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Introduction



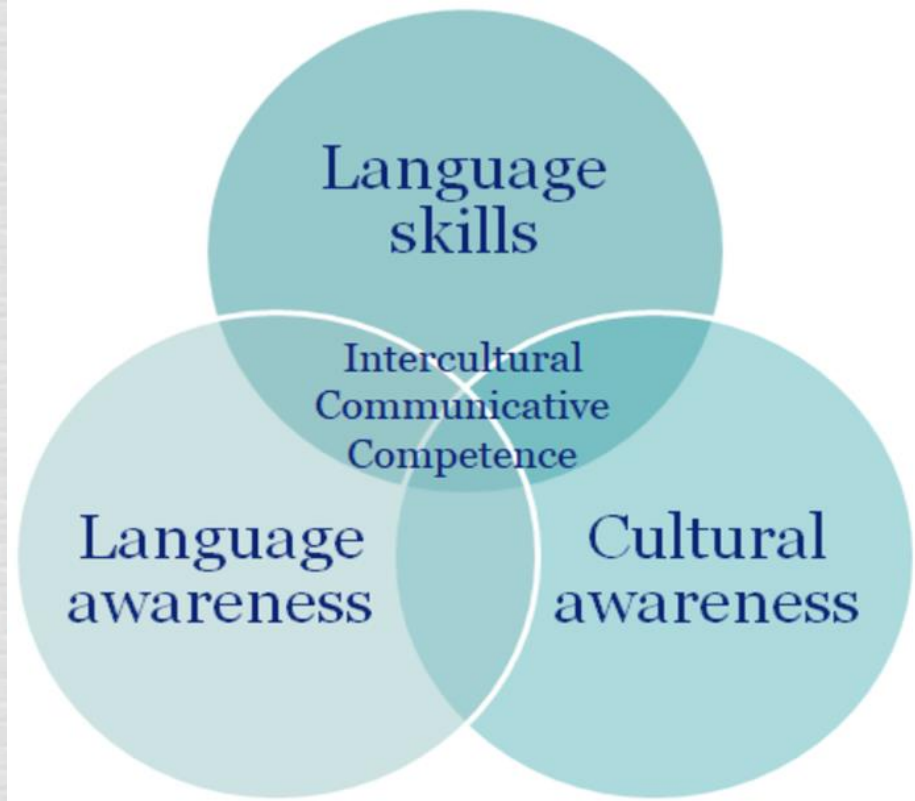
- This presentation is a working document for a manager to give to and instruct hotel staff of Diversity Hotel & Spa London on multilingualism and language awareness
- The primary of is to explore the pivotal role of multilingualism and language awareness in the hospitality industry and discuss the significance of modern European languages, focusing on French, in a global business context

Benefits of multilingualism for hotel staff



- Multilingual hotel staff can communicate effectively with a diverse range of guests, creating a more welcoming environment (De Carlos *et al.*, 2019)
- They can more easily address issues and find solutions by comprehending visitors' concerns despite language barriers (Mondada, 2018)

Importance of language awareness skills for hotel staff



- Hotel employees who possess language awareness abilities can comprehend the intricacies of visitors' wants and preferences, resulting in precise and considerate communication (Jhaiyanuntana and Nomnian, 2020).
- According to Kalargyrou and Costen (2017), they can reduce misunderstandings and provide an inclusive atmosphere that attracts people from various backgrounds.

Referring to a modern European language

Informal	Subject + Verb + Question word ...? Intonation <i>Vous venez manger quand ?</i>
	Question word + Est-ce que + Subject + Verb +...? <i>Quand est-ce que vous venez manger ?</i>
Formal	Question word + Verb + Subject + ... ? <i>Quand venez-vous manger ?</i>

- French is an official language in 39 countries that including France, Switzerland, and Belgium and is also partially spoken as a mother tongue in 8 other nations (World Data, 2023)
- French can come off as a hard language to master especially for non-English speakers (Thompson, 2023)
- In a business setting, when speaking French, politeness is maintained by using formal language and by addressing individuals by their titles and last names rather than by their names, which is considered impolite (Watts, 2019)

Conclusion

- This presentation has emphasised the critical role that multilingualism and language proficiency play in improving guest experiences and fostering cross-cultural understanding in the hospitality sector
- Discussion has been made on the significance of modern European languages, focusing on French

References

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Thank You