



Diversity

— HOTEL & SPA LONDON —

CRITICAL REFLECTION ON SELF-DEVELOPMENT

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BENEFITS OF LANGUAGE LEARNING

- Language learning improves the visitor encounter.
- It also enhances interaction between employees (Belamaric, 2023).
- Moreover, it increases the number of customers.
- It improves interaction between employees, producing a more productive work atmosphere.
- Bookings rise as a result of reaching a larger consumer base. Furthermore, by meeting the demands of different linguistic groups, it enhances the visitor encounter.
- Language diversity is a strong suit for *Diversity Hotel & Spa London*. They make visitors feel comfortable by speaking their native tongues.



LANGUAGE AWARENESS COMPETENCIES

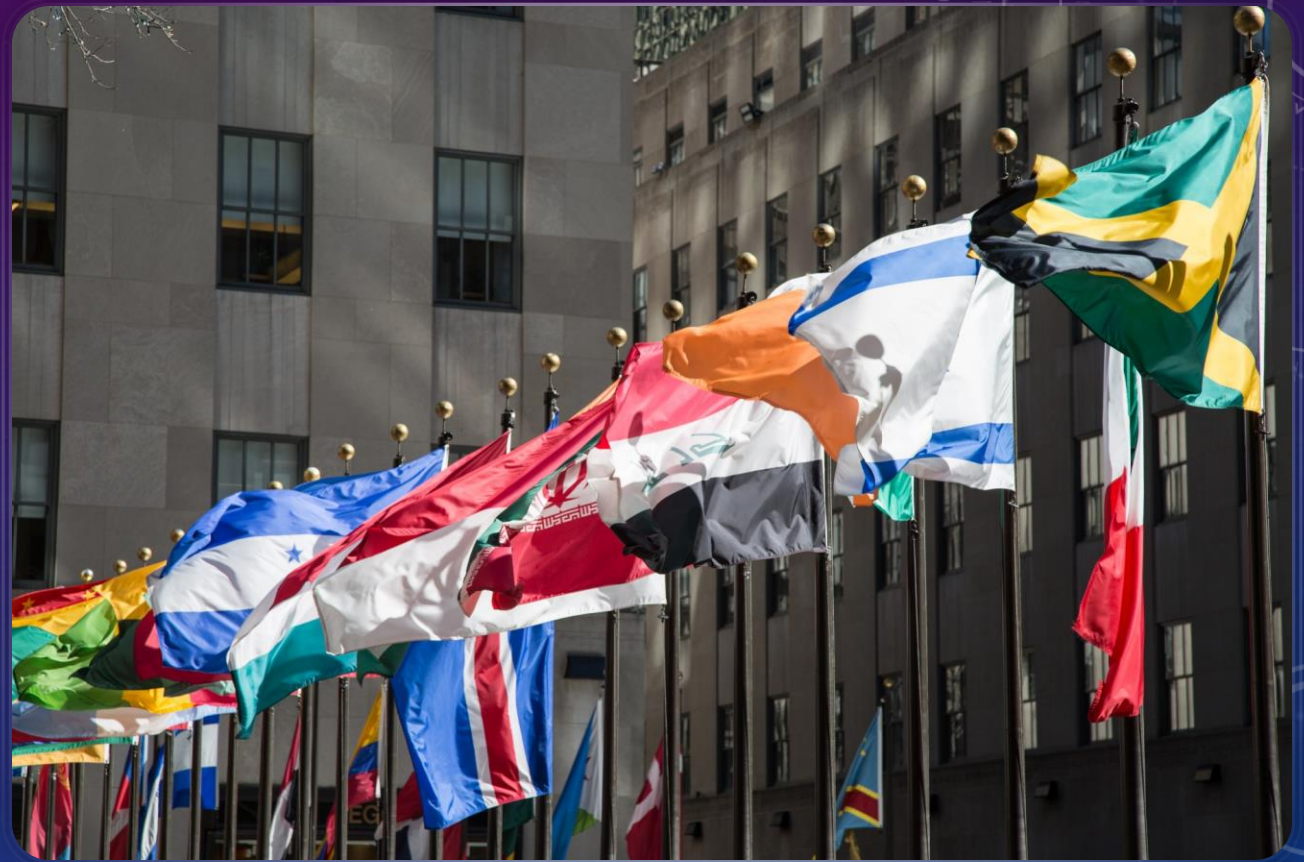
Language awareness competencies include:

- 🚩 Understanding of culture (Ahn *et al.*, 2021).
- 🚩 Multicultural education.
- 🚩 Business etiquette.

In addition, language awareness competencies give them the tools they need to converse politely with visitors and prevent miscommunications or offences.

Language competencies indicates:

- Staff members need multicultural education in order to be aware of cultural conventions, and to comprehend civility (Watson *et al.*, 2019).
- The hotel personnel must possess essential bilingual abilities.
- Hence, it is said that understanding the language is key.



A CONTEMPORARY EUROPEAN LANGUAGE

- French is used in this case as the concerned European language (Lakshman and Gonzalez, 2023).
- However, in the given context, there are various difficulties in learning.
- The French language is an excellent illustration. The difficulty of learning French fluctuates, but it is achievable with dedication.
- French widely spoken not just in France, but also in nations like Belgium, Canada, Switzerland, and a number of other nations (Watson *et al.*, 2019).



COURTESY IN A WORK ENVIRONMENT

- For conversations with guests, it's important to comprehend some language subtleties.
- In France, being polite in a professional setting entail employing titles, salutations such “Bonjour” or “Bonsoir,” using official vocabulary (“vous”) to convey regard.
- In the hotel setting, Mr. and Mrs. are included in the salutation (Chiu, 2019).



EXAMPLE OF THE HOTEL INDUSTRY

- French greetings for visitors is a great example of multilingualism in the hotel industry (Sinha, 2023).
- The French language and manners are used to guarantee a wonderful visitor experience.
- The use of titles when acknowledging guests and retaining civility throughout service encounters are examples of how the hotel employs these vocabulary and manners abilities (Watson *et al.*, 2019).
- In addition to enhancing the client experience, supporting multilingualism and encouraging linguistic capabilities among our team also reflects the dedication to diversity and outstanding service.
- People at *Diverse Hotel & Spa London* want to make sure that all of the visitors feel at home.



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