

HOTEL - USEFUL VOCABULARY & PHRASES

TYPES OF ACCOMMODATIONS	
SIMPLIFIED / TRADITIONAL & PINYIN	DESCRIPTION OF HOTEL
饭店/飯店 fàndiàn	Many Chinese textbooks translate 饭店 as hotel. However, 饭店 is much more commonly used to mean restaurant. Keep in mind though that many big hotels in China have 大饭店 (dà fàndiàn) in their name, indicating that there is a restaurant inside the hotel.
旅馆/旅館 lǚguǎn	The literal translation is “travel house” and it refers to very cheap, no frills accommodations such as hostels.
宾馆/賓館 bīnguǎn	The literal translation is “guest house,” and it refers to a practical, moderately priced hotel. Whether or not food is offered varies.
酒店/酒店 jiǔdiàn	The literal translation is “alcohol store,” and it refers to large and luxurious hotels that have restaurants on site.
住宿加早餐/ 住宿加早餐 zhùsù jiā zǎocān	Bed & Breakfasts are usually small establishments that include breakfast with an overnight stay.

TYPES OF ROOMS & BEDS			
ENGLISH	SIMPLIFIED	TRADITIONAL	PINYIN
Single Room	单人房	單人房	dān rén fáng
Double Room	双人房	雙人房	shuāngrén fáng

Suite	套房	套房	tàofáng
Non-Smoking Room	无烟房	無菸房	wú yān fáng
Room With A Balcony	带阳台的房间	帶陽台的房間	dài yángtái de fángjiān
Sea View Room	海景房	海景房	hǎijǐng fáng
Single Bed	单床	單床	dān chuáng
Double Bed	双创	雙創	shuāng chuàng
Ground Floor	底楼	底樓	dǐ lóu
On The Second Floor	在二楼.	在二樓.	zài èr lóu.

VOCABULARY RELATED TO RESERVATIONS & CHECK IN

ENGLISH	SIMPLIFIED	TRADITIONAL	PINYIN
Check In	入住	入住	rùzhù
Check In Procedure (To Handle Check In)	办理入住手续	辦理入住手續	bànlǐ rùzhù shǒuxù
Accommodation / to Lodge	住宿	住宿	zhùsù
Accommodation Fees	住宿费	住宿費	zhùsù fèi
Change Reservation	更改预订	更改預訂	gēnggǎi yùdìng
Check In Time	入住时间	入住時間	rùzhù shíjiān
Check Out Time	退房时间	退房時間	tuì fáng shíjiān
Confirm Reservation	确认预订	確認預訂	quèrèn yùdìng
Deposit	押金	押金	yājīn

ID (Personal Identification Card)	身份证明	身份證明	shēnfèn zhèngmíng
Key	钥匙	鑰匙	yàoshi
Key Card	房卡	房卡	fáng kǎ
Passport	护照	護照	hùzhào
Pet Friendly	欢迎宠物的	歡迎寵物的	huānyíng chǒngwù de
Register	登记	登記	dēngjì
Registration Form	登记表	登記表	dēngjì biǎo
Reservations	预约 or 预订	預約 or 預訂	yùyuē or yùdìng
Room / Bedroom	房间	房間	fángjiān

USEFUL PHRASES RELATED TO RESERVATIONS

ENGLISH	SIMPLIFIED	TRADITIONAL	PINYIN
Can I make a hotel reservation here?	在这儿可以预约酒店吗?	在這兒可以預約酒店嗎?	Zài zhè'er kěyǐ yùyuē jiǔdiàn ma?
Can I reserve a room for tonight?	我能定今晚的房间吗?	我能定今晚的房間嗎?	Wǒ néng dìng jīn wǎn de fángjiān ma?
Do you have a room available?	您这儿有空房间吗?	您這兒有空房間嗎?	Nín zhèr yǒukòng fángjiān ma?
Do you have any rooms available?	有空房吗?	有空房嗎?	Yǒu kòng fáng ma?
Do you have any vacancies?	您们有空位吗?	您們有空位嗎?	Nínmen yǒu kòngwèi ma?
What's the room rate?	房价多少?	房價多少?	Fángjià duōshǎo?
How much is one night?	住一晚多少钱?	住一晚多少錢?	Zhù yī wǎn duōshǎo qián?

What's the charge per night?	每晚收费多少	每晚收費多少	Měi wǎn shōufèi duōshǎo?
I'd like to book a hotel room for tonight.	我想预约今晚上的饭店。	我想預約今晚上的飯店。	Wǒ xiǎng yùyuē jīntiān wǎnshàng de fàndiàn.
I'd like to stay for two nights.	我想住两晚。	我想住兩晚。	Wǒ xiǎng zhù liǎng wǎn.
I will stay for three days.	逗留三天。	逗留三天。	Dòuliú sān tiān.
I will stay for five days.	住五天。	住五天。	
I'd like a room.	我想预定一个房间。	我想預定一個房間。	Wǒ xiǎng yùdìng yīgè fángjiān.
I'd like a room with two beds please.	我想预定一个带两张床的房间。	我想預定一個帶兩張床的房間。	Wǒ xiǎng yùdìng yīgè dài liǎng zhāng chuáng de fángjiān.
I'd like a single room.	我订一个单人间。	我訂一個單人間。	Wǒ dìng yīgè dān rénjiān.
I'd like a single room.	我要单人房。	我要單人房。	Wǒ yào dān rén fáng.
I'd like a twin room.	请给我一个双人房。	請給我一個雙人房。	Qǐng gěi wǒ yīgè shuāngrén fáng.
I'd like a non-smoking room.	我想要一个非吸烟房间。	我想要一個非吸煙房間。	Wǒ xiǎng yào yīgè fēi xīyān fángjiān.
I'd like a room with a _____. bathtub -- balcony -- shower	我想要一个房间带 _____. 盆浴 -- 阳台 -- 淋浴	我想要一個房間帶 _____. 盆浴 -- 陽台 -- 淋浴	Wǒ xiǎng yào yīgè fángjiān dài _____. Pényù -- Yángtái -- Línyù
Is there air conditioning in the room?	房间有空调吗?	房間有空調嗎?	Fángjiān yǒu kòng diào ma?
Is breakfast included?	带早餐吗?	帶早餐嗎?	Dài zǎocān ma?
Is breakfast included in the room rate?	住宿费里包括早餐吗?	住宿費里包括早餐嗎?	Zhùsù fèi li bāokuò zǎocān ma?
Is there a bathroom in the room?	房间带浴室吗?	房間帶浴室嗎?	Fángjiān dài yùshì ma?
Is there an elevator?	有电梯吗?	有電梯嗎?	Yǒu diàntī ma?

Does this hotel have internet access?	这饭店能上网吗?	這飯店能上網嗎?	Zhè fàndiàn néng shàngwǎng ma?
Does this hotel have internet access from the room?	这个饭店能从房间里上网吗?	這個飯店能從房間裡上網嗎?	Zhège fàndiàn néng cóng fángjiān lǐ shàngwǎng ma?
It's a bit too much for me, thank you.	太贵了, 谢谢.	太貴了, 謝謝.	Tài guì le, xièxiè.
What's the check-out time?	退房时间是什么时候?	退房時間是什麼時候?	Tuì fáng shíjiān shì shénme shíhòu?
What time is check out?	规定几点要退房?	規定幾點要退房?	Guīding jǐ diǎn yào tuì fáng?

USEFUL PHRASES RELATED TO CHECK IN

ENGLISH	SIMPLIFIED	TRADITIONAL	PINYIN
I will be arriving a bit late, but please hold my reservation.	到达时间要晚一些, 请保留我的预约.	到達時間要晚一些, 請保留我的預約.	Dàodá shíjiān yào wǎn yīxiē, qǐng bǎoliú wǒ de yùyuē.
I'd like to check in, please.	请给我办一下登记手续.	請給我辦一下登記手續.	Qǐng gěi wǒ bàn yīxià dēngjì shǒuxù.
I'd like to check in.	我要办理住宿登记.	我要辦理住宿登記.	Wǒ yào bàn lǐ zhùsù dēngjì.
My name is ____, I already made a reservation for tonight.	我是今晚已经订房的 ____.	我是今晚已經訂房的 ____.	Wǒ shì jīn wǎn yǐjīng dìngfáng de ____.
I have a reservation.	我预订了.	我預訂了.	Wǒ yùdìng le.
I booked a room for three nights.	我预订了三天的房间.	我預訂了三天的房間.	Wǒ yùdìng le sān tiān de fángjiān.
Where is my room?	我的房间在哪里	我的房間在哪裡	Wǒde fángjiān zài nǎlǐ?
What is the room number?	几号房间?	幾號房間?	Jǐ hào fángjiān?
My key, please	请给我钥匙.	請給我鑰匙.	Qǐng gěi wǒ yàoshi.

I need another key.	我还需要一把钥匙.	我還需要一把鑰匙.	Wǒ hái xūyào yī bǎ yàoshi.
Where is the elevator, please?	请问电梯在哪里?	請問電梯在哪裡?	Qǐngwèn diàntī zài nǎlǐ?
Where is ____, please?	请问__在哪里?	請問__在哪裡?	Qǐngwèn ____ zài nǎlǐ?
Would you take care of my luggage, please?	请您照管一下我的行李，可以吗	請您照管一下我的行李，可以嗎	Qǐng nín zhàoguǎn yīxià wǒde xíngli kěyǐ ma?
I would like to see the room first.	我想先看看房间.	我想先看看房間.	Wǒ xiǎng xiān kànkàn fángjiān.
Can I see the room?	请给我看看房间, 好吗?	請給我看看房間, 好嗎?	Qǐng gěi wǒ kàn kàn fángjiān, hǎo ma?
Thank you, the room is very nice.	谢谢.房间非常不错.	謝謝.房間非常不錯.	Xièxiè fángjiān fēicháng búcuò.
Can you show me another room, please?	我可以看一下别的房间吗?	我可以看一下別的房間嗎?	Wǒ kěyǐ kàn yīxià bié de fángjiān ma?
Please change my room.	请换个房间.	請換個房間.	Qǐng huàngè fángjiān.
May I change my room?	请给我换个房间?	請給我換個房間?	Qǐng gěi wǒ huàngè fángjiān?
Can I change my room?	能不能换房间?	能不能換房間?	Néng bùnéng huàn fángjiān?

VOCABULARY RELATED TO THINGS YOU MAY NEED OR FORGOT TO BRING

ENGLISH	SIMPLIFIED	TRADITIONAL	PINYIN
Bath Towel	浴巾	浴巾	yùjīn
Blanket	毛毯	毛毯	máotǎn
City Map	城市的地图	城市的地圖	chéngshì dì dìtú.
Converter (For Electrical Outlets)	转换器	轉換器	zhuǎnhuàn qì

Extra Bed / Rollaway Bed	加床	加床	jiā chuáng
Hair Dryer	吹风机	吹風機	chuīfēngjī
Ice Bucket	冰桶	冰桶	bīng tǒng
Ice Maker	制冰机	製冰機	zhì bīng jī
Luggage Cart	行李推车	行李推車	xínglǐ tuī chē
Razor	刮胡刀	刮鬍刀	guā hú dāo
Remote Control (For TV)	遥控	遙控	yáokòng
Safety Deposit Box	保险柜	保險櫃	bǎoxiǎn guì
Shampoo	香波	香波	xiāngbō
Sheet	床单	床單	chuángdān
Soap	肥皂	肥皂	féizào
Tissues	纸巾	紙巾	zhǐjīn
Toilet Paper	手纸 or 卫生纸	手紙 or 衛生紙	shǒuzhǐ or wèishēngzhǐ
Toothbrush	牙刷	牙刷	yáshuā
Toothpaste	牙膏	牙膏	yágāo
Towel	毛巾	毛巾	máojīn
Vending Machine	自动售货机	自動售貨機	zìdòng shòu huòjī

USEFUL PHRASES RELATED TO THINGS YOU MAY NEED OR FORGOT TO BRING

ENGLISH	SIMPLIFIED	TRADITIONAL	PINYIN
I forgot to bring my _____. Can you lend me one?	我忘记了带我的____. 请问你们可以借我一个吗?	我忘記了帶我的____. 請問你們可以藉我一個嗎?	Wǒ wàngjì le dài wǒ de _____. Qǐngwèn nǐmen kěyǐ jiè wǒ yīgè ma?
I'd like _____.	我想 _____.	我想 _____.	Wǒ xiǎng _____.
I want _____.	我要 _____.	我要 _____.	Wǒ yào _____.
I need _____.	我需要 _____.	我需要 _____.	Wǒ xūyào _____.

VOCABULARY RELATED TO THINGS & SERVICES FOUND IN A HOTEL

ENGLISH	SIMPLIFIED	TRADITIONAL	PINYIN
Air Conditioning	空调	空調	kōngtiáo
Airport Shuttle Service	机场接送服务	機場接送服務	jīchǎng jiēsòng fúwù
Bathroom	浴室	浴室	yùshì
Bed	床	床	chuáng
Dry Cleaners	干洗店	乾洗店	gānxǐ diàn
Dry Cleaning	干洗	乾洗	gānxǐ
Elevator	电梯	電梯	diàntī
Emergency Exit	逃生出口	逃生出口	táoshēng chūkǒu
Front Desk / Reception Desk	前台 or 服务台	前台 or 服務台	qiántái or fúwù tái
Hair Salon	美发厅	美髮廳	měi fà tīng

Housekeeping Service (Room Cleaning)	房间打扫服务	房間打掃服務	fángjiān dǎosǎo fúwù
Ironing	熨烫	熨燙	yùn tàng
Laundry Service	洗衣服务	洗衣服務	xǐyīfúwù
Meeting Room	会议室	會議室	huìyì shì
Parking	停车场	停車場	tíngchēchǎng
Restaurant	餐厅	餐廳	cāntīng
Room Service	客房服务	客房服務	kèfáng fúwù
Shower	淋浴	淋浴	línǚ
Swimming Pool	游泳池	游泳池	yóuyǒngchí
Television Set	电视机	電視機	diànshì jī
Wake-Up Call	叫醒服务	叫醒服務	jiào xǐng fúwù

USEFUL PHRASES RELATED TO HOTEL SERVICES

ENGLISH	SIMPLIFIED	TRADITIONAL	PINYIN
Please call a taxi.	请叫出租车.	請叫出租車.	Qǐng jiào chūzū chē.
Could you please tell me how to go to ___ (place)?	请问你可以告诉我(地方)怎么去?	請問你可以告訴我(地方)怎麼去?	Qǐngwèn nǐ kěyǐ gàosù wǒ (dìfāng) zěnmě qù?
Please wake me up at six o'clock tomorrow morning.	请明天早上六点叫醒我.	請明天早上六點叫醒我.	Qǐng míngtiān zǎoshang liù diǎn jiào xǐng wǒ.
Please wake me up at seven o'clock.	请七点叫醒我.	請七點叫醒我.	Qǐng qī diǎn jiào xǐng wǒ.
I'd like to extend my stay for another day.	我想延长一天住宿.	我想延長一天住宿.	Wǒ xiǎng yáncháng yītiān zhùsù.

I'd like to stay one more night.	我想再住一天.	我想再住一天.	Wǒ xiǎng zài zhù yītiān.
I'd like the number for the hotel please.	我想要宾馆的电话号码.	我想要賓館的電話號碼.	Wǒ xiǎng yào bīnguǎn de diànhuà hàomǎ.
I'd like to make an international call.	我想打国际电话.	我想打國際電話.	Wǒ xiǎng dǎ guójì diànhuà.
How do I make an international call?	国际电话怎么打?	國際電話怎麼打?	Guójì diànhuà zěnmě dǎ?
Where can I get some change?	在哪里能兑换零钱?	在哪裡能兌換零錢?	Zài nǎli néng duìhuàn língqián?
Could you give me some change?	您能给我换些零钱吗?	您能給我換些零錢嗎?	Nín néng gěi wǒ huàn xiē língqián ma?
I'd like to exchange money.	我想换钱.	我想換錢.	Wǒ xiǎng huànqián.
What is your exchange rate?	请问你们的兑换率是多少?	請問你們的兌換率是多少?	Qǐngwèn nǐmen de duìhuàn lǜ shì duōshǎo?
Are there any messages for me?	有我的留言吗?	有我的留言嗎?	Yǒu wǒde liúyán ma?
Where is the Restaurant?	请问餐厅在哪里?	請問餐廳在哪裡?	Qǐngwèn cāntīng zài nǎlǐ?
What time is breakfast?	早饭是几点?	早飯是幾點?	Zǎofàn shì jǐ diǎn?
What time does breakfast start?	早餐几点开始?	早餐幾點開始?	Zǎocān jǐ diǎn kāishǐ?
What time does breakfast end?	早餐几点结局?	早餐幾點結局?	Zǎocān jǐ diǎn jiéjú?
Where can I have breakfast?	早饭在哪儿吃?	早飯在哪兒吃?	Zǎofàn zài nǎ'er chī?
I'd like to check in my valuables.	我想寄存贵重物品.	我想寄存貴重物品.	Wǒ xiǎng jìcún guìzhòng wùpǐn.
Can you hold this in safe keeping?	可以保管吗?	可以保管嗎?	Kěyǐ bǎoguǎn ma?
I'd like my valuables back.	我想取寄存的贵重物品.	我想取寄存的貴重物品.	Wǒ xiǎng qǔ jìcún de guìzhòng wùpǐn.
May I use the computer?	可以用电脑吗?	可以用電腦嗎?	Kěyǐ yòng diànnǎo ma?

Let's meet in the meeting room.	我们在会议室见。	我們在會議室見。	Wǒmen zài huìyì shì jiàn.
Is the swimming pool is heated?	游泳池的暖气开了吗?	游泳池的暖氣開了嗎?	Yóuyǒngchí de nuǎnqì kāi le ma?
Where is the laundry room?	洗衣房在哪里?	洗衣房在哪裡?	Xǐ yī fáng zài nǎlǐ?
Could you keep this luggage until 6 o'clock?	这行李能寄存到六点吗?	這行李能寄存到六點嗎?	Zhè xínglǐ néng jìcún dào liù diǎn ma?
I've come to get my luggage.	我来取行李。	我來取行李。	Wǒ lái qǔ xínglǐ.
Please return my checked baggage to me.	请把寄存的行李还给我。	請把寄存的行李還給我。	Qǐng bǎ jìcún de xínglǐ hái gěi wǒ.
Do you have a map of the area?	有这一带的地图吗?	有這一帶的地圖嗎?	Yǒu zhè yīdài dì dìtú ma?
I'd like a map of the city.	我想要一份这个城市的地图。	我想要一份這個城市的地圖。	Wǒ xiǎng yào yī fèn zhège chéngshì dì dìtú.
My clothes need dry cleaning.	我有衣服需要干洗。	我有衣服需要乾洗。	Wǒ yǒu yī fú xūyào gānxǐ.

USEFUL VOCABULARY & PHRASES RELATED TO CHECK OUT & PAYMENT

ENGLISH	SIMPLIFIED	TRADITIONAL	PINYIN
Check Out	退房	退房	tùi fáng
Check out, please.	我要退房。	我要退房。	Wǒ yào tùi fáng.
Check Out Procedure (To Handle Check Out)	办理退房手续	辦理退房手續	bànlǐ tùi fáng shǒuxù
Bill	账单	賬單	zhàngdān
Here is your bill.	这是您的账单。	這是您的賬單。	Zhè shì nín de zhàngdān.
Cash	现金	現金	xiànjīn
Credit Card	信用卡	信用卡	xìnyòngkǎ

Do You Accept Credit Cards?	能用信用卡支付吗?	能用信用卡支付嗎?	Néng yòng xìnyòngkǎ zhīfù ma?
Alipay	支付宝	支付寶	Zhīfùbǎo
Is Alipay Okay?	支付宝, 可以吗?	支付寶, 可以嗎?	Zhīfùbǎo, kěyǐ ma?
WeChat Pay	微信	微信	Wēixìn
Is WeChat Pay Okay?	微信, 可以吗?	微信, 可以嗎?	Wēixìn, kěyǐ ma?
To Scan	扫一扫	掃一掃	sǎo yīsǎo
Scan Code To Pay.	扫码支付.	掃碼支付.	Sǎo mǎ zhīfù.
QR Code (Quick Response Code)	二维码	二維碼	èr wéi mǎ
Please Sign Here.	请在这里签字.	請在這裡簽字.	Qǐng zài zhèlǐ qiānzì.

USEFUL PHRASES TO SOLVE PROBLEMS

ENGLISH	SIMPLIFIED	TRADITIONAL	PINYIN
I left the key in my room.(i.e. locked out)	我把钥匙忘在房间里了.	我把鑰匙忘在房間裡了.	Wǒ bǎ yàoshi wàng zài fángjiān lǐle.
___ is broken.	___ 坏了.	___ 壞了.	___ huàile.
The TV is broken.	电视坏了.	電視壞了.	Diànshì huàile.
___ is broken. Can you come fix it please?	___ 坏了. 请问你们可以来修理一下吗?	___ 壞了. 請問你們可以來修理一下嗎?	___ huàile. Qǐngwèn nǐmen kěyǐ lái xiūlǐ yīxià ma?
The air conditioner doesn't work well.	空调不好.	空調不好.	Kòngtiáo bù hǎo.
There is no hot water.	不出热水.	不出熱水.	Bù chū rè shuǐ.
This room is a mess.	房间很乱.	房間很亂.	Fángjiān hěn luàn.

The toilet is clogged.	厕所堵了。	廁所堵了。	Cèsuǒ dǔle.
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OTHER THINGS YOU CAN SAY OR MAY HEAR			
ENGLISH	SIMPLIFIED	TRADITIONAL	PINYIN
Thank you.	谢谢。	謝謝。	Xièxiè.
You're welcome!	不客气！	不客氣！	Bù kèqì !
Sorry.	很抱歉。	很抱歉。	Hěn bàoqiàn.
It's okay.	没关系。	沒關係。	Méiguānxi.
I'm staying at ____.	我住在, ____.	我住在, ____.	Wǒ zhù zài, ____.
My room number is ____.	我的房间号码是 ____.	我的房間號碼是 ____.	Wǒ de fángjiān hàomǎ shì ____.
Do you know how to get to the hotel?	你知道怎么到宾馆吗?	你知道怎麼到賓館嗎?	Nǐ zhīdào zěnmē dào bīnguǎn ma?
Let's meet in front of the hotel.	我们在宾馆前见面吧。	我們在賓館前見面吧。	Wǒmen zài bīnguǎn qián jiànmiàn ba.
I'd like to stay at a four-star hotel.	我想住四星级的饭店。	我想住四星級的飯店。	Wǒ xiǎng zhù sì xīng jí de fàndiàn.
How long will you stay in Shanghai? (China, Hong Kong, Taiwan, Macao)	在上海逗留几天? (中国, 香港, 台湾, 澳门)	在上海逗留幾天? (中國, 香港, 台灣, 澳門)	Zài shànghǎi dòuliú jǐ tiān? (Zhōngguó, Xiānggǎng, Táiwān, Àomén)
May I see your passport?	有护照吗?	有護照嗎?	Yǒu hùzhào ma?
We need a deposit of 300 yuan.	需要押金300元。	需要押金 300 元。	Xūyào yājīn 300 yuán.
The elevator is on your left.	电梯在您的左边。	電梯在您的左邊。	Diàntī zài nín de zuǒbian.
The elevator is on your right.	电梯在您的右边。	電梯在您的右邊。	Diàntī zài nín de yòubiān.