

ENGLISH IN COMMUNICATION WITH INTERNATIONAL GUESTS

The aim of this study was to show how English is used in communication with international guests and why simple language is effective in hospitality.

English is important in hotels and restaurants. Guests come from different countries, so English helps staff communicate with them. In most situations, staff and visitors do not share the same native language. Because of this, English becomes the main tool for communication in everyday service [1, c. 52].

Language barriers represent a critical challenge for non-native English-speaking guests, particularly in the hospitality sector, where effective communication is essential for ensuring positive guest experiences. These barriers can manifest in several ways, including difficulty understanding accents or idiomatic expressions commonly used by native English speakers, challenges in articulating specific needs or requests clearly, and confusion arising from culturally nuanced communication styles that may differ significantly from their own.

In this field, communication is usually simple and practical. Employees use short and clear sentences so that guests can understand them quickly. For example, they say: “Your room is ready”, “Please follow me”, or “Breakfast starts at 7 a.m.” These phrases are easy to understand and help avoid confusion [1, c. 75].

Clarity is really important in the communication. Staff should avoid complicated grammar and difficult words. Simple language helps reduce misunderstandings and saves time. It is better to speak in a direct and clear way than to try to sound too formal [2, c. 118].

Politeness also plays a key role. Guests expect friendly and respectful communication. Words like “please”, “thank you”, and “I’m happy to help” make a big difference. For example, instead of saying “Wait”, it is better to say “Please wait a moment”. This makes communication more positive [2, c. 136].

Vocabulary in hospitality is limited but practical. Workers use basic words every day, for example: reservation, menu, bill, check-in, and check-out. It is not necessary to know complex vocabulary. It is more important to use basic words correctly [1, c. 142].

Non-verbal communication is also important. A smile, eye contact, and calm tone can help a lot. These elements support understanding, especially when guests do not speak English well.

Listening skills also essential, either. Staff should pay attention to what guests say and ask simple questions if something is not clear. For example: “Can you repeat, please?” or “Do you mean this?” This helps avoid mistakes.

In real situations, problems can appear. Guests may have complaints or special requests. In such cases, employees should stay calm and polite. It is important to explain the situation step by step and help the guest [1, c. 158].

In conclusion, English in hospitality is simple, clear, and focused on real communication. Good service depends on the ability to speak in an easy and friendly way. As globalization continues to drive cross-border travel and commerce at

unprecedented rates, addressing these challenges will remain critical for ensuring equitable access to high-quality services across all sectors.

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