

Assignment title: Professional reflection

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Introduction

I encountered a situation in my employment at the international hotel as I was working at the front desk and the front house of the hotel, where a cultural misunderstanding with the guest emphasized the challenge the hotel was facing (Bareh, 2022). The guest who came from a non-English Speaking country reached the front desk in the hotel reception and asked for special dietary instructions for breakfast. My lack of knowledge of the guest's background culture along with my limited English proficiency ended in a miscommunication. This incident also highlighted the importance of advanced developing skills and significance of the behavioural adaptation to avoid future misunderstandings (Li *et al.*, 2020).

Cultural Misunderstanding:

Language Barrier: The English proficiency of the guest was also very limited and was also struggling to communicate all the dietary restrictions to be avoided in his breakfast. I also had very little knowledge about the native language of the guest.

Different Dietary Norms: the guest requested the dietary restriction. It was due to the religious and cultural norms as I was also not familiar with. Without having command of the guest's native language and culture, it becomes difficult to cope with the guest's request and cater the guest's needs accurately (McCallum and Milner, 2021).

Non-verbal Cues: I prefer to focus on non-verbal cues which also lead to more misunderstandings and assumptions about the guest's instructions and requests.

Limited Cultural Awareness: I also lack the knowledge related to the specific cultural norms and customs related to the food and other facilities that are critical to accommodate guest's requests (Maharsi, 2020).

Reflection

I have to develop different skills and must focus on my behavioural changes as to prevent any kind of cultural misunderstandings in the future.

Language Skills: I must focus and give my time to learn basic phrases and terms in foreign languages. It will be very helpful for me to communicate well with the guests and make them feel more valued (Gibbs and Slevitch, 2019).

Cultural Sensitivity Training: Cultural sensitivity training also seems very helpful to understand different cultural norms in relation to the dietary restrictions of the guest (Cornito and Caingcoy, 2021).

Use Visual Aids: Images and diagrams also help and assist in overcoming language barriers and can also help the potential guests to effectively convey their instructions and demands to reduce the chances of miscommunication.

Active Listening: I have to be very attentive to listen actively to the guest's request in order to minimize the chance of making expectations (Adeani, Febriani and Syafryadin, 2020).

Ask Open-ended Questions: I must also ask open-ended questions rather than just assume and rely proceeding simple answers of yes or no. it also allows for a better understanding of the preferences and expectations of guests.

Multi-Cultural Awareness: Being aware and informed of the major cultural events and dietary practices of guests also helps to anticipate the preferences and needs of guests.

Seek Help from Colleagues: I should not hesitate to ask for assistance from my colleagues to have better language and cultural expertise (Klenert, 2021).

Conclusion

The guest's experience at Hotel Name can be drastically impacted due to any kind of cultural misunderstanding and it is important for employees especially employees in front-line positions must acquire a skillset and make behavioural changes to avoid any future accidents like this (Elias, 2019).

We can also enhance the experience of the guests by focusing on and improving language skills, practising active listening, using visual aids maintaining multi-cultural awareness and seeking help to make sure to welcome guests with warm smiles and make them have an exceptional staying experience in our hotel (McCallum and Milner, 2021).

I also recommend implementing and adopting these transitions as ongoing training and development initiatives to foster an innovative and inclusive working culture for both the workforce and potential guests.

References

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