

Multilingualism and Polish language awareness

Student Name: Sebastian Garbaty

Student number: 2211131

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Tutor: Lisa-Marie Bassler

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Diversity hotel & Spa London

We are not just a hotel,
We are a culture.



What we want to Offer: Belonging, Respect, Value, Home away from home.

What we gain: Good reputation, Success, Competition, Great hospitality service
(Maheshkar & Sharma, 2018).



Multilingualism, Language awareness

- Enhance guest experience
- Great communication
- Cultural sensitivity and awareness

Hospitality search international (2023)





European language

Polish

Good afternoon - Dzień dobry

Thank you - Dziękuję

Happy to see you - Miło mi cię widzieć

Hope I see you soon - Mam nadzieję, że wkrótce się zobaczymy



Polite or Rude?

Addressing someone by their title and last name is considered polite, especially in formal settings or when speaking to elders. For example, "Pan" (Mr.) or "Pani" (Mrs./Ms.) followed by the last name.

Evason (2017)



What other hotels do?

- Languages option for they Website
- Multilingual employee
- Multilingual signs
- Multilingual brochures
- Multilingual transaction tools



Premier Inn (2023) Marriot International (2023)

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