

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 (banquets) 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

a name given to a product or collection of products, a familiar or famous name / trademark

"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, like soap, shampoo, toothpaste, body lotions, etc. 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

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

designated business areas

areas of a town or city where development is restricted (by local zoning and building codes) to business and light industrial buildings, office complexes, etc.

"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."

holiday season

the time of year most popular for vacation or containing public festivals, this can differ according to destination

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

independent hotel

a guesthouse that is owned and managed by and within itself, as opposed to being part of a 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."

make a booking

to arrange or reserve something, a flight, a ticket to an event, accommodation at a hotel, etc.

"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, products or services, when they are 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!"