



Academic Discipline of Hospitality & Tourism Management

Foreign Languages and Cultural Awareness LEVEL 5

Assignment No : Student Self-Reflection

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Personal Reflection

In order to evaluate my learning process and how my comprehension of the topic changed over time, I used a self-reflection methodology while I prepared the presentation on the advantages of multilingualism and language awareness for hotel workers. Through this process, I was able to learn a lot about the value of language awareness in the hospitality sector as well as the difficulties of multilingualism.

1. Observation

The aim to design an educational presentation for hotel workers was well understood at the outset of the project. My early understanding was based on generic notions on the value of multilingualism in the hospitality sector (Christiansen et al., 2020). I gathered pertinent sources and information, such as details on the advantages of multilingualism, the significance of language awareness, and real-world examples relevant to the hotel sector.

2. Feelings

At first, I felt confident in my knowledge of the topic, but I also realised that in order to make a thorough presentation, I needed to dive more into the complexities of multilingualism and its applications in the hotel industry. As I conducted more detailed investigation, I was enthused about the ability to offer insightful information.

3. Assessment:

I discovered that my knowledge of multilingualism and its function in the hotel sector was quite shallow as I dug more into my study. My eyes were opened by the references I gathered to the many benefits, including increased visitor pleasure and a competitive edge for the hotel. I gained

knowledge of the value of cultural sensitivity and how it contributes to the creation of a welcome workplace.

4. Evaluation

I gained a deeper comprehension of the topic throughout the research stage. I realised that multilingualism required recognising cultural subtleties in addition to knowing many languages. I realised that using words to establish a more meaningful connection with visitors. This insight forced me to think in ways that go beyond words (Maheshkar, 2018).

5. Conclusion:

I considerably increased my comprehension of the topic throughout presentation preparation. I learned about the many advantages of multilingualism in the hospitality sector and how it may help a company acquire a distinct competitive edge. I also understood the value of cultural awareness and how it affects visitor happiness. I now fully understand the nuances of language and culture in the context of hospitality thanks to this experience (Trompenaars, 1999).

6. Action Plan:

Going forward, I want to keep learning more about this subject. I will look for more comprehensive materials and take cultural awareness classes. In order to make sure that the information presented is correct and culturally sensitive, I will also try to incorporate these insights into my next presentations and training materials.

In conclusion, this presentation's preparation was a journey of self-discovery for me. It helped me appreciate multilingualism better and how important it is to the hotel business. It highlighted the need of language knowledge and cultural sensitivity, which I will use to my future work to provide

a more thorough and culturally educated approach. This trip has extended my perspective and increased my understanding of the value of language and culture in the hospitality industry.

References

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Maheshkar, C. and Sharma, V. eds., 2018. Handbook of research on cross-cultural business education. IGI Global.

Trompenaars, F. and Hampden-Turner, C., 1999. Riding the waves of culture. *COMPETENCY-LONDON-*, 6, pp.19-19.