

Spanish for Hospitality Workers

160 Essential Phrases for Hotels & Resorts

Guest Service | Front Desk | Concierge | Housekeeping

160 Spanish phrases with pronunciation guides

7 hospitality categories organized by situation

Cultural tips for Latin American & Spanish guests

Quick-reference cards for front desk and housekeeping

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How to Use This Workbook

This workbook gives you 160 Spanish phrases organized by the situations you actually face in hospitality: checking in guests, handling room requests, managing complaints, giving directions, making recommendations, processing payments, and responding to emergencies.

Each phrase includes the Spanish, English translation, pronunciation guide, and a note on when to use it. The cultural tips section covers formality, regional differences, and how small language efforts build guest loyalty.

How to use: Pick one section per week. Practice 3-4 phrases before each shift. Within a month, you'll have a working hospitality Spanish vocabulary that covers 90% of guest interactions.

Pronunciation Guide

'a'	= ah (like father)
'e'	= eh (like bet)
'i'	= ee (like see)
'o'	= oh (like go)
'u'	= oo (like boot)
'h'	= always silent
'j'	= strong h (like loch)
'll'	= y sound (like yes)
'n (with tilde)'	= ny (like canyon)
'rr'	= rolled r

1. Guest Check-In & Check-Out (25 phrases)

Bienvenido/a al Hotel [nombre]

Welcome to Hotel [name]

~~[Use when Greeting a guest arrival]~~

Tiene una reservacion?

Do you have a reservation?

~~[Use when asking a question]~~

A que nombre esta la reservacion?

Under what name is the reservation?

~~[Use when asking a question]~~

Puedo ver su identificacion, por favor?

May I see your ID, please?

~~[Use when asking a question]~~

Su habitacion es la numero [numero]

Your room is number [number]

~~[Use when asking a question]~~

El elevador esta a la derecha/izquierda

The elevator is on the right/left

~~[Use when asking a question]~~

El desayuno se sirve de [hora] a [hora]

Breakfast is served from [time] to [time]

~~[Use when asking a question]~~

La piscina esta abierta hasta las [hora]

The pool is open until [time]

~~[Use when asking a question]~~

El wifi es gratuito -- la contrasena es [clave]

The wifi is free -- the password is [password]

~~[Use when asking a question]~~

Necesita ayuda con su equipaje?

Do you need help with your luggage?

~~[Use when asking a question]~~

La hora de salida es a las [hora]

Check-out time is at [time]

~~[Use when asking a question]~~

Como fue su estadia?

How was your stay?

~~[Use when asking a question]~~

Quiere que le pida un taxi?

Would you like me to call you a taxi?

~~[Use when asking a question]~~

Puede dejar la llave en la recepcion

You can leave the key at the front desk

~~[Use when asking a question]~~

Espero que haya disfrutado su estadia

I hope you enjoyed your stay

~~[Use when saying goodbye]~~

Tiene habitaciones disponibles?

Do you have rooms available?

~~[Use when asking a question]~~

Por cuantas noches?

For how many nights?

~~[use when making a reservation]~~
[use when making a reservation]

Prefiere una cama king o dos camas dobles?

Do you prefer a king bed or two double beds?

~~[use when making a reservation]~~
[use when making a reservation]

Hay un cargo adicional por late check-out

There is an additional charge for late check-out

~~[use when making a reservation]~~
[use when making a reservation]

Puede pagar en efectivo o con tarjeta?

Can you pay in cash or by card?

~~[use when making a reservation]~~
[use when making a reservation]

Su recibo -- guardelo para sus registros

Your receipt -- keep it for your records

~~[use when making a reservation]~~
[use when making a reservation]

Quiere hacer el check-out express?

Would you like express check-out?

~~[use when making a reservation]~~
[use when making a reservation]

Puedo guardar su equipaje despues del check-out?

Can I store your luggage after check-out?

~~[use when making a reservation]~~
[use when making a reservation]

Tiene alguna preferencia de piso -- alto o bajo?

Any floor preference -- high or low?

~~[use when making a reservation]~~
[use when making a reservation]

Si necesita algo, marque el cero desde su habitacion

If you need anything, dial zero from your room

~~[use when making a reservation]~~
[use when making a reservation]

2. Room Amenities & Requests (25 phrases)

Necesito mas toallas, por favor

I need more towels, please (as guest)

~~[use when Speaking to request towels]~~

Le traigo toallas adicionales enseguida

I'll bring you extra towels right away

~~[use when Responding to towel request]~~

No funciona el aire acondicionado

The air conditioning isn't working

~~[use when Guest Reporting AC issue]~~

Voy a enviar a mantenimiento inmediatamente

I'll send maintenance immediately

~~[use when Responding to maintenance request]~~

Se le olvido algo en la habitacion?

Did you forget something in the room?

~~[use when Post-checkout asking about items]~~

Hay servicio a la habitacion?

Is there room service?

~~[use when Guest asking about room service]~~

El menu de room service esta en la carpeta

The room service menu is in the folder

~~[use when Worker to find service menu]~~

Necesita una cuna o una cama extra?

Do you need a crib or an extra bed?

~~[use when Staff asking about extra beds]~~

Las almohadas son muy duras/blandas -- tiene otras?

The pillows are too firm/soft -- do you have others?

~~[use when Guest making a request]~~

Puede subir una plancha a la habitacion [numero]?

Can you bring an iron to room [number]?

~~[use when Guest requests iron]~~

El control remoto no funciona -- necesita baterias

The remote control doesn't work -- it needs batteries

~~[use when Guest reports issue]~~

Quiere que le cambien las sabanas hoy?

Would you like your sheets changed today?

~~[use when Housekeeping offers service]~~

A que hora quiere que limpien la habitacion?

What time would you like housekeeping?

~~[use when Scheduling cleaning]~~

Hay caja fuerte en la habitacion?

Is there a safe in the room?

~~[use when Guest asking about safe]~~

La caja fuerte se abre con un codigo de 4 digitos

The safe opens with a 4-digit code

~~[use when Explaining safe operation]~~

Necesita un adaptador de corriente?

Do you need a power adapter?

~~[use when International guest]~~

Puede traerme hielo a la habitacion?

Can you bring me ice to the room?

~~[see when: Guest requesting ice]~~
[see when: Guest requesting ice-loh]

El secador de pelo esta en el bano

The hair dryer is in the bathroom

~~[see when: Member to find hair dryer]~~
[see when: Member to find hair dryer-TAH ehn ehl BAH-nyoh]

Como se ajusta la temperatura del termostato?

How do you adjust the thermostat temperature?

~~[see when: Thermostat]~~
[see when: Thermostat-slah lah tehm-peh-rah-TOO-rah]

Voy a programar el despertador a las [hora]

I'll set the wake-up call for [time]

~~[see when: Member to set wake-up call]~~
[see when: Member to set wake-up call-pehr-tah-DOHR]

No molestar / Por favor, limpiar la habitacion

Do not disturb / Please clean the room

~~[see when: Do not disturb translation]~~
[see when: Do not disturb/OHR leem-pee-AHR]

Hay batas y pantuflas en el armario

There are robes and slippers in the closet

~~[see when: Informing about amenities]~~
[see when: Informing about amenities-ehl ahr-MAH-ree-oh]

Se puede abrir la ventana?

Can the window be opened?

~~[see when: Guest asking about window]~~
[see when: Guest asking about window-TAH-nah]

Las ventanas estan selladas por seguridad

The windows are sealed for safety

~~[see when: Explaining sealed windows]~~
[see when: Explaining sealed windows-AH-dahs]

Tiene habitaciones con vista al mar?

Do you have rooms with an ocean view?

~~[see when: Room preference]~~
[see when: Room preference-OH-vehs kohn VEES-tah ahl mahr]

3. Handling Complaints (20 phrases)

Lamento mucho el inconveniente

I'm very sorry for the inconvenience

[use when: Only do complaint response]

Voy a resolverlo de inmediato

I'll resolve it immediately

[use when: Taking ownership of the issue]

Permitame hablar con el gerente

Let me speak with the manager

[use when: Escalating with a problem]

Entiendo su frustracion -- tiene toda la razon

I understand your frustration -- you're completely right

[use when: Validating guest's feelings]

Que puedo hacer para compensarlo?

What can I do to make it right?

[use when: Offering solution]

Le ofrezco un upgrade de habitacion sin costo

I'll offer you a complimentary room upgrade

[use when: Compensation option]

Le puedo dar un credito para el restaurante

I can give you a credit for the restaurant

[use when: Compensation credit]

La habitacion no esta limpia

The room isn't clean

[use when: Common complaint about cleanliness]

Hay mucho ruido en el pasillo

There's a lot of noise in the hallway

[use when: Noise complaint]

Voy a pedir que bajen el volumen

I'll ask them to lower the volume

[use when: Requesting volume]

El agua de la ducha no sale caliente

The shower water isn't getting hot

[use when: Water temperature]

El vecino tiene la television muy alta

The neighbor has the TV too loud

[use when: Noise from adjacent room]

No es lo que reserve -- yo pedi una habitacion con...

This isn't what I booked -- I requested a room with...

[use when: Reservation mismatch]

Me puede mostrar la confirmacion de su reserva?

Can you show me your booking confirmation?

[use when: Verifying reservation details]

Le aseguro que esto no volvera a pasar

I assure you this won't happen again

[use when: Reassuring guest]

Quiero hablar con el gerente general

I want to speak with the general manager

[use when: Escalating serious complaint]

Voy a hacer el seguimiento personalmente

I'll follow up personally

[use when: Committing to follow up]
[use when: Sembrando el seguimiento - EHN-toh pehr-soh-NAHL-mehn-teh]

Tiene razon -- debimos haberlo manejado mejor

You're right -- we should have handled it better

[use when: Admitting fault]
[use when: Admitting fault - deh-BEE-mohs ah-BEHR-loh mah-neh-HAH-doh meh-HOHR]

Como puedo hacer que esto sea correcto para usted?

How can I make this right for you?

[use when: Empowering a customer to find a solution]
[use when: Empowering a customer to find a solution - SEH-ah koh-REHK-toh]

Valoramos mucho su comentario -- nos ayuda a mejorar

We value your feedback -- it helps us improve

[use when: Receiving feedback graciously]
[use when: Receiving feedback graciously - mehn-TAH-ree-oh]

4. Directions Within the Hotel (20 phrases)

El restaurante esta en el primer piso

The restaurant is on the first floor

~~Use when: Directing to restaurant~~ ehñ ehñ pree-MEHR PEE-soh]

El gimnasio esta en el sotano

The gym is in the basement

~~Use when: Directing to gym~~ ehñ ehñ SOH-tah-noh]

El bano publico esta al final del pasillo

The public restroom is at the end of the hallway

~~Use when: Restroom location~~ ehs-TAH ahl fee-NAHL]

El spa esta al cruzar el lobby

The spa is across the lobby

~~Use when: Spa direction~~ so-SAHR ehñ LOH-bee]

El centro de negocios esta a la derecha del elevador

The business center is to the right of the elevator

~~Use when: Business center~~ OH-see-ohs ehs-TAH ah lah deh-REH-chah]

Tome el elevador hasta el piso [numero]

Take the elevator to floor [number]

~~Use when: Elevator direction~~ OH-AHS-tah ehñ PEE-soh]

Las escaleras estan al fondo a la izquierda

The stairs are at the back on the left

~~Use when: Stairs location~~ ehs-TAHN ahl FOHN-doh ah lah ees-kee-EHR-dah]

La salida de emergencia esta al final del pasillo

The emergency exit is at the end of the hall

~~Use when: Emergency exit~~ ehñ-HEN-seeah ehs-TAH ahl fee-NAHL]

Siga derecho -- esta al fondo

Go straight -- it's at the end

~~Use when: General direction~~ ehs-TAH ahl FOHN-doh]

Doble a la izquierda en el siguiente pasillo

Turn left at the next hallway

~~Use when: Turn by direction~~ ehs ehñ ehñ see-GWEE-ehñ-teh pah-SEE-yoh]

Esta en el piso equivocado -- necesita subir/bajar un piso

You're on the wrong floor -- you need to go up/down one floor

~~Use when: Wrong floor~~ eh-soh eh-kee-voh-KAH-doh]

La terraza esta en la azotea -- tome el elevador hasta el ultimo piso

The terrace is on the rooftop -- take the elevator to the top floor

~~Use when: Rooftop direction~~ ehñ lah ah-soh-TEH-ah]

El salon de eventos esta pasando el restaurante

The event hall is past the restaurant

~~Use when: Event space directions~~ ehs-TAH pah-SAHN-doh]

El estacionamiento esta debajo del hotel

The parking garage is underneath the hotel

~~Use when: Parking location~~ ee-EHN-toh ehs-TAH deh-BAH-hoh]

La parada de taxis esta frente a la entrada principal

The taxi stand is in front of the main entrance

~~Use when: Taxi stand~~ TAHK-sees ehs-TAH FREHN-teh]

El cajero automatico esta junto a la recepcion

The ATM is next to the front desk

~~Use when: ATM location~~ -MAH-tee-koh ehs-TAH HOON-toh]

Permitame acompañarlo -- esta un poco escondido

Let me walk you there -- it's a bit hidden

[see ME: Offering personal escort NYAHR-loh]

El bar de la piscina abre a las [hora]

The pool bar opens at [time]

[see ME: Pool bar opens EE-nah AH-breh ah lahs]

La tienda de regalos esta en el lobby

The gift shop is in the lobby

[see ME: Gift shop reh-GAH-lohs ehs-TAH ehn ehl LOH-bee]

Los banos estan al otro lado -- cruce el lobby

The restrooms are on the other side -- cross the lobby

[see ME: Restrooms relocation OH-troh LAH-doh]

5. Concierge Recommendations (25 phrases)

Me puede recomendar un buen restaurante?

Can you recommend a good restaurant?

[Use when: Classic concierge opening] *oon bwehn rehs-tow-RAHN-teh]*

Que tipo de comida prefiere?

What type of food do you prefer?

[Use when: Providing recommendations] *se-EH-reh]*

Busco un restaurante con comida típica/local

I'm looking for a restaurant with traditional/local food

[Use when: Local cuisine requests] *I-teh kohn koh-MEE-dah TEE-pee-kah]*

Hay un lugar excelente a cinco minutos caminando

There's an excellent place five minutes walking

[Use when: Nearby recommendations] *teh ah SEEN-koh mee-NOO-tohs]*

Quiere que le haga una reservacion?

Would you like me to make a reservation?

[Use when: Offering a table] *OO-nah reh-sehr-vah-see-OHN]*

Para cuantas personas y a que hora?

For how many people and at what time?

[Use when: Reservation details] *SOH-nahs ee ah keh OH-rah]*

Hay algun museo que no me pueda perder?

Is there a museum I shouldn't miss?

[Use when: Sightseeing recommendations] *ehh PWEH-dah pehr-DEHR]*

El Museo Nacional es imperdible -- abre a las [hora]

The National Museum is unmissable -- it opens at [time]

[Use when: Tip attraction] *ee-oh-NAHL ehs eem-pehr-DEE-bleh]*

A que distancia esta la playa/el centro?

How far is the beach/downtown?

[Use when: Distance questions] *S-TAH lah PLAH-yah / ehl SEHN-troh]*

Esta a unos quince minutos en taxi

It's about fifteen minutes by taxi

[Use when: Estimating travel time] *mee-NOO-tohs ehn TAHK-see]*

Hay un tour que sale del hotel a las [hora]

There's a tour that leaves from the hotel at [time]

[Use when: Tour offerings] *dehl oh-TEHL ah lahs]*

Quiere un mapa de la ciudad? Es gratuito

Would you like a city map? It's free

[Use when: Offering a map] *PAH deh lah see-oo-DAHD? ehs grah-TWEE-toh]*

Le recomiendo ir temprano para evitar las filas

I recommend going early to avoid the lines

[Use when: Suggesting early times] *ehh-N-doh eer tehm-PRAH-noh]*

Esta zona es segura para caminar de noche?

Is this area safe to walk at night?

[Use when: Safety questions] *eeh-GOO-rah PAH-rah kah-mee-NAHR deh NOH-cheh]*

Si, es muy segura -- pero tome precauciones normales

Yes, it's very safe -- but take normal precautions

[Use when: Reassuring about safety] *EH-roh TOH-meh preh-kow-see-OH-nehs]*

Donde puedo cambiar dinero?

Where can I exchange money?

[Use when: Currency exchange] *bee-AHR dee-NEH-roh]*

La casa de cambio esta a dos cuadras

The currency exchange is two blocks away

~~[use when at exchange location]~~
[use when at exchange location] oh ehs-TAH ah dohs KWAH-drahs]

Que atracciones son buenas para niños?

What attractions are good for kids?

~~[use when family-friendly activities]~~
[use when family-friendly activities] WEH-nahs PAH-rah NEE-nyos]

El zoológico y el acuario son excelentes para familias

The zoo and aquarium are excellent for families

~~[use when family recommendations]~~
[use when family recommendations] KWAH-ree-oh sohn ehk-seh-LEHN-tehs]

Necesita comprar boletos con anticipación?

Do I need to buy tickets in advance?

~~[use when at ticket office]~~
[use when at ticket office] PRAHR boh-LEH-tohs kohn ahn-tee-see-pah-see-OHN]

Si, se lo recomiendo -- se agotan rapido

Yes, I recommend it -- they sell out fast

~~[use when at ticket office]~~
[use when at ticket office] seh ah-GOH-tahn RRAH-pee-doh]

Hay un mercado de artesanías los sábados

There's a craft market on Saturdays

~~[use when at market]~~
[use when at market] deh ahr-teh-sah-NEE-ahs loh SAH-bah-dohs]

A que hora es el atardecer?

What time is sunset?

~~[use when at sunset time]~~
[use when at sunset time] ah-tahr-deh-SEHR]

El atardecer es espectacular desde la playa

The sunset is spectacular from the beach

~~[use when at sunset time]~~
[use when at sunset time] k-tah-koo-LAHR]

Hay algo mas en lo que pueda ayudarle?

Is there anything else I can help you with?

~~[use when at service counter]~~
[use when at service counter] dah ah-yoo-DAHR-leh]

6. Billing & Payment (20 phrases)

Como le gustaria pagar?

How would you like to pay?

[use when: beginning pay-REI-conversa-CHR]

Aceptamos efectivo, tarjeta de credito y debito

We accept cash, credit, and debit cards

[use when: Payment method-TEE-voh, tahr-HEH-tah deh KREH-dee-toh]

Puede dejar un deposito en efectivo o con tarjeta?

Can you leave a deposit in cash or by card?

[use when: Deposit request-CHAH-see-toh]

El deposito se reembolsa al hacer el check-out

The deposit is refunded at check-out

[use when: Explain deposit policy-BOHL-sah]

Su tarjeta fue rechazada -- tiene otra forma de pago?

Your card was declined -- do you have another payment method?

[use when: Decline card-deh-chah-SAH-dah]

El cargo total es de [cantidad] -- incluye impuestos

The total charge is [amount] -- includes taxes

[use when: Stating total-ehs deh... -- een-KLOO-yeh eem-PWEHS-tohs]

Quiere que le desglose los cargos?

Would you like me to itemize the charges?

[use when: Itemized bill-ehs-GLOH-seh loh KAH-geh]

Hay un cargo por servicio del [porcentaje] incluido

There is a [percentage] service charge included

[use when: Service charge-sehr-VEE-see-oh... een-kloo-EE-doh]

Este es su recibo -- reviselo, por favor

This is your receipt -- please review it

[use when: handing over receipt--reh-VEE-seh-loh]

El cargo del minibar aparece aqui

The minibar charge appears here

[use when: minibar charge-see-bahr ah-pah-REH-seh ah-KEE]

Puede pagar en dolares o en [moneda local]?

Can I pay in dollars or [local currency]?

[use when: Currency preference-TOH-lah-rehs oh ehn...]

El tipo de cambio de hoy es de [tasa]

Today's exchange rate is [rate]

[use when: Exchange rate-bee-oh deh oy ehs deh]

Necesita una factura para su empresa?

Do you need an invoice for your company?

[use when: Business card-TOO-rah PAH-rah soo ehm-PREH-sah]

A nombre de quien hago la factura?

Under whose name should I make the invoice?

[use when: Invoice title-EHN AH-goh lah fahk-TOO-rah]

Puedo pagar con Apple Pay o Google Pay?

Can I pay with Apple Pay or Google Pay?

[use when: Digital payment-in Apple Pay oh Google Pay]

Aceptamos pagos sin contacto

We accept contactless payments

[use when: Contactless information-kohn-TAHK-toh]

Su factura se la enviamos por correo electronico

We'll send your invoice by email

~~[use when Email Invoice]~~
[deh-vee-AH-mohs pohr koh-RREH-oh]

Puede hacer el deposito en efectivo y pagar el resto con tarjeta

You can pay the deposit in cash and the rest by card

~~[use when Split Payment]~~
[deh-POH-see-toh ehn eh-fehk-TEE-voh]

El IVA esta incluido en el precio

VAT is included in the price

~~[use when Tax is included]~~
[kloo-EE-doh ehn ehl PREH-see-oh]

Guardelo como comprobante de pago

Keep it as proof of payment

~~[use when Payment is received]~~
[proh-BAHN-teh deh PAH-goh]

7. Emergency & Security (25 phrases)

Es una emergencia -- llame al [numero]

It's an emergency -- call [number]

[Use when Emergency Response]
[seh OH-nah Emergency Response -- YAH-meh ahl...]

Hay un medico en el hotel?

Is there a doctor in the hotel?

[Use when Medical Assistance]
[seh OH-nah Medical Assistance oh-TEHL]

La farmacia mas cercana esta a [distancia]

The nearest pharmacy is [distance] away

[Use when Pharmacy location]
[seh OH-nah Pharmacy location ohr-KAH-nah ehs-TAH ah]

Necesita una ambulancia?

Do you need an ambulance?

[Use when Medical Emergency]
[seh OH-nah Medical Emergency nee-seeah]

Alguien se siente mal -- puede ayudar?

Someone feels ill -- can you help?

[Use when Guest in distress]
[seh OH-nah Guest in distress N-teh mahl -- PWEH-deh ah-yoo-DAHR]

Hay un incendio -- evacuen el edificio

There's a fire -- evacuate the building

[Use when Fire Emergency]
[seh OH-nah Fire Emergency -- eh-VAH-kwehn ehl eh-dee-FEE-see-oh]

Las salidas de emergencia estan senalizadas

The emergency exits are marked

[Use when Exit Information]
[seh OH-nah Exit Information mehr-HEN-seeah ehs-TAHN seh-nyah-lee-SAH-dahs]

Mantenga la calma, por favor

Please remain calm

[Use when Deescalation]
[seh OH-nah Deescalation AHL-mah, pohr fah-VOHR]

Perdi la llave de mi habitacion

I lost my room key

[Use when Lost Key]
[seh OH-nah Lost Key-veh deh mee ah-bee-tah-see-OHN]

Voy a desactivar esa llave y darle una nueva

I'll deactivate that key and give you a new one

[Use when Key replacement]
[seh OH-nah Key replacement EH-sah YAH-veh ee DAHR-leh OO-nah NWEH-vah]

Alguien entro a mi habitacion sin permiso

Someone entered my room without permission

[Use when Security Breach]
[seh OH-nah Security Breach mah mee ah-bee-tah-see-OHN seen pehr-MEE-soh]

Voy a llamar a seguridad inmediatamente

I'll call security immediately

[Use when Calling Security]
[seh OH-nah Calling Security goo-ree-DAHD een-meh-dee-ah-tah-MEHN-teh]

Hay camaras de seguridad en todos los pasillos

There are security cameras in all hallways

[Use when Security Cameras]
[seh OH-nah Security Cameras coo-ree-DAHD ehn TOH-dohs]

Me robaron la cartera / el telefono

My wallet / phone was stolen

[Use when Theft Report]
[seh OH-nah Theft Report kahr-TEH-rah / ehl teh-LEH-foh-noh]

Vamos a revisar las camaras de seguridad

We'll review the security footage

[Use when Tape Investigation]
[seh OH-nah Tape Investigation lahs KAH-mah-rahs]

Quiere que llamemos a la policia?

Would you like us to call the police?

[Use when Police involvement]
[seh OH-nah Police involvement hs ah lah poh-lee-SEE-ah]

Hay un terremoto -- alejese de las ventanas

There's an earthquake -- stay away from windows

~~Use when: Earthquake protocol~~
[seh vohn eh-Earthquake-protocol-LEH-heh-seh deh lahs vehn-TAH-nahs]

El punto de reunion es el estacionamiento

The meeting point is the parking lot

~~Use when: Evacuation meeting point~~
[seh vohn eh-Evacuation-meeting-point ehs ehl ehs-tah-see-oh-nah-mee-EHN-toh]

No use el elevador -- use las escaleras

Don't use the elevator -- use the stairs

~~Use when: Fire/earthquake safety~~
[seh vohn eh-Fire/earthquake-safety -- OO-seh lahs ehs-kah-LEH-rahhs]

Esta herido/a? Donde le duele?

Are you hurt? Where does it hurt?

~~Use when: Injury assessment~~
[seh vohn eh-Injury-assessment DOHN-deh leh DWEH-leh]

Quieto/a -- no se mueva hasta que llegue ayuda

Stay still -- don't move until help arrives

~~Use when: Spinal/head injury~~
[seh vohn eh-Spinal/head-injury WEH-vah AHS-tah keh YEH-geh ah-YOO-dah]

Tiene alguna condicion medica que debamos saber?

Do you have any medical conditions we should know about?

~~Use when: Medical history~~
[seh vohn eh-Medical-history kohn-dee-see-OHN MEH-dee-kah]

El desfibrilador esta en el lobby

The defibrillator is in the lobby

~~Use when: AED location~~
[seh vohn eh-AED-location OHR ehs-TAH ehn ehl LOH-bee]

Esta tomando algun medicamento?

Are you taking any medication?

~~Use when: Medication check~~
[seh vohn eh-Medication-check GOON meh-dee-kah-MEHN-toh]

Todo esta bajo control -- ya llevo la ayuda

Everything is under control -- help has arrived

~~Use when: Reassuring guests post-incident~~
[seh vohn eh-Reassuring-guests-post-incident -- yah yeh-GOH lah ah-YOO-dah]

. Cultural Tips for Hospitality

Formality: When to Use 'Usted'

In Spanish, there are two ways to say 'you': tu (informal) and usted (formal). In hospitality, always start with usted unless the guest is a young child or explicitly invites informality. Using usted shows respect and professionalism. It's especially important with older guests from Latin America, where formality is deeply valued. All phrases in this workbook use the usted form.

Regional Differences: Spain vs Latin America

Spanish varies by region. In Spain, 'vosotros' (informal plural you) is common; in Latin America, 'ustedes' is used for all plural you. Some words differ: 'ordenador' (Spain) vs 'computadora' (Latin America) for computer; 'coche' (Spain) vs 'carro' (Latin America) for car; 'movil' (Spain) vs 'celular' (Latin America) for cell phone. In hospitality, these differences rarely cause problems -- guests will understand either term. This workbook uses the more widely understood Latin American vocabulary.

The Welcome Effect

Research shows that guests who are greeted in their native language rate their stay 20-30% higher, tip more generously, and are significantly more likely to return. You don't need to be fluent. A genuine 'Bienvenido al Hotel [name]' at check-in, followed by your regular English service, creates a goodwill effect that lasts the entire stay. Spanish-speaking guests, particularly from Latin America, consistently rank 'staff made an effort with my language' as a top-three factor in hotel satisfaction surveys.

Handling Language Gaps Gracefully

When you don't understand, these phrases help:

- 'Lo siento, estoy aprendiendo español' -- I'm sorry, I'm learning Spanish
- 'Un momento, por favor -- voy a buscar a alguien que hable español' -- One moment, please -- I'll find someone who speaks Spanish
- 'Puede escribirlo, por favor?' -- Can you write it down, please?
- 'Mas despacio, por favor' -- Slower, please

Guests appreciate the effort far more than they notice the mistakes. A smile and genuine attempt at Spanish will almost always be received warmly.

Quick Reference Cards

The following page includes two printable quick-reference cards: one for front desk staff and one for housekeeping. Print, laminate, and keep at your workstation.

Front Desk Quick Reference

Bienvenido/a	Welcome
Su habitacion es la...	Your room is...
Necesita ayuda con equipaje?	Need help with luggage?
El wifi es gratuito	Wifi is free
La hora de salida es...	Check-out is at...
Como fue su estadia?	How was your stay?
Lamento el inconveniente	Sorry for the inconvenience
Voy a resolverlo	I'll resolve it
Como le gustaria pagar?	How would you like to pay?
Es una emergencia?	Is it an emergency?

Housekeeping Quick Reference

Servicio de habitacion	Housekeeping
Necesita mas toallas?	Need more towels?
Quiere que limpie ahora?	Clean now?
No molestar	Do not disturb
Necesita jabon/champu?	Need soap/shampoo?
Toallas limpias	Clean towels
Cambio de sábanas	Sheet change
Hay algun problema?	Any problems?
Buenos dias/tardes	Good morning/afternoon
Con permiso	Excuse me (entering)

Want More? Complete Your Hospitality Spanish Toolkit

Spanish for Hospitality Workers (\$15) -- this workbook
Spanish for Restaurant Workers (\$15) -- restaurant & food service phrases
Spanish for Drivers & Transport (\$15) -- shuttle, taxi, and transport phrases

All available at [templateforge.com](https://www.templateforge.com)