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HOSPITALITY ENGLISH: THE PECULIARITIES OF LEARNING THROUGH MOVIES

Introduction. Hospitality industry, is very diverse in nature as it accommodates employees and guests, with different language, ethnic and cultural backgrounds. 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.

It is true that the hospitality industry includes a variety of career opportunities for progression and promotion. But, most of the times they are out of reach unless a person who is pursuing them is a proficient and a confident user of the English language. It is more than just important to effectively communicate in English, no matter where in the world you live, travel or work. Certainly speaking fluently in a language is imperative when working in an English speaking nation [1].

Notwithstanding great deal of attention being paid to different issues of tourism industry along with various language aspects [2; 3; 4], there is a necessity of a more thorough focus on peculiarities of learning hospitality English through movies as an efficient way of language learning, thus becoming **the goal of the study**.

Results. Hospitality English is simple, clear, professional, and formal. At the same time, it is also polite, friendly and welcoming. Speaking in a way that is formal but also friendly can be difficult.

That is why there are many courses online and offline that specifically teach this kind of English. Many hotels and other tourism spots actually have their own programs for teaching employees how to speak hospitality English.

In case you are studying English, you can work in the tourism or hospitality industry. If you cannot get that experience, movies are a great replacement. There are many movies and TV shows about hotels or set inside a hotel, making them perfect for hearing hospitality English being used.

According to the monitoring and comparative analysis of the internet resources [1; 5; 6], the key peculiarities of learning hospitality English through movies appear to be the following.

Listening attentively to the way the professionals speak. All the movie characters working in hotels use hospitality English. It is important to listen to the way the hotel staff speak, and compare it to the way visitors speak. You can really hear the difference in the movies.

Paying attention to the use of English in different situations. It is essential to note that the hotel staff speak differently to visitors and guests than they do to each other. This is another way to hear how different hospitality English is from regular everyday English.

Concentrating on repeated phrases and words. Hearing professional vocabulary words being used is a good way to learn them better. Listen to the staff's words and see if you can pick out hospitality vocabulary and phrases. It is a great chance to see them in action.

Focusing attention on dos don'ts in professional speaking. Some movies show you what not to do. Not all hotel employees in movies do their jobs well. Whenever someone speaks casual English, or does not do their job right, pay attention to the way people react to them. It is a good chance to see how important it is to speak correctly, for the way people treat you changes based on how you speak.

In conclusion, knowing English is essential if you are planning to work in hospitality industry. You need plenty of specific vocabulary and phrases for hotel work and it is important to see all of that language in action. When you cannot be near actual native English speakers who are using

their language, something else you can do is watch movies. It is much easier to understand a movie because you can see everything. You can read facial expressions to better understand what the character is saying. You can easily guess what is happening in a movie even if you are a beginner in a language.

Keywords: hospitality, movies, professional, communication, learning.

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