

Unit 8. Running a Hotel: Vocabulary, Grammar, and Practice

Key Vocabulary: Running a Hotel

English Term	Spanish Translation
Hotel manager	Gerente de hotel
Reception area	Área de recepción
Room service	Servicio de habitaciones
Staff briefing	Reunión del personal
Strategy meeting	Reunión estratégica
Refurbishment	Remodelación / renovación
Check-out	Salida del hotel
Overbooking	Sobreventa
Front desk	Mostrador de recepción
Reservations clerk	Encargado de reservas
Housekeeping	Servicio de limpieza
Mystery guest	Cliente misterioso
Upselling	Venta adicional
En-suite facilities	Baño privado (en habitación)
Fridge properly stocked	Minibar bien surtido
Staff retention	Retención del personal
Staff motivation	Motivación del personal
Minimum wage	Salario mínimo
Temporary staff	Personal temporal
Part-time employees	Empleados a tiempo parcial

Adjectives Ending in -ed / -ing

Adjectives ending in -ed describe how people feel, while adjectives ending in -ing describe the thing or situation causing the feeling.

Adjective Pair	Meaning	Example (Person)	Example (Situation)
tired / tiring	cansado / agotador	I'm tired.	The job is tiring.
motivated / motivating	motivado / motivador	She's motivated.	The project is motivating.
bored / boring	aburrido / aburrido	He's bored.	The film is boring.
fascinated / fascinating	fascinado / fascinante	We're fascinated.	The museum is fascinating.
irritated / irritating	irritado / irritante	I'm irritated.	The noise is irritating.

exhausted / exhausting	exhausto / agotador	They felt exhausted.	The shift was exhausting.
rewarded / rewarding	recompensado / gratificante	I feel rewarded.	Teaching is rewarding.
exasperated / exasperating	exasperado / exasperante	She's exasperated.	The delay was exasperating.

Grammar Focus: Have/Get Something Done

This structure is used when someone arranges for another person to do something for them. It is commonly used for services.

Form: Subject + have/get + object + past participle

Sentence	Meaning
We had the room cleaned.	Someone cleaned the room for us.
They got the air conditioning fixed.	Someone repaired it.
She had the documents printed.	Someone printed them for her.
I got my hair cut yesterday.	A hairdresser did it.

Practice Activities

A. Vocabulary Practice – Match the terms

Match the English hotel-related terms to their Spanish meanings.

1. Room service
 2. Staff retention
 3. Mystery guest
 4. En-suite facilities
 5. Upselling
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- a. Retención del personal
 - b. Baño en la habitación
 - c. Venta adicional
 - d. Cliente misterioso
 - e. Servicio de habitaciones

Answer Key: 1–e, 2–a, 3–d, 4–b, 5–c

B. Complete the Sentences – Adjectives

Choose the correct form (-ed or -ing) of the adjective.

1. I was really _____ after the long shift. (exhausted / exhausting)
2. This job is so _____. There's always something new. (fascinated / fascinating)
3. She's _____ because the check-in system keeps crashing. (irritated / irritating)
4. The manager gave a _____ speech about customer service. (motivated / motivating)

Answer Key: 1. exhausted, 2. fascinating, 3. irritated, 4. motivating

C. Grammar Practice – Have/Get Something Done

Rewrite the sentences using "have" or "get" + object + past participle.

1. A technician installed the new software.
→ We _____.
2. A cleaner repainted the walls yesterday.
→ They _____.
3. A consultant updated our website.
→ We _____.

Sample Answers:

1. We had/got the new software installed.
2. They had/got the walls repainted yesterday.
3. We had/got our website updated.