

Glossary

- abusive language [N PHRASE-U6] **Abusive language** is impolite and rude speech. **obraźliwy język**
- air conditioning [N-UNCOUNT-U5] **Air conditioning** is a system that produces cold air inside buildings. **klimatyzacja**
- anniversary [N-COUNT-U1] An **anniversary** is the day on which an important event happened in previous years. **rocznica**
- apron [N-COUNT-U13] An **apron** is a piece of clothing that you wear over the front part of your body to keep from getting dirty while cooking. **fartuch kuchenny**
- assure [V-T-U6] To **assure** someone of something is to give information in an honest and comforting way. **zapewnić**
- attendee [N-COUNT-U2] An **attendee** is a person who goes to an event. **uczestnik**
- attire [N-UNCOUNT-U15] **Attire** is the clothes that people wear, especially for formal events. **strój, ubiór**
- ballroom [N-COUNT-U1] A **ballroom** is a large room used for events and dancing. **sala balowa**
- battery [N-COUNT-U5] A **battery** contains energy and can be used to power electronic devices. **bateria, akumulator**
- bedbug [N-COUNT-U5] A **bedbug** is a small insect found in bedding and mattresses. **pluskwa**
- behind schedule [ADJ-U12] If something is **behind schedule**, it is not on time. **opóźniony**
- bill to [V PHRASE-U11] To **bill to** is charge a specific account for a transaction. **obciążyć rachunek**
- blanket [N-COUNT-U3] A **blanket** is a piece of cloth used to keep people warm and as a bed covering. **koc, narzuta**
- block of rooms [N-UNCOUNT-U1] A **block of rooms** is a number of rooms in one section of the hotel for one group of people. **pokoje zablokowane na potrzeby przyjętych rezerwacji**
- break [V-T-U8] To **break** a bill is to give someone many smaller bills in exchange for one large bill of equal value. **rozmienić pieniądze**
- burn [VI/ VT-U10] To **burn** food is to ruin it by cooking it for too long. Burned food is usually black. **przypalić**
- business center [N-COUNT-U2] A **business center** is a room that contains office equipment, such as computers and printers. Many hotels have business centers. **tu: sala spotkań biznesowych**
- buy-back policy [N PHRASE-U8] A **buy-back policy** is a set of rules that determine whether or not an institution will buy an item back from the person it was sold to. **zasady odkupu**
- call-back [N-COUNT-U15] A **call-back** is a phone call made by an employer to a potential employee. The call-back takes place after an interview and involves getting more information from the job candidate. **oddzwonienie (po rozmowie kwalifikacyjnej)**
- cancellation [N-COUNT-U4] A **cancellation** is the decision not to do something that you planned on doing. **odwołanie, anulowanie**
- cash bar [N-COUNT-U1] A **cash bar** is a bar that requires people to pay for their drinks. **płatny bar**
- cashier [N-COUNT-U11] A **cashier** is the person whose job it is to accept payment and give change. **kasjer**
- caution [N-UNCOUNT-U7] **Caution** is careful and unhurried behavior that helps people avoid risk or danger. **ostrożność**
- certification [N-COUNT-U14] **Certification** is an official document that shows a level of achievement or qualification for a specific skill. **zaświadczenie**
- challenge [N-COUNT-U12] A **challenge** is something that tests a person's skill, energy or determination. **wyzwanie**
- changing room [N-COUNT-U1] A **changing room** is a room where someone can change clothes and prepare for an event. **szatnia, przebieralnia**

check [N-COUNT-U11] A **check** is a piece of paper that shows the amount of money a person owes, specifically in a restaurant. **rachunek**

cigarette smoke [N-UNCOUNT-U6] **Cigarette smoke** is the grey substance produced by a burning cigarette. **dym z papierosów**

citation [N-COUNT-U13] A **citation** is a document given to someone who breaks a law. **pozew, wezwanie (sądowe)**

classic dishes [N PHRASE-U9] **Classic dishes** are traditional meals that are unique to a particular country. **typowe potrawy**

clerical duties [N-UNCOUNT-U14] **Clerical duties** are tasks that people normally do in an office, like filing papers or typing. **obowiązki pracowników biurowych**

clog [VI/VT-U5] To **clog** something is to create a blockage in it. **zapychać, blokować**

closed-toe shoe [N-COUNT-U13] A **closed-toe shoe** is a shoe that completely covers a person's toes. **but zakrywający palce**

code of conduct [N-UNCOUNT-U14] A **code of conduct** is a set of rules followed by employees at a company. **kodeks postępowania**

cold shower [N PHRASE-U5] A **cold shower** is a way to clean yourself without hot water. **zimny prysznic**

commission [N-COUNT-U8] A **commission** is a fee for a service. **provizja**

compensate [V-I-U4] To **compensate** for something is to make up for something by doing something else. **zrekompensować**

complain [V-I-U10] To **complain** is to say that you are not pleased or satisfied with someone or something. **złożyć zażalenie**

complaint [N-COUNT-U6] A **complaint** is when someone says that a service is not acceptable. **zażalenie, skarga**

conference room [N-COUNT-U2] A **conference room** is a room where a large meeting takes place. **sala konferencyjna**

connoisseur [N-COUNT-U9] A **connoisseur** is a person who knows a lot about something and can offer meaningful criticism of it. **koneser**

contingency plan [N-COUNT-U1] A **contingency plan** is a procedure that says what do to in case an event does not happen as planned. **plan awaryjny**

contract [VI/VT-U1] To **contract** someone is to pay for his or her services for a short amount of time. **nająć do pracy (na krótko)**

cooking time [N-COUNT-U12] A **cooking time** is the amount of time it takes to cook a specific dish or type of food. **czas gotowania**

coordinate [VI/VT-U12] To **coordinate** is to organize an activity or job so that those involved in it work together. **koordynować**

cork fee [N-COUNT-U1] A **cork fee** is an amount that some venues charge for each bottle that is not purchased directly from the venue. **„korkowe” (opłata za konsumpcję wina przyniesionego przez gości)**

corporate retreat [N-COUNT-U2] A **corporate retreat** is an event held by a company that helps employees to get to know each other. **wyjazd integracyjny, impreza integracyjna**

cot [N-COUNT-U3] A **cot** is a small, easily moveable bed for babies. **łóżeczko dziecięce**

countersign [V-T-U8] To **countersign** something is to sign something that already has a signature. **kontrasygnować**

CRS [N-COUNT-U4] **CRS** stands for “computer reservation system”. It is a system used by hotels to book rooms. **komputerowy system rezerwacji**

Glossary

- cuisine [N-UNCOUNT-U9] **Cuisine** is food in the style of a particular place or culture. **kuchnia narodowa/danego regionu**
- currency exchange [N-UNCOUNT-U8] **Currency exchange** is the business of trading money from one country for the money of another country. **wymiana walutowa**
- dead bolt lock [N-COUNT-U7] A **dead bolt lock** is a strong type of lock that is used to make doors secure against intruders. **rozeta antywłamaniowa, zamek wpuszczany**
- debit card [N-COUNT-U11] A **debit card** is a small piece of plastic that is used to transfer money from a bank account to the account of the person being paid. **karta debetowa**
- disposable glove [N-COUNT-U13] A **disposable glove** is a protective hand covering that can be thrown away after use. **rękawiczka jednorazowego użytku**
- dispose [V-T-U13] To **dispose** of something is to throw it away. **pozbyć się**
- drainboard [N-COUNT-U13] A **drainboard** is a board that is typically next to a sink. It is elevated to allow water to drain into the sink. **ociekacz**
- employment history [N-COUNT-U14] An **employment history** details a person's past work experience and background. **historia zatrudnienia**
- enclose [V-T-U10] To **enclose** something is to send something in addition to a letter. **załączyć (np. do listu)**
- enlist [V-T-U9] To **enlist** someone is to ask them for help. **pozyskać**
- escort [V-T-U7] To **escort** someone is to go somewhere with a person in order to protect him or her. **eskortować**
- essential [N-COUNT-U3] An **essential** is a commonly used item such as soap. **rzecz niezbędna**
- event coordinator [N-COUNT-U1] An **event coordinator** is the person responsible for planning special events. **osoba odpowiedzialna za organizację imprez specjalnych**
- exception [N-COUNT-U10] An **exception** is someone or something that is different or fails to follow a rule or pattern. **wyjątek**
- exchange rate [N-COUNT-U8] An **exchange rate** is how much the currency from one country is worth compared to another country's. **kurs wymiany**
- extra [ADJ-U3] If something is **extra**, it is more than the usual amount. **dodatkowy**
- fax machine [N-COUNT-U2] A **fax machine** is a device that changes a document into an electronic form, so that it can be sent or received through a telephone line. **faks**
- fire [V-T-U12] To **fire** something is to cook a dish. **przygotować danie**
- first come, first served [N PHRASE-U3] "**First come, first served**" is a policy in which the customers who arrive first get service before others. **obsługiwanie klientów według kolejności przybycia („kto pierwszy, ten lepszy”)**
- flush [VI/VT-U5] To **flush** something is to empty all of the liquid contents from within a container. **splukiwać**
- follow up [N-VPHRASE-U15] To **follow up** is to make further contact after a meeting, such as sending a note after a job interview. **podtrzymywać kontakt**
- foreign object [N-COUNT-U5] A **foreign object** is something that doesn't belong in a specific place and can cause damage. **przedmiot mający inne przeznaczenie**
- gala [N-COUNT-U1] A **gala** is a special event that involves performances and entertainment. **gala**
- game [N-UNCOUNT-U9] **Game** is any animal that is hunted for food. **zwierzyna łowna**
- germs [N-COUNT-U13] **Germs** are tiny organisms that make people sick. **zarazki**
- give out [PHRASAL V-U5] To **give out** is to stop functioning properly. **przestać działać**

group sales [N-UNCOUNT-U1] **Group sales** is a part of the sales department at a hotel that sells a number of rooms to one group of people at a special rate. **dział sprzedaży grupowej**

guidelines [N-COUNT-U13] **Guidelines** are a list of rules to follow. **wytyczne**

hairnet [N-COUNT-U13] A **hairnet** is an item that food service professionals wear on their heads to keep their hair from falling into the food. **siatka na włosy**

harbor [V-T-U13] To **harbor** something is to hide it. **ukryć**

health code violation [N PHRASE-U13] A **health code violation** is an action that breaks health code laws. **naruszenie zasad higieny pracy**

house special [N PHRASE-U9] A **house special** is a dish that is unique to a restaurant. **specjalność zakładu, danie firmowe**

hygiene [N-UNCOUNT-U13] **Hygiene** is the practice of keeping yourself clean. **higiena**

identity theft [N-UNCOUNT-U11] **Identity theft** is the crime of stealing another person's financial information. **kradzież tożsamości**

in the weeds [PREP PHRASE-U12] If a kitchen is **in the weeds**, it is very busy and behind schedule. **opóźniony**

inconvenience [N-COUNT-U6] An **inconvenience** is something that causes discomfort. **niedogodność**

inedible [ADJ-U10] If something is **inedible**, it tastes too unpleasant to eat and cannot be eaten. **niejadalny**

injury [N-COUNT-U7] An **injury** is a wound or physical damage to a part of the body. **rana, skaleczenie**

inspection [N-COUNT-U13] An **inspection** involves carefully examining a place for problems. **inspekcja**

interview [N-COUNT-U15] An **interview** is a conversation between two people in which one person asks another person questions. **wywiad, rozmowa (np. kwalifikacyjna)**

interviewee [N-COUNT-U15] The **interviewee** is the person who responds to questions during an interview. **osoba, z którą przeprowadza się rozmowę, ankietowany**

interviewer [N-COUNT-U15] The **interviewer** is the person who asks questions during an interview. **osoba przeprowadzająca rozmowę, ankietujący**

job candidate [N-COUNT-U15] A **job candidate** is a person who could potentially fill an open position for a job. **kandydat (do pracy)**

job offer [N-COUNT-U15] A **job offer** is a formal offering of a new job made to a potential employee by an employer. **propozycja pracy**

late checkout [N-UNCOUNT-U3] **Late checkout** is an arrangement made to leave a hotel later than the usual checkout time. **wymeldowanie po zakończeniu doby hotelowej**

laundry service [N-UNCOUNT-U3] **Laundry service** involves cleaning clothes for a fee. **usługa prania i prasowania w hotelu**

local currency [N-UNCOUNT-U8] **Local currency** is the money that is used in the country where you are currently staying. **miejskowa waluta**

locked out [V PHRASE-U12] Being **locked out** is being unable to enter a place because you cannot open the door. **nie mogący wejść do środka**

lost and found [N-COUNT-U7] A **lost and found** is a place where lost possessions are kept until the owners claim them. **biuro rzeczy znalezionych**

luggage storage [N-UNCOUNT-U3] **Luggage storage** is a service that involves keeping extra bags locked in a room for hotel guests. **przechowalnia bagażu**

maintenance [N-UNCOUNT-U5] **Maintenance** is a department at a hotel that is responsible for fixing electrical and technical problems in buildings. **dział konserwacji**

Glossary

- make change [V PHRASE-U8] To **make change** is to give someone several smaller units of money in exchange for one large unit. **rozmieniać pieniądze**
- make suggestions [V PHRASE-U9] To **make suggestions** is to give someone ideas of how they should do something. **przedstawiać propozycje**
- mandatory [ADJ-U11] If something is **mandatory**, it must be done and is often ordered by law. **obowiązkowy**
- method of payment [N-COUNT-U11] A **method of payment** is a way for paying at a business. **sposób zapłaty**
- mix-up [N-COUNT-U4] A **mix-up** is a misunderstanding between two or more parties. **nieporozumienie**
- native [ADJ-U14] If something is **native**, it is associated with a certain place. **miejscowy**
- neighbor [N-COUNT-U6] A **neighbor** is someone who lives next to or near you. **sąsiad**
- noisy [ADJ-U6] If something is **noisy**, it is very loud. **hałaśliwy**
- no-show [N-COUNT-U4] A **no-show** is someone who is missing from where they are expected to be. **osoba, która nie wykorzystała rezerwacji**
- objective [N-COUNT-U14] An **objective** is a goal a person has or something a person wishes to do. **cel**
- onsite [ADJ-U2] If something is **onsite**, it is available or done at the same place that other business takes place. **dostępny na miejscu**
- open bar [N-COUNT-U1] An **open bar** is bar service that has been paid for by the host. **darmowy bar**
- operator [N-COUNT-U7] An **operator** in a hotel is the person who answers the phone and directs calls. **telefonistka**
- out-of-town [ADJ-U10] If something or someone is **out-of-town**, it comes from a different town or region. **spoza miasta**
- outside caterer [N-COUNT-U1] An **outside caterer** is a company paid to plan and organize the menu and meals for an event, and is not part of the company that owns the building where the event is taking place. **zewnętrzny dostawca artykułów i usług gastronomicznych**
- oven mitt [N-COUNT-U13] An **oven mitt** is a protective hand covering that prevents burns when handling hot pans or plates. **rękawica kuchenna**
- overcook [V-T-U10] To **overcook** something is to ruin it by cooking it for too long. **rozgotować**
- overflow [V-I-U5] To **overflow** is to fill a container with more than it can hold. **przebrać**
- oversee [V-T-U14] To **oversee** something is to supervise an activity in order to make sure it runs smoothly. **doglądać, dopilnować**
- oversell [V-T-U4] To **oversell** something is to sell more of it than there are actually available. **sprzedawać więcej, niż jest się w stanie dostarczyć**
- paperwork [N-UNCOUNT-U15] **Paperwork** consists of various forms and official documents, such as transcripts. **robota papierkowa**
- partner hotel [N-COUNT-U4] A **partner hotel** is a hotel that works with another hotel. **hotel partnerski**
- patronage [N-UNCOUNT-U11] **Patronage** is the financial support given to a business by the people who pay for goods or services there. **patronat**
- PBX [N-UNCOUNT-U14] **PBX** is the abbreviation for private branch exchange, a private telephone switchboard. **wewnętrzna centrala telefoniczna**
- PBX operator [N-COUNT-U14] A **PBX operator** is a person who works with a PBX system. **operator wewnętrznej centrali telefonicznej**
- peephole [N-COUNT-U7] A **peephole** is a small hole in a door or wall that a person can look through to see who is outside. **wizjer w drzwiach**

phone charger [N-COUNT-U3] A **phone charger** is a device that restores the energy in a cell phone's battery. **ładowarka do telefonu**

photocopier [N-COUNT-U2] A **photocopier** is a machine that produces exact copies of a document. **kserokopiarka**

pick-up [N PHRASE-U3] A **pick-up** is an arranged time for someone to collect something from an agreed place. **godzina odbioru**

pillow [N-COUNT-U3] A **pillow** is an object stuffed with soft materials that people place their heads on while they sleep. **poduszka**

plate [V-T-U12] To **plate** food is to arrange it on a plate before serving it. **ułożyć na talerzu**

professional [ADJ-U6] If someone is **professional**, he or she appears or behaves in a way that is associated with having special skills or education. **zawodowiec, profesjonalista**

proficient [ADJ-U14] If someone is **proficient**, he or she is very skilled in a certain task. **biegły (w czymś)**

protocol [N-UNCOUNT-U4] **Protocol** is the correct steps to follow in a certain process. **zasady postępowania, protokół**

punch in [PHRASAL V-U12] To **punch in** an order is to deliver an order to the kitchen. **dostarczyć zamówienie do kuchni**

put out [PHRASAL V-U12] To **put out** a dish is to send food that is ready out to customers in the restaurant. **zanieść gotowe danie gościom**

quick-witted [ADJ-U12] If someone is **quick-witted**, he or she is alert, sharp and intelligent. **bystry**

recommend [V-T-U9] To **recommend** something is to tell someone what they should do. **zalecić**

reference [N-COUNT-U14] A **reference** is a written statement about an individual usually from a previous employer or teacher. **referencje, opinia o pracowniku**

relevant [ADJ-U15] If something is **relevant**, it is important and relates to the topic being discussed. **istotny**

remote control [N-COUNT-U5] A **remote control** is a small device that lets you control an electrical appliance from far away. **pilot (np. do telewizora)**

replace [V-T-U10] To **replace** is to remove someone or something and to put a new person or object in their place. **zastąpić**

report [VI/VT-U7] To **report** something is to tell someone about an event that has happened. **zgłosić**

resolve [V-T-U6] To **resolve** something is to find a solution to a problem. **rozwiązać problem**

résumé [N-COUNT-U15] A **résumé** is a record of a person's education, work experience, job skills, and other personal information. **życiorys, cv**

room-move [N-COUNT-U4] A **room-move** is the relocation of a guest to another room in a hotel. **zmiana pokoju**

rude [ADJ-6] If someone is **rude**, he or she is impolite. **niegrzeczny**

run the card [V PHRASE-U11] To **run the card** is to put a credit or debit card through a machine that charges the account. **przeciągnąć kartę**

safe deposit box [N-COUNT-U7] A **safe deposit box** is a small, secure box used for storing valuable belongings. **pudełko depozytowe, sejf pokojowy**

salary [N-COUNT-U15] A **salary** is the amount a person is paid for a particular job. **pensja**

security door chain [N-COUNT-U7] A **security door chain** is a metal chain that prevents intruders from forcing a door open. **łańcuch drzwiowy**

security guard [N-COUNT-U7] A **security guard** is a person whose job it is to protect or guard people or objects in a place. **ochroniarz**

Glossary

separate check [N-COUNT-U11] A **separate check** is a restaurant bill that only lists the costs acquired by one person. **osobny rachunek**

serial number [N-COUNT-U8] A **serial number** is a set of numbers that is used to track items or tell items apart. **numer seryjny**

signature dish [N PHRASE-U9] A **signature dish** is a unique meal that a restaurant or chef is famous for. **danie popisowe**

solution [N-COUNT-U6] A **solution** is an answer to a problem. **rozwiązanie**

sommelier [N-COUNT-U9] A **sommelier** is a wine expert who helps with a restaurant's wine list. **zawodowy koneser win**

spare [N-COUNT-U3] A **spare** is an extra of an item. **zapasowa rzecz**

split plate charge [N-COUNT-U11] A **split plate charge** is a fee paid for dividing one dish in a restaurant between more than one person. **opłata za podanie jednego dania na kilku talerzach**

state-of-the-art [ADJ-U2] If something is **state-of-the-art**, it is modern and updated. **najwyższej jakości**

suspicious activity [N-UNCOUNT-U7] **Suspicious activity** is any activity that seems to be dangerous, wrong or illegal. **podejrzana działalność**

switchboard [N-COUNT-U14] A **switchboard** is a machine that allows manual control of telephone lines. **centrala telefoniczna**

take [N-UNCOUNT-U9] A **take** is a particular way of doing something. **sposób przyrządzenia**

technical support [N-UNCOUNT-U2] **Technical support** is a service that helps solve problems that occur with technology, particularly with computers. **dział wsparcia technicznego**

thank-you note [N-COUNT-U15] A **thank-you note** is a note that expresses gratitude to a person for something. **bilecik z podziękowaniem**

theft [N-COUNT-U7] A **theft** is the crime of taking something that does not belong to you without permission. **kradzież**

third party [N-COUNT-U4] A **third party** is a person or business that helps customers receive goods and services from another company. **osoba trzecia, pośrednik**

time [V-T-U12] To **time** something is to arrange or plan something so that it happens at a specific time. **mierzyć czas**

too salty [ADJ-U10] If something is **too salty**, it tastes of or contains an excessive amount of salt. **przesolony**

toothbrush [N-COUNT-U3] A **toothbrush** is a small brush used to clean teeth. **szczoteczka do zębów**

transcript [N-COUNT-U15] A **transcript** is an official record from an educational institution that shows a student's coursework and grades. **odpis przedmiotów i ocen studenta**

traveler's checks [N-COUNT-U8] **Traveler's checks** are paper that can be used as money or exchanged for local currency. **czeki podróżne**

troubleshoot [VI/VT-U2] To **troubleshoot** something is to find out why something does not work properly. **wykrywać i usuwać usterki**

turn on/off [V PHRASE-U5] To **turn something on or off** is to either provide or take away an electrical appliance's power. **włączyć/wyłączyć**

two-minute check [N-COUNT-U12] A **two-minute check** is the amount of time a server waits after giving customers their food before making sure that they are satisfied with their dishes. **czas, po którym kelner pyta gości, czy im smakuje zamówione jedzenie**

undercook [V-T-U10] To **undercook** something is to fail to cook food for a sufficient amount of time. **nie dogotować**

underdone [ADJ-U10] If food is **underdone**, it is not fully cooked. **niedosmażony, niedogotowany**

underseasoned [ADJ-U10] If food is **underseasoned**, it is lacking flavor from salt, pepper or other spices.
niedoprawiony

upgrade [N-COUNT-U4] An **upgrade** is an improvement on an item. **ulepszenie**

venue [N-COUNT-U2] A **venue** is a location or building where an event takes place. **miejsce wydarzenia**

vigilant [ADJ-U11] If someone is **vigilant**, he or she is watchful and looks for signs of danger. **czujny**

wait list [N-COUNT-U4] A **wait list** is a record of people who are currently awaiting goods or services. **lista oczekujących**

wake-up call [N-COUNT-U3] A **wake-up call** is a phone call that wakes hotel guests at a pre-arranged time.
zamówione budzenie przez telefon

wedding [N-COUNT-U1] A **wedding** is a ceremony during which people get married. **ślub**

wedding party [N-COUNT-U1] A **wedding party** is a group of people who participate in a wedding. **goście weselni**

wine pairing [N-UNCOUNT-U9] **Wine pairing** is the process of matching a certain type of wine with a particular dish.
dobieranie win do potraw

workshop [N-COUNT-U2] A **workshop** is a gathering of people to discuss or learn about a topic or activity.
warsztat

wpm [N-UNCOUNT-U14] **Wpm** is an abbreviation for words per minute. It refers to the number of words a person can type per minute. **liczba słów na minutę**