

# Foreign Languages and Cultural Awareness

Diversity Hotel & Spa London

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# *Benefits of keeping multilingual employees in a hotel*

- Primarily, it enabled efficient interaction with visitors from various language backgrounds, improving customer support and happiness.
- Furthermore, being able to speak with visitors from other nations in their language makes them feel more at ease and respected.
- Lastly, bilingual staff members can help resolve issues and misunderstandings brought on by language problems, promoting a peaceful and welcoming atmosphere for both visitors and workers.



# *Advantages for hotel workers to know multiple languages*



(hospitalitysearch, 2023)

- Primarily, it creates chances for efficient communication with a variety of visitors, enabling improved client satisfaction and service.
- Additionally, bilingual staff members may help to resolve issues and misunderstandings brought on by language limitations, resulting in efficient operations and pleasing customers.
- Lastly, being able to speak more than one language helps hotel staff to advance in their respective profession since it shows that they can adapt to different cultures.

# *Challenges of learning the language*

- Firstly, learning a new language takes effort, commitment and regular practice, all of which can be tough and time-consuming.
- Secondly, it might be frustrating and discouraging due to the complexity of grammar, vocabulary and pronunciation.
- Lastly, there might not be many possibilities for immersion language practice, making it more difficult to become fluent and confident in everyday interactions.



(hotelowner, 2023)

# The chosen language: Spanish

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There are several countries where the Spanish language is spoken: **South American** countries such as Argentina, Bolivia, Chile, Columbia, and Peru, **Central American** countries: Costa Rica, Guatemala, Panama, **Caribbean** countries, **Europe** and **African** countries; (more than 21 countries)

Spanish is the third most spoken language in the world

Spanish is one of the easiest languages to learn as it shares some similarities with many languages;

Addressing to customers in a formal way using the following: “Buenos dias, Bienvenidos al hotel”, “me permite”, “por favor” ,”la revedere”

Instead of *Cómo te llamas?* What’s your name?” use *Me puede decir su nombre, por favor?* Could you tell me your name, please;

It is impolite to speak over the customer or to speak too loudly ;



## CONCLUSION



(ad-vance, 2023)

- In conclusion, foreign languages have always had a great impact on the hospitality industry in general.
- The Spanish culture is one of the largest spreading cultures that not only provides an opportunity for the rapid growth of its culture but it also opening up new gates into the hotel industry.

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