

An isometric illustration on a light blue background with a white grid. It features several large, 3D blocks in various colors: orange, purple, pink, green, and grey. People are interacting with these blocks: a man in a white shirt and tie stands on the orange block; a man in a suit stands on a pink block; a man in a yellow shirt is on a red block; a man in a green shirt is on a purple block; a woman in a white shirt is carrying a green block; and a man in a white shirt is carrying a pink block. A ladder is leaning against the purple block.

BMIH5003

Module Title: Foreign Languages & Cultural Awareness

Assignment Type: Presentation

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Introduction

- The presentation that follows will cover how crucial language awareness skills are for the employees at Diversity Hotel & Spa London.
- Multilingualism is not only a benefit but also a requirement in the hospitality sector in the increasingly globalised globe.



(Tomlinson, 2023)

Discussing Multilingualism and the Significance of Language Awareness Competencies for Hotel Staff



(Huang, 2020)

- **Improved Customer Experience:** Employees who speak many languages can interact with a greater variety of visitors, which makes them feel more at ease and appreciated while visiting (Hughes, 2020).

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Spanish: A Modern European Language

- **Speaking Area:** Many Latin American nations, including Mexico, Argentina, and Colombia, as well as Spain, have Spanish as their official language.
- **Difficulty of learning Spanish:** Considering how easy it is to pronounce and how many resources are available, Spanish is thought to be one of the easiest languages for English speakers to pick up.

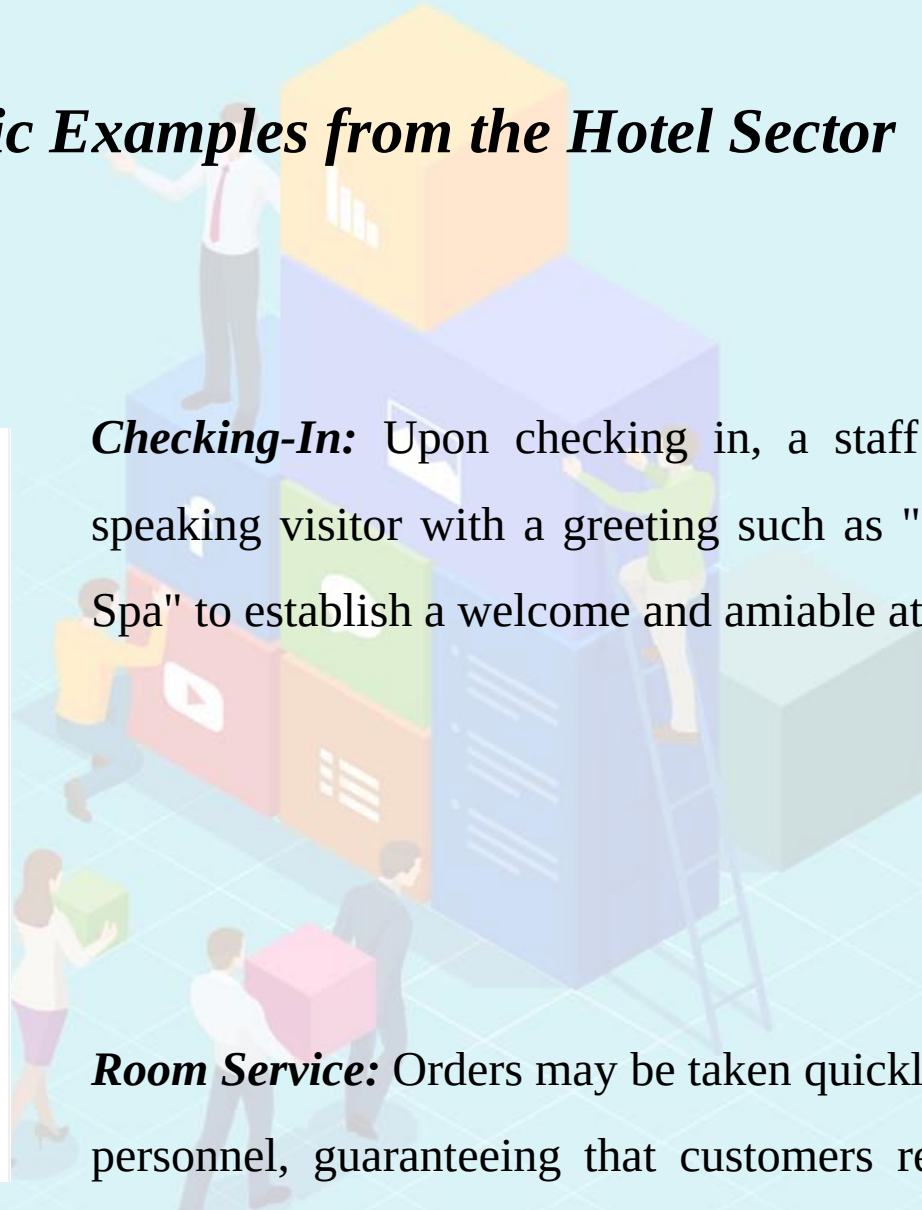


(Tomlinson, 2023)

Specific Examples from the Hotel Sector



Waray-waray Estonian
Turkish Mandarin Marathi
Russian Uyghur Tajik
French Spanish
Hungarian Japanese Cebuano
Amharic Hindi
Tgalog
Nepali Taiwanese German
Luo Swahili Arabic Portuguese



Checking-In: Upon checking in, a staff member can greet a Spanish-speaking visitor with a greeting such as "Bienvenido/a Diversity Hotel & Spa" to establish a welcome and amiable atmosphere.

Room Service: Orders may be taken quickly and effectively by multilingual personnel, guaranteeing that customers receive their preferred meals on time (Harrison, 2019).

(Huang, 2020)

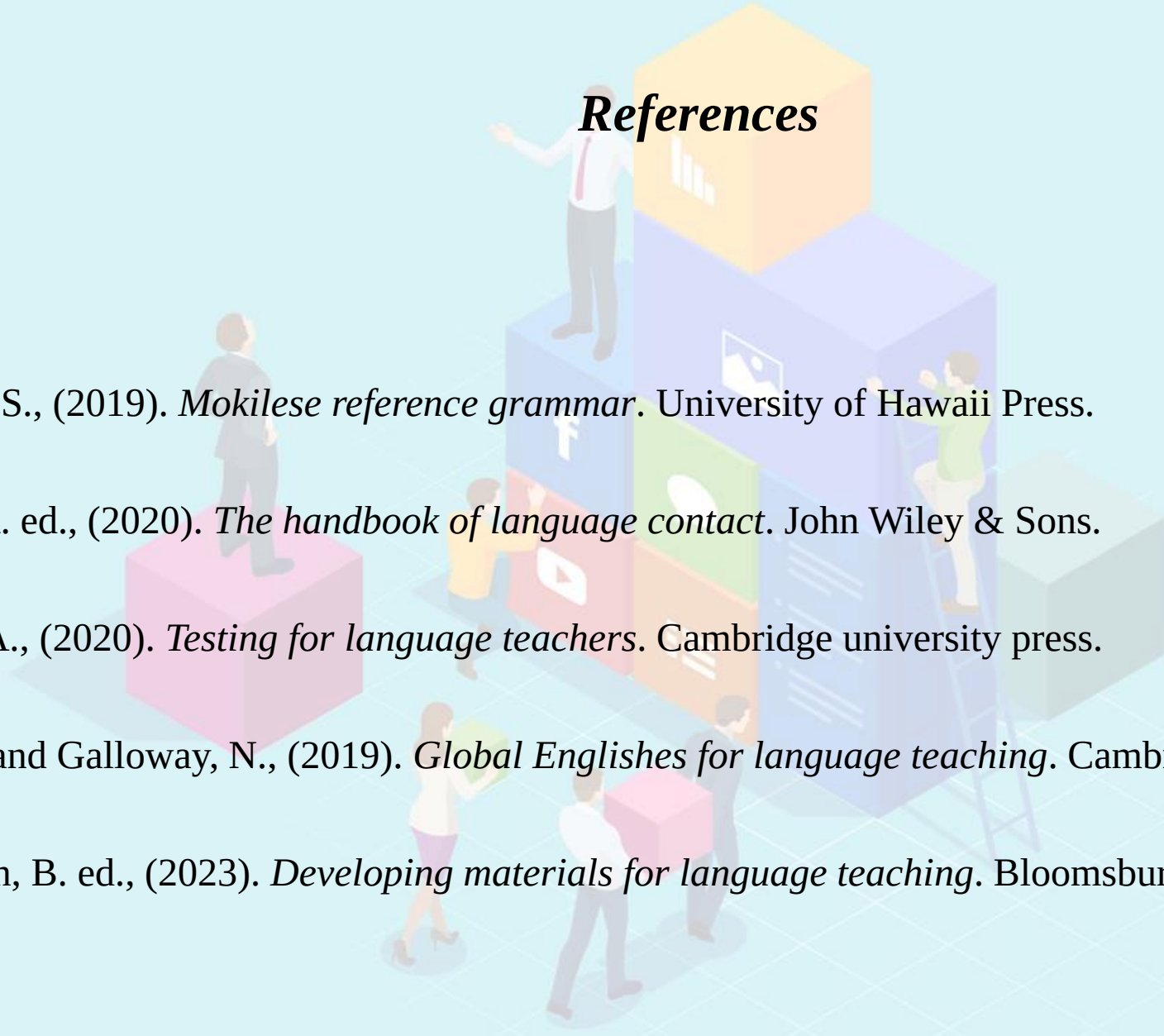
Conclusion

- The presentation mentioned above has been deliberated to emphasise the vital importance of language awareness abilities to the committed employees at Diversity Hotel & Spa London.
- It guarantees a better visitor experience, stronger problem-solving skills, and a larger clientele by embracing multilingualism.

The logo for Diversity Hotels is displayed on a blue square background with a white border. The word "diversity" is written in a white, lowercase, sans-serif font, and the word "hotels" is written below it in a larger, white, lowercase, sans-serif font.

diversity
hotels

(Tomlinson, 2023)

An illustration in the background shows several stylized human figures interacting with a large, multi-colored structure made of stacked blocks. The blocks are in shades of orange, purple, blue, green, and pink. Some figures are standing on the blocks, while others are climbing ladders or carrying blocks. The scene is set on a light blue grid floor against a light blue background.

References

Harrison, S., (2019). *Mokilese reference grammar*. University of Hawaii Press.

Hickey, R. ed., (2020). *The handbook of language contact*. John Wiley & Sons.

Hughes, A., (2020). *Testing for language teachers*. Cambridge university press.

Rose, H. and Galloway, N., (2019). *Global Englishes for language teaching*. Cambridge University Press.

Tomlinson, B. ed., (2023). *Developing materials for language teaching*. Bloomsbury Publishing.