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English Functions and Expressions Used by Hotel Receptionists

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Abstract

This research aims to examine the frequency of functions and analyze the English expressions utilized by hotel receptionists in practical job settings. The study employs a quantitative analysis methodology, comprehensively collecting data from a total of 81 online resources between June and October 2025. These sources comprise 43 online webpages offering vocabulary, 26 social media platforms (YouTube and TikTok) featuring visual dialogues, and 12 eBooks or PDFs, utilizing key search terms related to English communication for hotel and receptionist roles. The methodology involved identifying six core functions of the receptionist role and analyzing the frequency of associated English expressions using Google Sheets, ensuring that duplicate expressions were excluded for accuracy. The results reveal that the function with the highest frequency of English expressions used by hotel receptionists is Providing Information and Customer Service, with 413 expressions (39.78%). This is closely followed by Hospitality and Services (specialized function), accounting for 389 expressions (37.48%), and the third highest is Greeting and Welcoming Visitors, with 165 expressions (15.90%). This finding offers clear insights into the functional priority of English language use in the receptionist context, which is highly beneficial for developing specialized English training curricula.

Keywords: English functions, language expressions, English Expressions, hotel receptionists, hospitality communication, English for Specific Purposes

1. Introduction

In today's interconnected world, English has become a crucial global lingua franca that facilitates effective communication across diverse linguistic and cultural backgrounds, especially in fields such as education, international business, and digital media (Berdimurotovna, 2020; Lyons, 2021). Its significance extends to accessing scholarly resources, participating in global conferences, and fostering cross-cultural interactions. As educational institutions increasingly incorporate English as a medium of instruction, proficiency in the language has gained prominence in enabling students and professionals to thrive in a competitive, globalized environment (Hamidova & Ganiyeva, 2020; Meena, 2020). The widespread use of English is supported by estimates suggesting that approximately 1.1 billion people worldwide are learning or using English as a second or foreign language, highlighting its global importance (Lyons, 2021).

Within the hospitality industry, particularly in hotels, English language skills are vital for ensuring high-quality service and customer satisfaction (Bunchutrakun et al., 2024). Frontline staff, especially receptionists, rely heavily on English communication for managing bookings, addressing guest inquiries, and delivering personalized service (Kanyakorn et al., 2021; Yamin, 2021). The COVID-19 pandemic further underscored the importance of effective communication and hygiene standards, with hotels emphasizing cleanliness and health safety to reassure guests (Awan et al., 2020; Jiang & Wen, 2020). The ability to speak, listen, read, and write fluently in English enables hotel staff to handle complex interactions, respond swiftly to customer needs, and build trust with international guests. Strengthening English proficiency among hotel employees not only improves operational efficiency but also enhances guest experiences and supports long-term competitiveness in an increasingly global hospitality industry (Kanyakorn et al., 2021). Given this context, the study of English for hotel receptionists, particularly through online collections and advertisements, provides valuable insights into vocabulary development and communication strategies that are essential for effective service delivery in a multicultural environment.

1.1 Research Objective (TNR 12pt., bold)

1. To examine the frequent function of English expressions used by hotel receptionists.
2. To analyze the expressions from each function used by hotel receptionists.

2. Literature review

2.1 About receptionist

Receptionists are essential frontline professionals responsible for managing the reception area across various organizations, including hotels, offices, hospitals, and corporate environments. Their primary roles involve welcoming visitors, handling communication, and providing valuable customer service, which significantly influences first impressions and overall organizational reputation (Cambridge Dictionary, 2025; Oxford University Press, 2025). In addition to greeting guests and managing inquiries, they undertake administrative duties such as scheduling appointments, organizing meetings, maintaining logs, and supporting internal communication workflows, thereby enhancing organizational efficiency and safety (Indeed Editorial Team, 2025; U.S. Bureau of Labor Statistics, 2025). In the hospitality sector, their responsibilities are more specialized, including managing room reservations, guest check-ins and check-outs, and ensuring seamless coordination of guest services, which collectively contribute to a positive guest experience.

2.2 Aspect of a receptionist's role

Effective communication is a core aspect of a receptionist's role, requiring proficiency in several English functions. These include greeting and welcoming visitors, managing phone calls and emails, providing accurate information, and facilitating administrative support tasks like scheduling and record-keeping (Cambridge Dictionary, 2025; JobHai, 2022). In hospitality, receptionists further engage in booking accommodations, updating records, and ensuring

smooth guest interactions (Accor Careers, 2025). Additionally, they play a vital part in maintaining security through visitor screening, issuing badges, and monitoring access, thus supporting both safety and professionalism within the organization (Wongforce, 2025; 100Hires, 2025). Overall, proficient English language skills are crucial for receptionists to perform their multifaceted responsibilities effectively, shaping first impressions and ensuring operational success in various sectors.

3. Methodology

1. Examine the English expressions used by hotel receptionists, as found on the following websites, YouTube, and TikTok links. The material collected from 81 sources, such as 1) blairenglish. com, 2) cfthenglishclub. wordpress. com, 3) commonenglishphrases. com, 4) english4hotels. com, 5) englishharmony. com, 6) englishlanguageandliterature. com, 7) fluentu. com, 8) fluentu. com, 9) kansei. app, vocabulary. cl, guestara. com, 10) learnlaughspeak. com, 11) pocenglish. com, 12) premierleague. britishcouncil. org, 13) professionalchefs. com, 14) sqaeducation. org, and 15) talkpal.ai.

2. The 81 resources can be categorized into three groups: 43 webpages offering vocabulary and practical hotel expressions, 26 social media sources (YouTube and TikTok) featuring visual dialogues and short lessons, and 12 eBooks or PDFs providing structured learning materials.

3. The keyword searches conducted include 'Using English in daily life', 'English for hotel', 'English for tourism', 'English communication', 'English for receptionist', 'English for hotel reception', 'English communication for hotel', 'English phrases for receptionist', 'Hotel reception conversation', and 'English expressions for receptionist' conducted over a period of three months, from June to October 2025.

4. Upon reviewing the sources, six functions were identified based on the following websites: dictionary. cambridge. org, britannica. com/ dictionary, oxfordlearnersdictionaries. com, oup. com, merriam- webster. com, eagetutor. com, careers. accor. com, indeed. com, wecp. com, citb. co. uk, theknowledgeacademy. com, wongforce. com, 100hires. com, bls. gov, jobhai. com, totaljobs. com, mhesi. go. th, betterteam. com, and myjobmag. com.

5. Identify and analyze the functions through English expressions using Google Sheets. A Google Spreadsheet will be used to analyze the frequency of English expressions extracted from the texts related to six key receptionist functions.

6. Duplicate or repetitive expressions were identified and excluded from the dataset to ensure accuracy in the frequency analysis. Then make a conclusion, discussion, and suggestion.

4. Results

4.1. The frequent function of English expressions used by hotel receptionists

The highest-frequency function is providing information and customer service, with 413 expressions (39.78%). The second most frequently used category is hospitality and Services (specialized function), with 389 expressions (37.48%). This is closely followed by Greeting and Welcoming Visitors, with 165 phrases (15.90%). Shown as Table 1.

Table 1: The frequent functions of English expressions used by hotel receptionists

English functions	Freq.	Percentage
1. Greeting and Welcoming Visitors	165	15.90
2. Managing Communication and Phone Calls	69	6.65
3. Providing Information and Customer Service	413	39.78
4. Administrative and Organizational Support (back office)	0	0.00
5. Hospitality and Services (Specialized Function)	389	37.48
6. Security and Workplace Management	2	0.19
Total	1038	100

4.2. Expressions from each function used by receptionists

4.2.1 Expressions for greeting and welcoming visitors

The expressions were categorised into seven groups: time-specific greetings (9), direct welcome (31), offering assistance/inquiry (70), combined greeting, welcome, and offer of assistance (8), identification and context setting (32), inquiring about purpose/reservation (5), warm/expressive welcome (10).

4.2.2 The expressions for managing communication and phone calls

The expressions were categorised into seven groups: answering the call and Identification (16), inquiring about the caller and information confirmation (14), handling hold and transfer (10), requesting repetition or clarification (10), taking a message (3), and closing the conversation (10).

4.2.3 The expressions for providing information and customer services

The expressions were categorised into four groups: giving basic hotel information (49), problem resolution and service recovery (98), directions and local recommendations (37), handling requests and confirmation (46), Closing and further assistance (135), and handling specific situations (55).

4.2.4 Administrative and organizational support

The expression on administrative and organizational support was unable to precisely identify the types and frequency of organizational and administrative support (back office). As a result, data on this particular topic could not be directly presented from the dataset under study.

4.2.5 Hospitality and services (specialized function)

The expressions were categorised into five groups: reservation handling (115), check-in procedures (124), during stay communication (56), check-out and payment handling (41), and Farewell and gratitude (53).

4.2.6 Security and Workplace Management Expressions on managing security and access are found in two expressions: 1) What type of vehicle are you driving? And 2) Do you know the licence plate number of your vehicle?

5. Conclusion

This study investigated the key communicative functions and expressions of English used by hotel receptionists, analyzing 1,038 expressions from 81 online sources, including webpages, social media, and eBooks. Results showed that “providing information and customer service” (39.78%) and “hospitality and services” (37.48%) were the most frequent functions, jointly representing over 77% of all expressions and emphasizing the receptionist’s central role in guest interaction, satisfaction, and service problem-solving. “Greeting and welcoming visitors” followed at 15.90%, while functions such as managing communication and phone calls (6.65%) and security and workplace management (0.19%) appeared far less often, and administrative support was absent entirely. These findings confirm that English proficiency for hotel receptionist’s centers on customer service-oriented and emotionally intelligent communication, encompassing empathy, apology, and service recovery, rather than merely transactional dialogue. However, the minimal coverage of back-office and telephonic communication indicates a training gap in current online learning materials, which may inadequately prepare receptionists for their broader administrative and multi-channel communication duties.

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