BMIH5003

Module Title: Foreign Languages & Cultural Awareness

Assignment Type: PRESENTATION

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Introduction

- The presentation that follows will cover how crucial language awareness skills are for the employees at Diversity Hotel & Spa London.

- Multilingualism is not only a benefit but also a requirement in the hospitality sector in the increasingly globalised globe.

(Tomlinson, 2023)

Discussing Multilingualism and the Significance of Language Awareness Competencies for Hotel Staff

(Huang, 2020)

- ***Improved Customer Experience:*** Employees who speak many languages can interact with a greater variety of visitors, which makes them feel more at ease and appreciated while visiting (Hughes, 2020).

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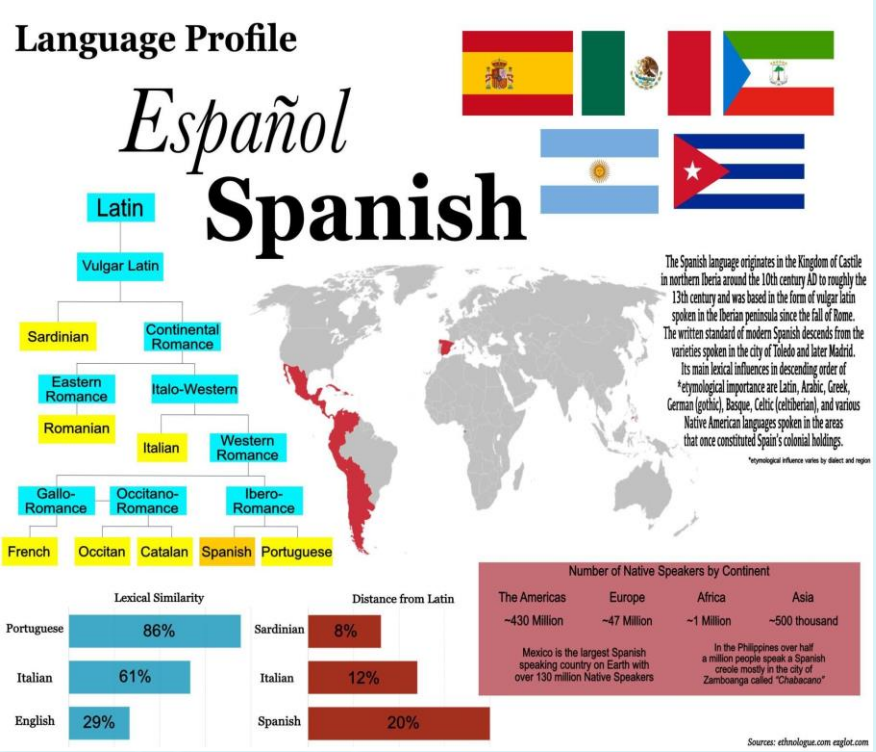
Spanish: A Modern European Language

- ***Speaking Area:*** Many Latin American nations, including Mexico, Argentina, and Colombia, as well as Spain, have Spanish as their official language.

- ***Difficulty of learning Spanish:*** Considering how easy it is to pronounce and how many resources are available, Spanish is thought to be one of the easiest languages for English speakers to pick up.



(Tomlinson, 2023)

Specific Examples from the Hotel Sector

(Huang, 2020)

Checking-In: Upon checking in, a staff member can greet a Spanish-speaking visitor with a greeting such as "Bienvenido/a Diversity Hotel & Spa" to establish a welcome and amiable atmosphere.

Room Service: Orders may be taken quickly and effectively by multilingual personnel, guaranteeing that customers receive their preferred meals on time (Harrison, 2019).

Conclusion

- The presentation mentioned above has been deliberated to emphasise the vital importance of language awareness abilities to the committed employees at Diversity Hotel & Spa London.

- It guarantees a better visitor experience, stronger problem-solving skills, and a larger clientele by embracing multilingualism.

diversity hotels

(Tomlinson, 2023)

References

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