

Multilingualism and importance of Language awareness in Diversity Hotel & Spa London

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18 different languages and cultures within our team

Cultural awareness

Cultural sensitivity

Language awareness skills

We can cross learn each other's language and culture. This led to more respect and understanding within our team which help widen our horizon and deliver a better service to our guests (THDM 2023).



Industry examples

Including multilingualism into hotel industry is essential to be able to successfully create a feeling of belonging to multinational guests (Accor 2023).

Organisations from the industry are implemented multilingualism in the hotel either by creating a multilingual team or using outside translation systems or companies to help guest bookings or integrations (Marriott International 2023)



Diversity Hotel & Spa London is proud to be a culturally diverse and multilingual team

To add to our value, we enrich our European multilingual skills with a new language and culture (Encyclopaedia Britannica 2023).

Italy

- Home of the most famous cuisine which often are known for the awards of Michelin stars.
- Strong cultural believes regarding family and celebration “La Famiglia e tutto”
- And the pictorial tourist locations which steal traveller’s hart



Do and don't, to Italians

Show respect and smile Italians
love good vibes

Do not share famous
stereotypes you heard (Filippo 2018).



ITALY

Italian's love to hear they culture,
and language is valued by
strangers (THDM 2023).

Benvenuto nel nostro hotel!

Come posso aiutarti?

Grazie

Arrivederci (Jones, 2018), (Ceste, 2021).



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