

Professional Reflection on Cultural Misunderstandings

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Professional reflection on cultural misunderstandings:

In this reflection paper, I will use the Gibbs Reflective Cycle to thoroughly examine a situation where I misunderstood something related to culture while working as a front desk staff at a hotel. This reflection is about a communication issue I had with Mr. Patel, and it highlights the importance of improved communication and being more attentive to cultural aspects.

Description: Mr. Patel, a guest coming from India, arrived at our recognized hotel for a week-long stay. It became apparent that English was not his speciality, and the nuances of the language posed a significant chain. The check-in process came with a frustrating challenge as Mr. Patel plodded to convey his preferences and understand the procedures due to the language hedge. This misunderstanding led to a mix-up in Mr. Patel's reservation information, which created a negative experience for him.

Feeling: This situation made me feel a mix of emotions. I felt empathetic toward Mr. Patel, who seemed frustrated, but I also felt increasingly frustrated myself because I could not provide the excellent service our guests expected. It was disappointing to witness a "guest" hesitate and feel uncomfortable, which emphasises how important it is to make each visitor feel appreciated and understood regardless of linguistic or cultural barriers (Elmer, 2009).

Evaluation: The evaluation of this incident brings to light the critical part of cultural perceptivity and effective communication in the realm of hospitality. According to Deresky (2017), it is clear that the responsibility of comprehending and accommodating cultural differences is not exclusively on the guest, but rather on the hotel staff. The consequences of this cultural misreading stressed the urgency of a more comprehensive and visionary approach.

Analysis: After reflecting on this situation, I have realized the importance of having a solid plan to prevent similar misunderstandings in the future. To improve communication with guests from different cultural backgrounds, I need to work on my language skills so I can interact with guests who may not speak English fluently. This might include learning basic phrases in the languages commonly spoken by our guests and having tools like visual aids and translation apps at my disposal. The key is to approach every guest with a consistent commitment to showing respect for their culture and being attentive to cultural details (Abramson and Moran, 2018).

Conclusion: This experience draws a compelling conclusion that underscores the imperative of taking a visionary way to enhance cross-cultural communication in the hospitality sector. Admit cultural differences, work on language proficiency, and create clear communication channels to prevent misunderstandings and guarantee a positive guest experience (Azarova et al., 2020).

Action Plan: To plan for the future, I am committed to two main things. First, I will take part in training programs to improve my ability to understand and appreciate various cultural values and practices. At the same time, I will enrol in language courses to learn basic language skills and better understand the importance of effective communication across different cultures. Additionally, I will educate myself about the customs, greetings, and practices of the ethnic groups that our guests most frequently come from. These forward-thinking actions will ensure that future visitors, such as Mr. Patel, experience a friendly environment where their needs and preferences are respected and well-understood.

Reference List

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