

PROFFESIONAL REFLECION ON CULTURAL MISUNDERSTANDING

Foreign Languages and Cultural Awareness BMIH5003

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The aim of this essay is miscommunication between cultures that describes patterns of thinking, possible acting and behaviours of people around the globe, lacking understanding each other such us values and beliefs. Culture is a form programmed in our brains. Since the birth of a person, we own certain emotions, potential behaviours, and beliefs over the length of our existence. These are being learned since early childhood when a person is the most open to learning new things and embracing them. One specific mood, feeling or thought is becoming ingrained in the mind of an individual. To be able to accept and understand different culture and somebody who holds different values we must unlearn our own beliefs to understand something new (Gert Hofstede, 2010).

Based on my personal experience I saw situation when hotel guest requested to talk with front of house manager about religion discrimination. Guest felt offended by finding Korean Bible and Christian Bible placed in his bedroom stating that he does not practice any of the religion. Solution to that feedback was an apology. Management agreed to get them removed and stated that this is a room set up standard amenity. Considering the guest complaint all the bibles are removed from the bedrooms. This guest feedback made me understand that treating everyone with respect is important and all religions should be equally considered. Hotel room had to be set up without any signs that could potentially upset or offend the guest.

Having worked in a company with diverse cultures and backgrounds can be challenging. Thre is a lot of barriers between staff such as language, different understanding of job requirements and tasks, understanding of the company policy and laws. There are also pluses of having diverse cultures. Asking multiple questions allowed to gain new knowledge of perspectives and habits from around the world. By overcoming assumptions and stereotypes I developed new skills through interactions with the employees working for the same company. One of the skills a person should keep developing is curiosity. It is associated with pursuing the world with new eyes of what is in our rich full of resources world. The complicated world of today and people working internationally this skill is required to be developed to be able perform the job well (Morgan et al., 2014).

For employes to avoid cross-cultural misunderstandings and success of organisation they must develop ability to adjust to a change. For example, simple understanding of "how things are done around here" as a general principle might have several meanings for individuals. Adapting to Francesco and Gold, recently it is accepted that culture can clarify the actions of companies. However, there are restriction to describe behaviour using culture (Mullins, 2019). As I want to advance in my personal development to become a general manager, I plan to visit different countries in the next few years to gain comprehensive understanding of diversity and practice foreign languages to be able to communicate with customers and understand their expectations based on their background when they visit my workplace.

All things considered, I believe that each person has ability to learn and work on self-improvement. As cultural misunderstanding reflection I feel that stereotypes create a vision we perceive different nationalities without understanding backgrounds, beliefs, values that certain individual holds. Nowadays we have all the sources available to continue exploring our knowledge to respect and acknowledge identity. It is crucial for the hospitality business that hotel personnel are mindful of a religion and refrain from assuming things based on nationality or appearance.

References:

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