

Foreign Languages

BMIH5003

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[Lorella Mihut \(2214491\) BMIH5003-20231021_183512-Meeting
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Benefits of Multilingualism

The capacity to communicate effectively in more than one language is known as "multilingualism." Having a command of more than one language is an asset in the hospitality sector, especially for those working in hotels.

Improved Communication with Guests

Enhanced Customer Service

Cultural Sensitivity and Respect



Importance of Language Awareness Skills

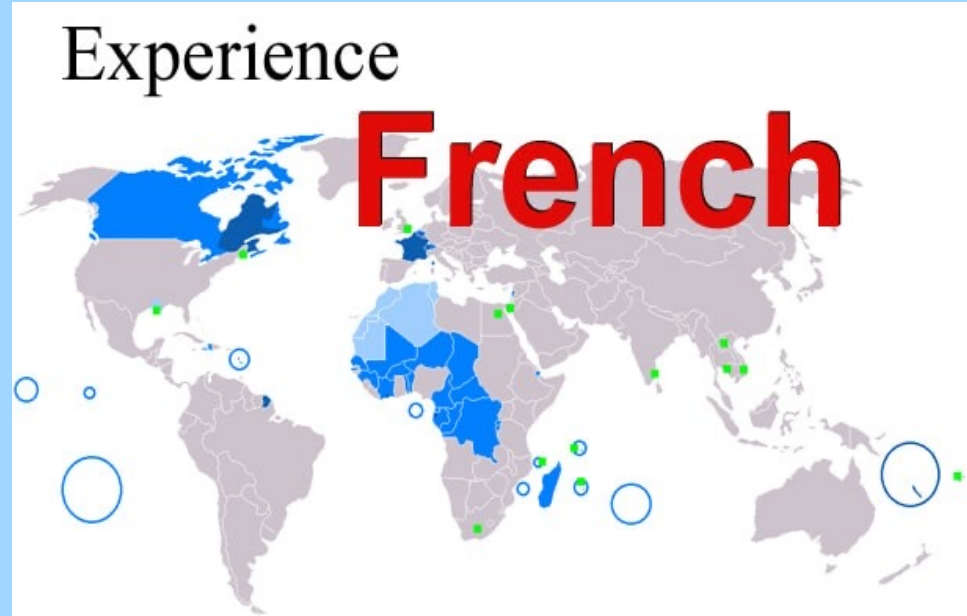
The importance of language awareness skills for hotel staff:

- **Adaptability**
- **Problem Solving**
- **Cultural Competence**
- **Professionalism and Reputation**



Where is the Language Spoken?

French is a widely spoken language primarily in Europe, but it is also spoken in various parts of the world due to historical colonial influences and contemporary international relations (Preziosi et al., 2019).



Is it Hard to Learn?

The difficulty of learning French, or any language for that matter, can vary widely depending on several factors:

- **Native Language**
- **Previous Language Experience**
- **Motivation and Interest**
- **Pronunciation**



What is considered to be polite/impolite form in a business context?

Polite Behaviour:

- Formal Address
- Warm Greeting
- Punctuality



Impolite Behaviour:

- Ignoring or Neglecting Guests
- Rudeness or Abruptness
- Overuse of Jargon



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