

The Benefits of Multilingualism and language Awareness Skills for Hotel Staff.



- Overview of Portuguese.
- Where is Portuguese Spoken?
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- Politeness in Business Context.
- Examples from the Hotel Industry.
- Conclusion.

[Meeting with Kinga Torok \(2211429\)-
20231025_062209-Meeting Recording.mp4
\(sharepoint.com\)](#)

Introduction:

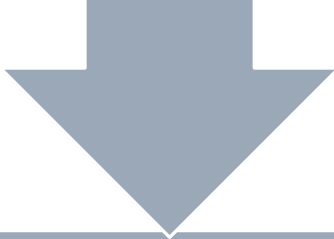
Multilingualism and language awareness skills are of utmost importance in the hotel industry. This report aims to highlight the benefits of these skills and provide insights into the Portuguese language as an example. The report will also discuss where Portuguese is spoken, its difficulty level, and the importance of politeness in a business context. Direct examples from the hotel industry will be provided to enhance understanding and practical application.



Overview of Portuguese:

Portuguese is a widely spoken language in Europe and around the world. It is the official language of Portugal, Brazil, Mozambique, Angola, and several other countries. Due to the significant number of Portuguese-speaking tourists, it is crucial for hotel staff to possess language proficiency in Portuguese

. Where is Portuguese Spoken?



Portuguese is primarily spoken in Portugal, Brazil, Mozambique, Angola, and other Portuguese-speaking countries. Diversity Hotel & Spa London attracts a diverse range of guests, including those from Portuguese-speaking countries, making language skills in Portuguese highly valuable.

Difficulty Level of Learning Portuguese:

Learning Portuguese can be challenging, but with dedication and practice, it is achievable. Portuguese shares similarities with other Romance languages, which may facilitate learning for individuals already familiar with Spanish or Italian. Offering language training programs and resources can support hotel staff in acquiring proficiency in Portuguese.



Politeness in a Business Context:



In the hotel industry, politeness is essential for providing exceptional service. Understanding cultural norms and etiquette is crucial when interacting with Portuguese-speaking guests. Some examples include:



- Using formal titles and greetings, such as "Senhor" (Mr.) or "Senhora" (Mrs./Ms.)



- Addressing guests by their last name unless invited to use their first name



- Demonstrating respect through attentive listening and maintaining eye contact



- Avoiding interrupting or rushing the conversation



- Expressing gratitude and appreciation for their patronage

Examples from the Hotel Industry:

To illustrate the benefits of multilingualism and language awareness skills, here are direct examples from the hotel industry:

- A Portuguese-speaking guest feels welcomed and valued when greeted in their native language upon arrival.
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- Hotel staff effectively communicate with Portuguese-speaking guests, ensuring their needs and preferences are met.
 - Language skills enable hotel staff to provide personalized recommendations and assistance, enhancing guest satisfaction and loyalty.
 - Handling guest complaints in Portuguese shows a commitment to resolving issues promptly and effectively.

Conclusion:

Multilingualism and language awareness skills play a vital role in the hotel industry, particularly when catering to diverse guests. Understanding the Portuguese language and its cultural context enhances guest experiences and builds stronger relationships. By investing in language training and fostering language awareness skills, Diversity Hotel & Spa London can provide exceptional service and create memorable experiences for Portuguese-speaking guests.

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