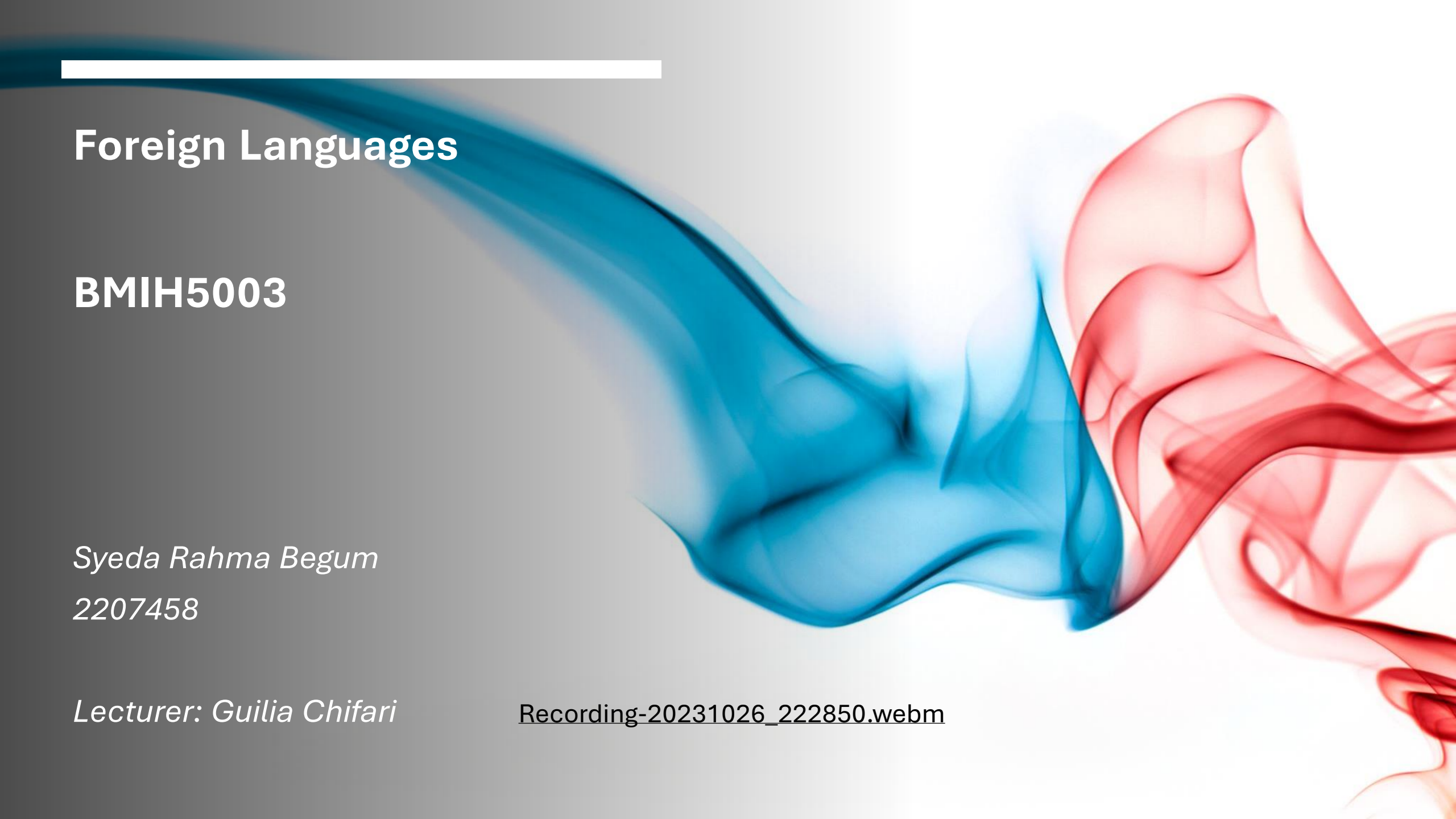




Foreign Languages

BMIH5003

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Recording-20231026_222850.webm

Diversity Hotel & Spa London





Benefits of multilingualism

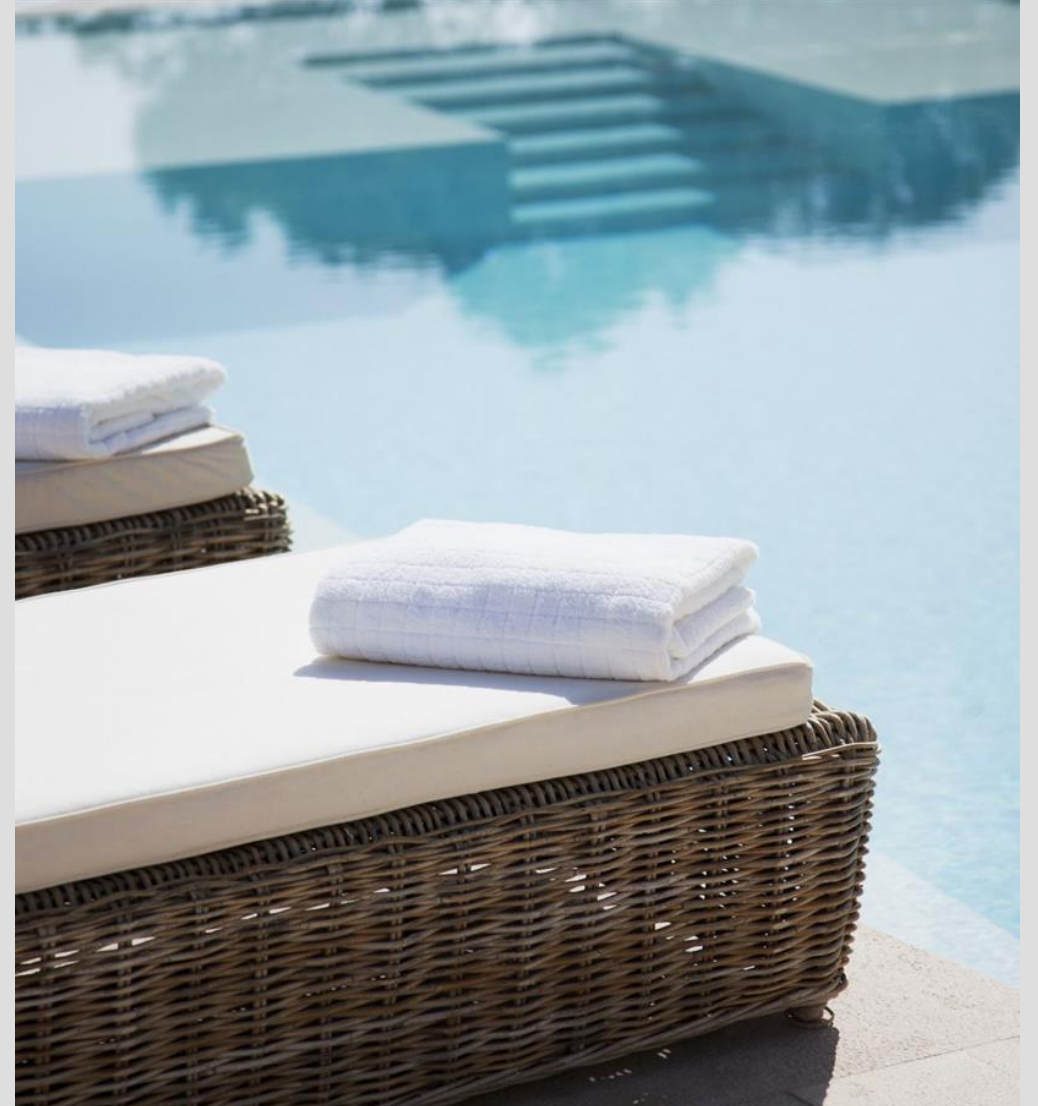
1. Improvement of ability to multitask
2. Improvement of communication skills
3. Improves the first language
4. Increases networking skills
5. Enhances decision making
6. Improves memory/sharpens the mind

(Guarion, B, 2020)
(HSI, 2023)
(Buttler, C, 2022)

Importance of Language Awareness Skills

1. Provide excellent customer service
2. The ability to communicate in more than one language
3. Successful cross-cultural and multilingual communication
4. Meet guest expectations
5. Promotes Inclusivity
6. Build a positive reputation
7. Good listening skills

(CXM, 2023)
(Willi, R, 2023)





The Italian Language



Where is it spoken?

Official language in:

- Italy, Switzerland, Croatia, Slovenia, San Marino and Vatican City
- Spoken in 26 Countries in the world
- Approximately 63 million people globally speak Italian

(Richards, O, 2023)

Is it hard to learn?

- Foreign Service Institute (FSI) considers it to be one of the easiest languages for English speakers.
- Italian and English share very similar common words/ vocabulary
- Italian language relies on rhythm and melody

(Richards, O, 2023)

(ItalianPod101, 2020)

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

Polite

- Greetings – more than just formality
- Social norms and politeness – use “per favore” and “grazie”
- Personal space
- Punctuality
- Public behaviour
- Shake hands

Impolite

- Don't point to people
- Not to smile

(Clegg, T, 2023)

(ItalianPod101, 2020)

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