



Student self-reflection

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The purpose of this document is to use a self-reflection model for analysing my learning experience of the presentation. Using Kolb's Experiential Learning Cycle, I will analyse and reflect on my experience creating a presentation on the importance of language awareness skills for hotel workers and multilingualism. My goal in writing this reflective essay is to examine not just my progress but also the hurdles I had while working on the presentation.

Kolb's reflective model



Source: (Vinukonda, 2021).

Concrete experience

It was a great learning opportunity to put together the presentation on multilingualism and cultural sensitivity for the hotel workers. I originally acquired information about the hotel sector and its rising diversity, which led me to grasp the relevance of multilingualism in improving client happiness.

Reflective observation

During my preparation for the presentation, I noticed a wide range of linguistic competence among employees in the hospitality sector. It was clear that some workers had advanced linguistic skills and others did not (Mariani et al., 2019). After making this discovery, I realised that specific training programs were required to accommodate the wide range of employees' linguistic abilities.

Abstract conceptualisation

Upon synthesising the information and contemplating the significance of language awareness in the hotel sector, I started to perceive a more comprehensive perspective. I comprehended that multilingualism encompasses not just communication but also the establishment of a hospitable and all-encompassing atmosphere for visitors. The scope of language awareness was evident, as it included not just linguistic proficiency but also cultural acumen and non-verbal interaction (Goethals, 2016).

Active experimentation

I integrated the significance of being multilingual and having language awareness, with a focus on cultural subtleties and communication that prioritises the needs and preferences of guests. I additionally suggested implementing a training program that took into consideration the diverse language competency levels of the workers. This was a pragmatic implementation of the principles I had acquired.

What did I learn because of the experience?

Based on what I have learned, hotels that employ multilingual staff members are giving themselves a significant competitive advantage. Guests are more likely to be satisfied if they can communicate with staff in their preferred language. I learned the importance of knowing multiple languages when dealing with customers. Interactions with guests can be greatly improved by mastering such skills as cultural awareness, nonverbal cues, and basic greetings in a variety of languages (Crupi and Vicat-Cole, 2020).

How did my understanding of the subject change over time?

While researching and writing the presentation, my thoughts on the topic developed. At first, I looked at being able to speak multiple languages to expand my market. As I read more, however, I came to see that the topic's significance extends far beyond mere practicality. Teaching hotel employees linguistic awareness was resilient, so a well-organised training program was needed for different learning stages.

Making a presentation on language awareness and multilingualism for hotel employees was a great learning experience. It helped me to appreciate better how important

language is in the hospitality sector. I developed an understanding of the significance of multilingualism in hospitality. Self-reflection using Kolb's Experiential Learning Cycle gave me a thorough understanding of the topic and improved my ability to explain it to hotel workers.

References

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