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HOSPITALITY ENGLISH: THE MAIN FEATURES

English is a language spoken all over the world. Speaking clear, confident English will not just help you with everyday communication – it can also give you a better experience as a traveler, or help your career go further if you are a hospitality professional. Hospitality is a great industry to pick up some work experience and improve your English at the same time.

The tourism and hospitality industry is one of the biggest employment sectors providing jobs for millions of people. Bringing together everything from the biggest event venues to the smallest boutique hotels, the sector is constantly innovating. So from creating unforgettable experiences to exploiting emerging technologies and the business essentials underpinning it all, there's no better place to tap into the expertise you'll need to flourish in a global career [1].

Hospitality is an industry where communication is the key feature. It's also an international industry and will involve a range of inter-cultural encounters. The language of this industry is quite clearly English in an international context [2].

As English is the language of the globalized business world, effective and excellent communication and adequate English language competency is essential for better guest experience and hence better efficiency, productivity and, in the long run, profitability of the industry [3].

Despite much attention being paid to various issues of tourism industry along with many language aspects [4; 5; 6; 7], there is a necessity of a more thorough focus on the main features of hospitality English, hence becoming ***the purpose of the study***.

The English spoken by hospitality staff is not regular, everyday English. Due to monitoring and comparative analysis of the internet resources [1; 2; 3], the key peculiarities of hospitality English appear to be as follows.

Politeness and formality. Working in a hotel means using more polite language than you would in your everyday life. It does not matter if you are speaking to an important businessman or a tourist on vacation. Everybody visiting the hotel is treated with the same high level of respect and formality. That is because as an employee in a hotel, your job is to make sure the customers are having a great stay.

Frequently repeated phrases. Working in a hotel means repeating several phrases many times. There is certain vocabulary that gets repeated a lot. You might be repeating certain phrases all day. This is great news if you are worried about saying something wrong when you first start out. Just remember the correct phrases and you will be fine. You will learn more as you speak to more people, and your English will grow naturally.

Regular dealing with requests and inquiries. In hotels, people make requests often. In a hotel environment, you will be asked about the hotel and the area around it. So learning hotel English is not just about learning the English. It is about learning everything you might be asked about your hotel or location. Part of your job will be understanding what is being requested and responding properly. A great way to make sure you understand something is to repeat it back in your own words.

Handling problems with courtesy. While most of your job should be pleasant, once in a while there are problems and mix-ups. When this happens, you will need to keep cool and polite. You will need to resolve problems with a smile. There is proper language to use when you want to keep a situation under control. Being understanding and wanting to help are important.

In conclusion, focusing on hotel English should not keep you from learning regular English. Having better all-around English will improve your job prospects in the hotel industry. Working in a hotel will require you to use all kinds of English. As part of a hotel's staff, you will be dealing with native

English speakers and non-native speakers. This means many different levels of English will be spoken, and you will need to be understood by everyone. That is why hotel English is simple and to the point. As long as you are polite and clear with your speech, you will do great.

Keywords: hospitality, requests, formality, politeness, communication.

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