



Check-in: the first two minutes

28 Mandarin phrases for a whole stay — reservation, ID, room and facilities, guest requests, problems, and departure. **Every phrase has audio online, spoken at a natural pace.**

IF YOU ONLY MEMORIZE FIVE

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|---|--------------------------------|----------------------------|
| 1 | 欢迎光临。 Huānyíng guānglín. | Welcome. |
| 2 | 请问有预订吗? Qǐngwèn yǒu yùdìng ma? | Do you have a reservation? |
| 3 | 请出示证件。 Qǐng chūshì zhèngjiàn. | May I see your ID? |
| 4 | 住几晚? Zhù jǐ wǎn? | How many nights? |
| 5 | 这是你的房卡。 Zhè shì nǐ de fángkǎ. | Here's your key card. |

01 Checking in

办理入住 7

欢迎光临。

Huānyíng guānglín.

Welcome.

请问有预订吗?

Qǐngwèn yǒu yùdìng ma?

Do you have a reservation?

请问你贵姓?

Qǐngwèn nǐ guìxìng?

May I have your name?

请出示证件。

Qǐng chūshì zhèngjiàn.

May I see your ID?

住几晚?

Zhù jǐ wǎn?

How many nights?

请在这里签字。

Qǐng zài zhèlǐ qiānzì.

Please sign here.

这是你的房卡。

Zhè shì nǐ de fángkǎ.

Here's your key card.

你的房间在五楼。

Nǐ de fángjiān zài wǔ lóu.

Your room is on the fifth floor.

电梯在那边。

Diàntī zài nàbiān.

The elevator is over there.

含早餐。

Hán zǎocān.

Breakfast is included.

早餐六点到十点。

Zǎocān liù diǎn dào shí diǎn.

Breakfast is from 6 to 10.

Wi-Fi 密码在房卡上。

Wi-Fi mìmǎ zài fángkǎ shàng.

The Wi-Fi password is on the key card.

需要帮忙拿行李吗？

Xūyào bāngmáng ná xíngli ma?

May I help with your luggage?

03 Guest requests

需要什么帮忙吗？

Xūyào shénme bāngmáng ma?

Do you need any help?

要叫车吗？

Yào jiào chē ma?

Would you like a taxi?

要加床吗？

Yào jiā chuáng ma?

Would you like an extra bed?

房间每天打扫。

Fángjiān měi tiān dǎsǎo.

Rooms are cleaned daily.

几点退房？

Jǐ diǎn tuìfáng?

What time is check-out?

中午十二点前。

Zhōngwǔ shí'èr diǎn qián.

Before noon.

抱歉，房间满了。

Bàoqiàn, fángjiān mǎn le.

Sorry, we're fully booked.

需要交押金。

Xūyào jiāo yājīn.

We need a deposit.

我帮你换一间。

Wǒ bāng nǐ huàn yì jiān.

I'll change your room.

我马上叫人来看。

Wǒ mǎshàng jiào rén lái kàn.

I'll send someone right away.

05 Checking out

请把房卡还给我。

Qǐng bǎ fángkǎ huán gěi wǒ.

Please return your key card.

有额外消费吗？

Yǒu éwài xiāofèi ma?

Any extra charges?

我打印一下账单。

Wǒ dǎyìn yíxià zhàngdān.

Let me print your bill.

谢谢入住。

Xièxie rùzhù.

Thanks for staying with us.

欢迎下次再来。

Huānyíng xiàcì zàilái.

Hope to see you again.

Asking is the easy half. These 10 short answers cover most of what comes back at you — and they are what makes the exchange either work or stall.

有预订。 Yǒu yùdìng. I have a reservation.

没有。 Méiyǒu. No.

两晚。 Liǎng wǎn. Two nights.

三晚。 Sān wǎn. Three nights.

含早餐吗? Hán zǎocān ma? Is breakfast included?

有网络吗? Yǒu wǎngluò ma? Is there internet?

现在退房。 Xiànzài tuìfáng. Checking out now.

可以换房间吗? Kěyǐ huàn fángjiān ma? Can I change rooms?

空调坏了。 Kōngtiáo huài le. The AC isn't working.

谢谢。 Xièxie. Thank you.

THE NUMBERS YOU'LL NEED



Nights, floor, breakfast times, check-out. Say the number and hold up fingers — 住几晚? is usually answered with a hand, not a word.

THE LINE THAT ENDS A COMPLAINT

我马上叫人来看。

I'll send someone up right away.

It does not promise a fix. It promises action — which is the part the guest is actually asking for.



Scan to hear
all 28 phrases

THREE THINGS THAT MAKE IT WORK

- 1 **Repeat the room number back.** Room numbers are the one thing that goes wrong at every front desk. Say it back, and point at it on the key card sleeve so they can check it themselves.
- 2 **Chinese first, English only if they look lost.** The moment you say one English sentence, they stop listening for Chinese. Lead with the Chinese and let the sheet do the rest.
- 3 **Write it down, don't say it twice.** Breakfast hours and the Wi-Fi password do not survive a second telling. Write them — 6:00–10:00, the password — and hand the sleeve back.

Hear all 28 phrases spoken out loud — free

Whole-phrase playback, or syllable by syllable when it's loud on the floor. Works on any phone, no signup.

[zenmandarin.com
/courses/chinese-for-hotel-front-desk/](https://zenmandarin.com/courses/chinese-for-hotel-front-desk/)