



# **FOREIGN LANGUAGES & CULTURAL AWARENESS**

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# Introduction

- Language skills are imperative within the hospitality industry, improving the visitor experience.



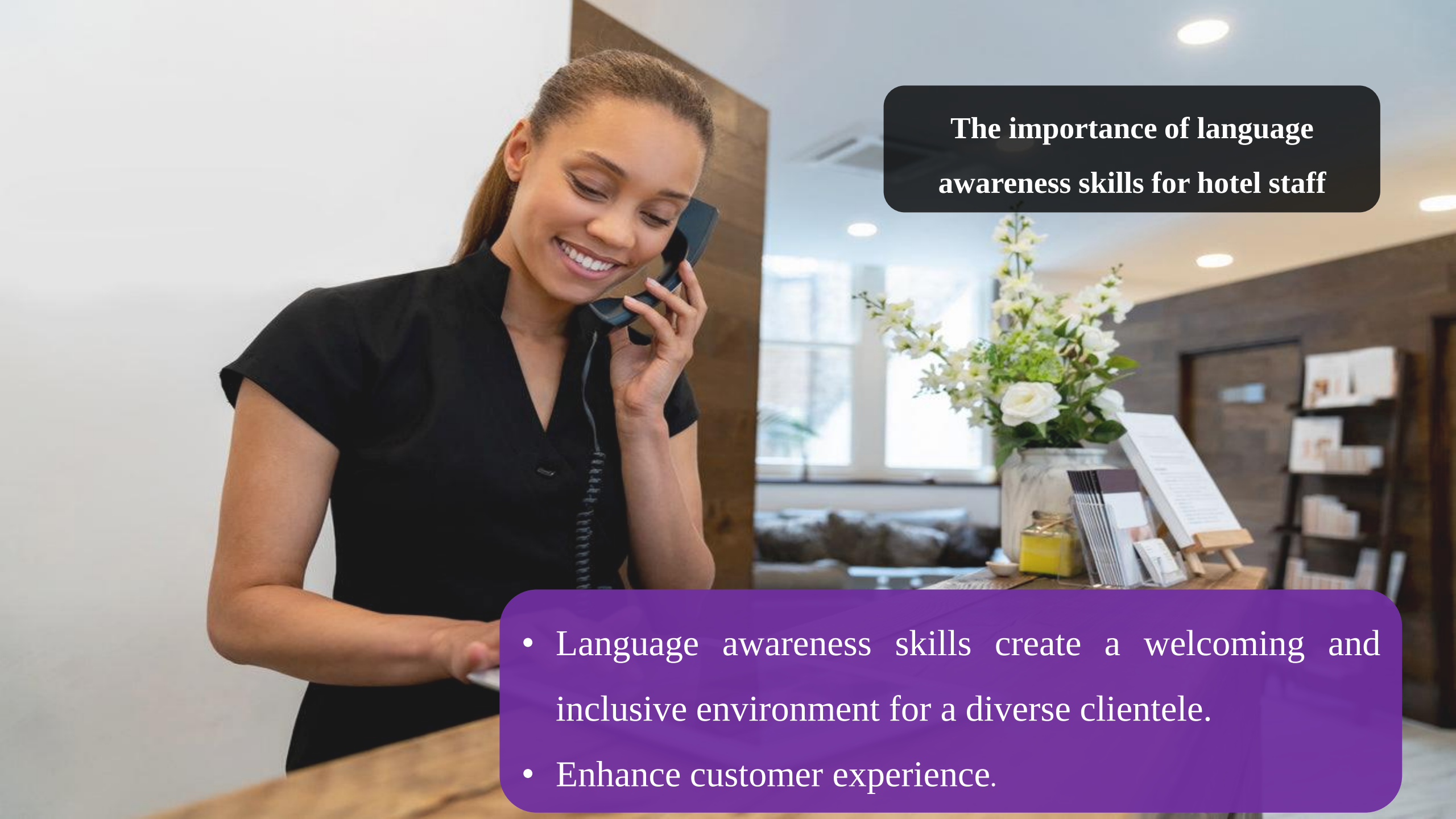
## The benefits of multilingualism

- Communication with a broader range of guests, improving communication and client fulfilment (Hospitalitysearch.co.uk, 2023).

A diverse group of business professionals are gathered around a conference table in a modern office setting. In the foreground, a man with a beard and a black turban is looking intently at a laptop. Next to him, a woman with short brown hair is also looking at the screen. Behind them, a woman with long blonde hair is looking down. To the right, a man with short dark hair is leaning over the table, looking at the laptop. In the center, a woman with curly hair is gesturing with her hands while speaking. The background is a bright, out-of-focus office space with large windows.

# CNTD.

- Understanding and learning about different cultures, as well as developing cultural awareness and respect (Abramson and Moran, 2018).
- Address issues more successfully.

A woman with dark hair tied back, wearing a black short-sleeved shirt, is smiling while talking on a black corded telephone. She is standing behind a wooden reception desk. In the background, there is a modern hotel lobby with a large window, a vase of white flowers, and a brochure rack.

## The importance of language awareness skills for hotel staff

- Language awareness skills create a welcoming and inclusive environment for a diverse clientele.
- Enhance customer experience.

A modern hotel lobby with a wooden reception desk. A male guest in a suit is standing at the desk, holding a silver suitcase, and talking to a female staff member. Another male staff member is also visible behind the desk. The desk has a decorative wooden front with a geometric pattern. There are large windows in the background and modern pendant lights hanging from the ceiling.

# Conclusion

- At Diversity Hotel & Spa London, the integration of multilingualism and language awareness skills is pivotal in elevating the overall guest experience.
- This not only enhances communication but also fosters a sense of respect and inclusion.

# References

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