

Reflection on My Self-Development

Module Name

Foreign Languages and Cultural Awareness (BMIH5003)

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Word Count

519 words

Personal reflection

The following self-reflection has been made using Gibbs' reflective cycle. The cycle will help to understand the different steps of my experience that have been achieved during the study.

1. Description: The presentation has helped me to understand the importance of multilingualism. In order to expand the business of the hotel industry in a foreign country, this is a key to achieving success (Maheshkar and Sharma, 2018). It has helped me to understand that if I ever want to enter in a foreign country, I must learn their language as well to operate the business smoothly.

2. Feelings: Making the presentation seemed difficult to me at first as I did not have an understanding of any European language. After some research, I have realized that French is one of the most popular languages in Europe. In order to conduct the business in France, I must learn the language.

3. Evaluation: The study has helped me to understand why learning a foreign language is necessary. This has encouraged me to learn French for starters. I will certainly focus more on multilingualism in future to make a successful career.

4. Analysis: To effectively integrate cultural diversity into the workplace, employees must ensure that the hotel in which they are employed possesses a comprehensive understanding of cultural distinctions (Madera et al., 2023). If I ever work as a manager of a hotel chain, I will train my employees to communicate with the guests according to their preferences. In order to do so, I will train my employees to learn different languages and cultures.

5. Conclusion: The study has put importance on cultural differences and foreign languages. I have understood how culture differs from country to country. In order to do business in a foreign country, one must learn foreign languages (Hampden-Turner and Trompenaars, 2020). After finishing the presentation, I realised that there are additional factors that influence the subject matter in addition to language differences from other cultures. Over time, my understanding of the subject matter has evolved. I have come to know that a single word can mean different things in different cultures. The behaviour that is expressed in telling a word also influences it. So, it is clear that there is no ending to learning a foreign language and cultural awareness. Having this knowledge will assist me in developing my abilities as well as my behaviour for the future. If I ever work in the hotel industry on a global scale, having this knowledge will set me up for success.

6. Action plan: After all this analysis made above, I have understood that there are certain skills and behaviours that I need to change if I want to become successful. I have to understand cultural differences and barriers to understand the hotel guests in a better way. Every culture should be valued by me. I have to increase my knowledge of cultural intelligence that will make me aware of all the cultures that can be seen while entering into the international hotel industry. Lastly, I have to be flexible in adapting to cultural changes that will bring me maximum success.

Reference List

Hampden-Turner, C. and Trompenaars, F. (2020) *Riding the Waves of Culture*. 4th Ed. London: John Murray Press.

Madera, J.M., Yang, W., Wu, L., Ma, E. and Xu, S. (2023) Diversity and inclusion in hospitality and tourism: bridging the gap between employee and customer perspectives. *International Journal of Contemporary Hospitality Management*.

Maheshkar, C. and Sharma, V. (2018) *Handbook of research on cross-cultural business education*. IGI Global.