

## Unit 2 — Introduction to Hotels 2



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### **Banquet hall**

the most exclusive and largest dining hall, where elaborate and very formal meals are held and large groups of people are fed and often entertained as well

"We ate like royalty on the last night of our stay! A six course dinner was served in the banquet hall."

### **Brand name**

an official name or legal trademark given to a product or collection of products

"If I could be the manager of a brand name hotel, I'd rather it were a Radisson than a Motel 6!"

### **Cater to**

to take care of, to provide whatever is needed

"We stayed in a new boutique hotel, so the staff really looked after us and catered to our every need!"

### **Complimentary toiletries**

free personal care products, such as soap, shampoo, toothpaste, and body lotions provided in hotel bathrooms

"You'll find luxury brand, complimentary toiletries in the bathrooms of five star hotels."

### **Corporate clients**

customers or guests who belong to a large company or group who get special rates and/or treatment

"This hotel makes most of its money doing repeat business with corporate clients."

### **Designated business areas**

areas restricted to office buildings and industry, as opposed to residential homes, and apartments

"The new hotel, in Orlando, Florida, was built close to a designated business area, but because it was also close to DisneyWorld, it attracted both corporate clients and regular tourists."

### **High season**

The time of year when things are busiest

"The high season, for Southern Florida hotels, is from October to April"

### **Holiday season**

the time of year most popular for vacations in a particular area, usually summer or winter

"We try to avoid booking our vacation during holiday season because prices tend to surge during that time."

**Independent hotel**

not part of a larger chain, franchise, or organization

"On our trip to Vermont we found this cute little Victorian house which had been turned into an independent hotel, and promptly decided to stay there."

**Leisure areas**

areas set aside for free-time, relaxation, or exercise

"Our guests may be business people, but they don't want to work twentyfour hours a day, so leisure areas are a very important feature in the design of this hotel."

**Low season**

The time of year when business is slowest

"The low season at the alpine ski resort was from early April until late November."

**Make a booking**

to arrange or reserve something, such as a flight, event tickets, or hotel accommodation

"We can make the booking online and the hotel will email the confirmation details."

**Package deal**

a discount or special price given on a combination of items, or services purchased together

"There are some great package deals that include flights, hotels and car rental, all for less than the normal price of the flight alone!"

**Shoulder season**

the period when demand is moderate

"Room rates are average during shoulder season, just before summer starts."