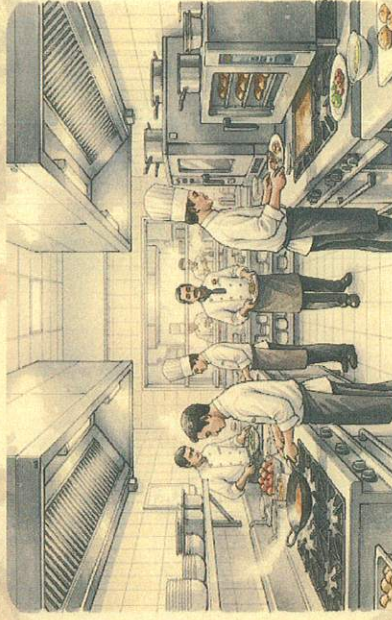
Front Office English helps you communicate with guests from the moment they arrive until they leave. You use these phrases during check-in, check-out, payments, room questions, complaints, and general inquiries. Clear communication builds trust and shapes the guest's first impression of the hotel.



Housekeeping English helps you communicate clearly while cleaning rooms and working in guest areas. You use these phrases every day when you knock on doors, greet guests, handle requests, report problems, and complete your tasks. Good communication makes your work faster, safer, and more professional.



F&B English helps you communicate with guests during dining service. You use these phrases when greeting guests, taking orders, serving food, handling complaints, and presenting the bill. Clear and polite language makes guests feel comfortable and helps you work smoothly with your team.



Kitchen English helps you communicate with your team during food preparation and service. You use these phrases when receiving orders, preparing ingredients, cooking, plating, and keeping the kitchen clean. Clear communication is important because the kitchen is fast, busy, and teamwork is essential.



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English Language Hub  
(HELH)