

Assignment 1
Diversity Hotel & Spa London
BMIH5003
Foreign Languages and Cultural Awareness
Student : Ioana Alexandra Frumusanu
Student number: 2212521
Lecturer: Lisa Bassler

DIVERSITY  **HOTEL & SPA LONDON**

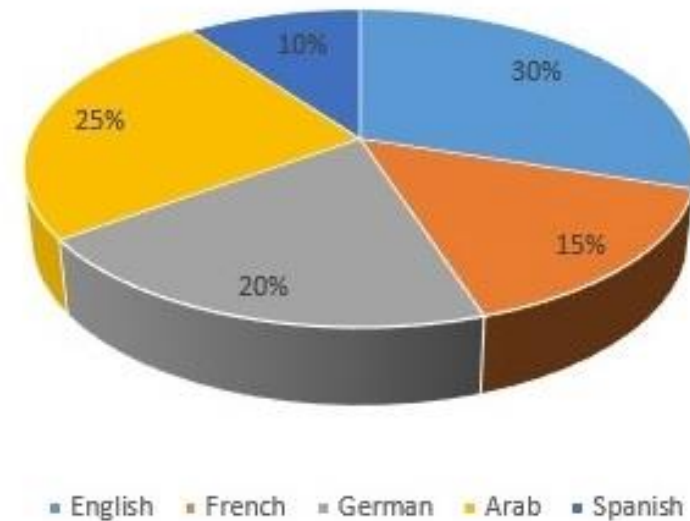
when elegance meets comfort

[Presentation Link](#)

Speaking many languages and being polite in different cultures is vital for our hotel staff at Diversity Hotel & Spa London. It means we can help all guests, making them feel welcome and happy during their stay. Multilingualism isn't just a skill; it's the key to great guest experiences!

Top 5 languages in our hotel:

- English
- French
- German
- Arab
- Spanish



- Chart created by student -



Example of enhancing your language skills

German

Where is it spoken ?

Austria, Belgium, Germany, Liechtenstein, Luxembourg, and Switzerland .

Is it complicated ?

German is not as hard to learn as you might think. In fact, German is one of the easiest languages to learn for native English speakers.

How to improve your german ?

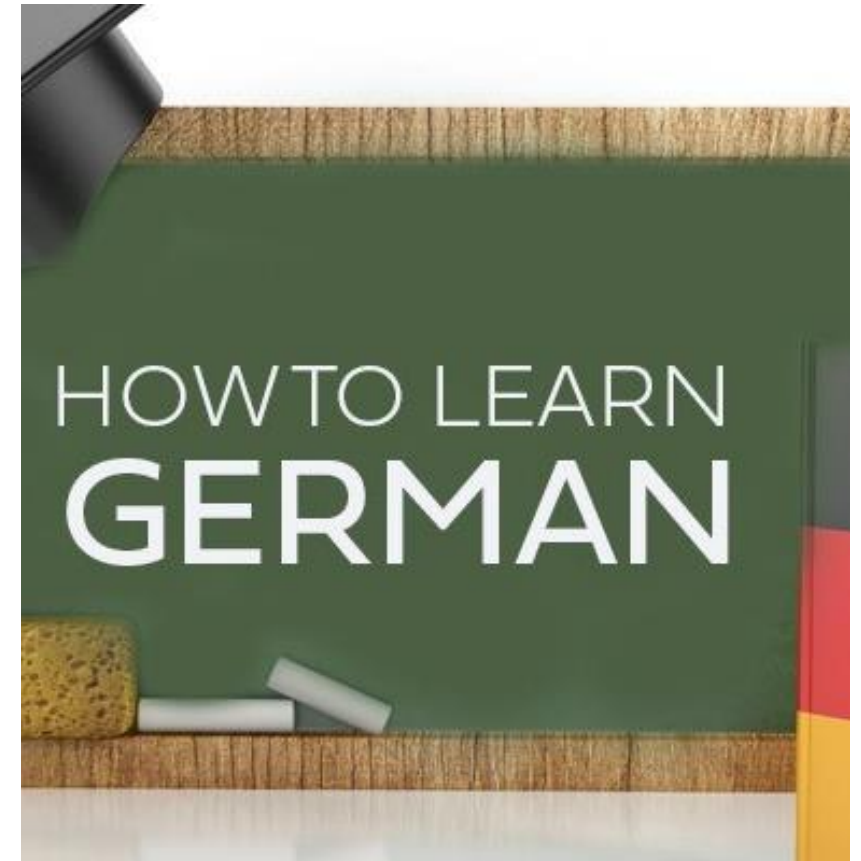
Start with the basics ! Polite hellos and goodbyes, introducing yourself are a good way to start.

- Hallo ! Ich heiße Alexandra! (Hi ! My name is Alexandra !)
- Auf Wiedersehen und vielen Dank, dass Sie sich für unser Hotel entschieden haben! Wir hoffen, Sie bald zu sehen!! (Goodbye and thank you for choosing our hotel ! We hope to see you soon !)

Watching movies in German with your language subtitles is also a good way to improve your vocabulary .

To take things forward in improving your German you can use Technology like translate apps, language teaching apps, online teaching with actual teachers or even in person courses. Diversity hotel will pay for all of this as this is an important matter in order for our guests to have an improved experience within our premises.

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What is considered to be polite/impolite in Diversity Hotel & Spa London

- In hotels, being polite means using nice words like "please" and "thank you." It's also important to call guests by their proper titles, like Mr. or Ms., and to be friendly. For example, saying, "Good morning, Mr. Smith. How can I help you?" with a smile is polite.
- Being impolite means not using good manners. It's rude to interrupt guests or speak in a not nice way. For instance, saying, "What's your problem?" instead of being patient and respectful is impolite in a hotel. Being polite helps guests feel happy and valued during their stay.



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