

Benefits of multilingualism and the importance of language awareness for hotel staff

Diversity Hotel & Spa



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Why Multilingualism matters

- The modern hotel Industry caters to diverse international clientele.
- Benefits of speaking multiple languages for hotel staff (Martínez, 2023).
- Language example: Spanish.



Spanish in the Hotel industry

- Where is Spanish spoken (Sala & Posner, 2023)?
- Language difficulty (Put, 2022).



Politeness in Business context

- The significance of polite language in hospitality (Petty, 2023).
- Examples of polite and impolite phrases in Spanish.
- Examples from hotel interactions.

Puedo ayudarle? Which means Can I help you?

Bienvenido, which means welcome.

buen día, which means good morning.

buenas Tardes, which means good afternoon.

Buenas noches, which means good evening.

A sus ordines. Which means at your service.

Perdón, which means pardon.

Polite and impolite behaviours (Tracey, 2011)

Polite:

- Handshake as a greeting
- Direct and clear communication
- Punctuality

Impolite

- Speaking loudly
- Interrupting others
- Lack of respect for time

Benefits of Language Awareness in the Hotel Industry^(Guarino, 2020)

- Improved guest satisfaction through effective communication.
- Increased job opportunities and career growth for multilingual staff.
- Encouragement to learn new languages



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