

Module: Foreign Languages

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Benefits of Multilingualism

- The use of more languages by the employees is termed multilingualism in the context of the hospitality industry..
- One of the major benefits of multilingualism within the hospitality industry is it brings maximised sensitivity concerning cultural awareness.
- Knowing different languages also helps the employees to be more open with the dialogues with different guests arriving in the hotel business (Tang *et al.*, 2020).
- Multilingualism also provides a major benefit to make an improvement in intercultural communication skills.



Benefits of Multilingualism (Cont'd)



- Hospitality having multilingual employees also helps in making localisation of services easy.
- In addition, multilingualism also expands the worldview and the minds of the employees within the hospitality sector.
- It helps the employees to better understand the needs and requirements of the guests visiting the destination (Mariani *et al.*, 2019).
- Moreover, it also helps in avoiding any miscommunication for providing better services and satisfying the customers.

Importance of Language awareness skills

- The understanding of the possible challenges that are presented by language in learning is known as language awareness.
- An important benefit of language awareness skills is their assistance in the improvement of users' competence and performance in the language.
- Language awareness skills also help individuals to use it as the most efficient tool in the process of transactions (Gorter *et al.*, 2021).
- Language awareness skills also help in the improvement of knowledge acquisition and the language learning process.



Modern European Language common in the hospitality industry (Spanish)



- One of the most common European languages that is common in the hospitality industry is Spanish.
- The language is common as it is spoken in most nations such as Belgium, Austria, Denmark and others.
- The language is quite hard but is common in most European regions.
- However, it takes almost 6 to 8 months to be fluent in Spanish. Different guests are involved in visiting hospitality businesses preferring Spanish (Lovrić, 2019).

Impolite/polite in a business context

- Within the business environment, mainly the hospitality sector, both polite and impolite behaviours are common.
- Polite behaviours primarily consider the needs and feelings of others.
- Diversity Hotels and Spa London and their employees can also involve themselves in behaving in a respectful manner with the guests.
- However, on the other hand, lack of respectful or improper responses to guests is a common impolite behaviour in business.



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A bouquet of pink tulips with yellow centers and green leaves is arranged around a central oval frame. The flowers are in various stages of bloom, with some showing more vibrant pink and others more pale pink or yellow.

*Thank
You*