



The Power of Language *at* Diversity Hotel & Spa London

Spanish

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Foreign Languages and Cultural Awareness, BMIH5003

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Why Language Matters

Manager's Perspective

- Enhanced Guest Experience
- Competitive Edge
- Cultural Sensitivity
- Effective Problem Resolution
- Guest Loyalty



Front Desk Perspective

- Better Guest Engagement
- Increased Job Satisfaction
- Reduced Miscommunications
- Confidence in Interactions
- Career Advancement

Embracing Diversity



Spoken in Spain,
Latin America,
and beyond.



Moderately
challenging.



Attracts Spanish-
speaking guests

Where

Learning

Why It Matters

Speaking with Respect

Politeness in Business

Positive and Professional atmosphere

Build trust, enhance guest satisfaction, and encourage repeat business.

Hotel Examples

Greeting guests in their language

"Por favor" (Please)

"Gracias" (Thank you)

**Using "Señor" and "Señora"
(Mr. and Miss / Mrs)**



Empowering Our Team



Providing you support

- Providing language training opportunities for staff.
- On-site language workshops and courses.
- Encouraging staff to practice and learn basic phrases.
- Recognizing and rewarding language proficiency.
- Investing in language resources and tools.



Uniting Through Language

Language as a Bridge

Building Trust

Guest Comfort

Improving Experiences

Guest Loyalty

Understanding and Connection

References



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