



University of Wales
Trinity Saint David
LONDON

Assignment

Self-Reflection

(Word Count - 500)

Foreign Languages & Cultural awareness

(BMIH 5003)

Student name: Gergana Nikolova

Student number: 2213953

Tutor name: Giulia Chifari

Self-Reflection

My student self-reflection using the Gibbs' Reflective cycle including the content below:

Description: The preparation for my presentation for Diversity Hotel & Spa London was a challenging yet enlightening experience. Initially, I struggled with structuring the content and organizing my thoughts such as the multilingualism and language awareness in the hotel industry. I delved into extensive research, familiarizing myself with various perspectives like Italian language, the importance of the language awareness and benefits of multilingualism. As the presentation neared, I refined my points, considering the audience's needs and interests sharing with them examples from the hotel industry.

Feelings: At first, I felt overwhelmed with information and doubted if I could convey the concepts effectively. I was struggled to present the document in front of the auditory staff as I wanted to make sure that they understand the content and I can keep their interest and focus while I present it. The most interesting part during preparation was to use Italian greetings and to use formal polite language as an example. This is the main for the hotel industry. However, as I progressed, I grew more confident, especially after incorporating feedback from peers and mentors by reading and using references.

Evaluation: The experience helped me grasp the subject of multilingualism and language awareness deeply. Initially, I had a surface-level understanding, but continuous research and critical analysis broadened my insights. I realized the importance of adapting the content to suit the audience's knowledge level, which significantly impacted my approach.

Analysis: Over time, my perspective on the subject evolved. I recognized the significance of clarity and simplicity in communication and how to better engage the staff during the presentation. This process enhanced my understanding of tailoring information for diverse audiences such as international guest's hotel and how to attract them into our hotel as well as to make them return in the future.

Conclusion: The experience was transformative. I developed a stronger ability to dissect complex concepts and present them in a comprehensible manner. This process enhanced my communication skills and critical thinking. As a result, I improved my knowledge and skills and learned from my mistakes.

Action Plan: In the future, I aim to start the preparation earlier, allowing for more time to review and refine the content. I also plan to engage in more peer discussions and seek diverse feedback to improve further especially when European language as Italian is required. However, planning is coming first, then research and create the content by using more academic literature.

In my opinion in the self-reflection above I would like to note that it has been a challenge and good experience for me to learn and explore the multilingualism and language awareness in hotel industry as well as the Italian language. I have learned how to improve and develop in my future position as a hotel manager and to deal with international hotel guests.

Reference list:

1. Kolb, D. A. (2014). *Experiential learning: Experience as the source of learning and development*. FT press.
2. Schön, D. A. (2017). *The reflective practitioner: How professionals think in action*. Routledge.
3. Moon, J. A. (2013). *Reflection in learning and professional development: Theory and practice*. Routledge.