

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

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**Link:** [Recording-20231027\\_144733.webm](#)



## Reason of the training

- Italian guest in hotel Diversity Hotel & Spa London;
- Aims:
  - communicate effectively;
  - creating a welcoming and inclusive environment;
  - personalised services;
  - language barriers.

(Varga, 2023)

# Italian people and their culture

Italy is a country in the South-Central Europe;

- Language: Italian;
- Religion: Catholicism;
- food: pizza, pasta, risotto, paella, lasagna;
- dessert: tiramisu;
- popular drinks: wine, amaretto, cappuccino, espresso.



(Merriam-Webster, 2023 and Britannica, 2023)



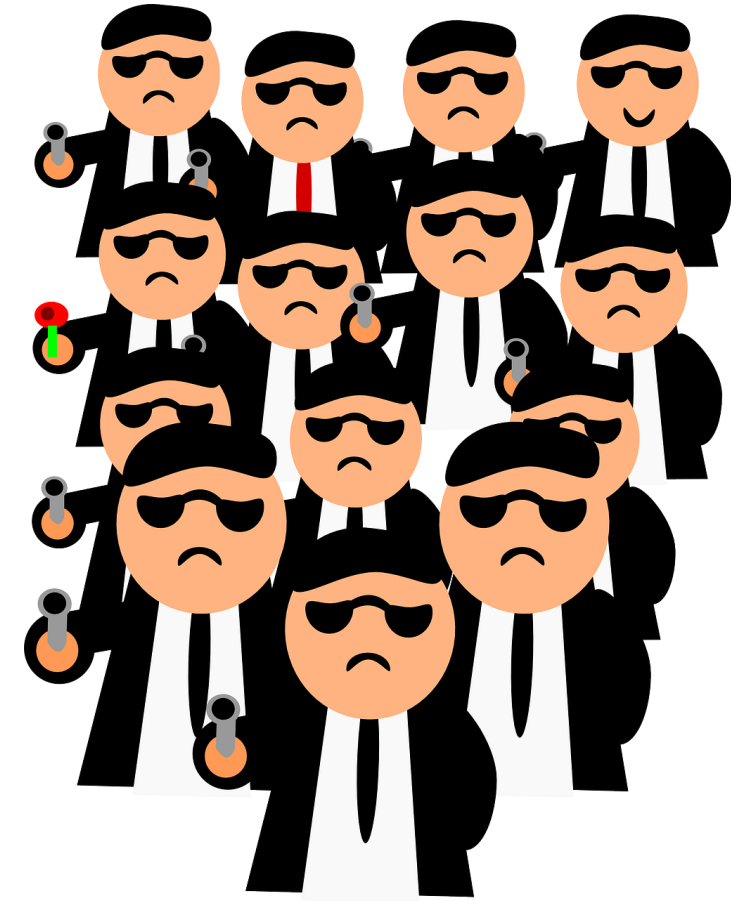
# How to communicate effective

- be polite:
  - Buongiorno, *Per favore, mi scusi, arrividerLa*
- use their first names and appropriate title:
  - Signorina/ *Signori, Lei/Lui*
- keep eye contact;
- shake hands with everyone;

(ItalyMagazine, 2021 and eDiplomat, 2023)

# What avoid in conversation with Italian people

- allusion to the Mafia, crime, and corruption.
- compare the northern with the southern of the country.
- distance in communication.



(Lewis, 2005 and Vezzosi, 2019)

# Benefits of language knowledge

- **Reflections of our experiences:**
  - influences on experience;
  - Impacts interaction with people and environments;
- **Example from industry:**
  - guest cancelling his reservation, due language barriers.



(Mullins and McLean, 2019 and eHotelier, 2022)

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