



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Personal Reflection

Module Name

Foreign Languages and Cultural Awareness (BMIH5003)

Lecturer's Name

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Word Count

510 words

Personal Reflection

Reflection is a crucial part of learning. It helps the learner to explore the realm of learning and bring improvements continuously (Brockbank et al., 2017). The module has helped me to gain cultural competency and improve my skills and languages within cross-cultural contexts in the organisation. I will use Gibbs's reflective cycle model to reflect on my learning in the module and prepare the presentation on multilingualism and language awareness. The model has the following six components that continuously flow into a cycle indicating reflection is a continuous process:

Gibbs's Reflective Cycle

Description

The module aims to develop cultural competency in the students. It provides the necessary information and learning materials on various cultural aspects that are relevant to the current workplace context. During the preparation of the presentation slide, I explored a range of sources on multilingualism and its benefits, language awareness skills, and French as a foreign language.

Feeling

When I learned about the module that it would allow us to explore cultural differences and various aspects, I became very excited to learn the new thing. However, I felt a little bit nervous at the time of the slide presentation.

Evaluation

Throughout the study of different materials on multilingualism and language awareness, I gained new knowledge and learned the benefits of knowing different languages. These are the skills that make the graduate competitive in the tourism and hospitality industry. Multilingualism and language awareness are required to create a solid position in the industry and demonstrate expertise (Finkbeiner and White, 2017). My understanding of different cultures has changed by studying the module and now I have become more adaptive. The challenging part of the learning process was to express the complex aspects of my presentation.

Analysis

My acquired skills and understanding of the topic are crucial to providing exceptional customer service in the hotel. Multilingualism and language awareness can be used to ensure effective

teamwork even if team members are from different cultures. These capabilities and skills can be used to interact with the guests effectively. Hotel companies that welcome international guests expect their employees to have unique capabilities to serve the guests better than the competitors do (Sucher and Cheung, 2015). Hence, cultural competency can be a competitive factor in the job market which I have acquired by the completion of the module.

Conclusion

I could make my presentation better by taking feedback from my classmates and my teachers. However, the presentation can sufficiently provide the necessary information about the different cultures and languages.

Action Plan

If I were to make the same presentation again, I would take a different approach for that. I would try to explore more extensive sources on the topic. After the completion of the slides, I would demonstrate my presentation to my friends for their feedback. It will ensure a quality presentation on the topic.

The overall reflection has enabled me to focus on my drawbacks and identify the scope and opportunities for improvements. Cultural competency is what makes employees competitive in the current job market. Hence, it should be achieved.

Reference list

Brockbank, A., McGill, I. and Beech, N. (2017) Reflective learning in practice. In *Reflective learning in practice* (pp. 18-28). Routledge.

Finkbeiner, C. and White, J. (2017) Language Awareness and Multilingualism: a Historical Overview. *Language Awareness and Multilingualism*, [online] pp.3–17.

Sucher, W. and Cheung, C. (2015) The Relationship between Hotel Employees' cross-cultural Competency and Team Performance in multi-national Hotel Companies. *International Journal of Hospitality Management*, 49, pp.93–104.