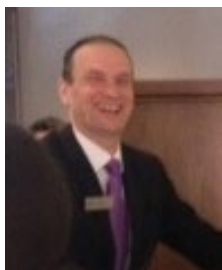


Hospitality and Tourism

Stuart Broomfield



Job title:
Hotel Manager

Company:
Macdonald Holyrood
Hotel

**This Hotel Manager recognises
the importance of connecting with
guests in their own language.**

What are your experiences with languages?

I studied French at school for two years but unfortunately did not keep it up. I regret this now. In Hospitality, language skills add to your employability as well as enhance your working experience. I have dealt with many French guests and being able to speak to them in their own language would have meant I could connect with them better, ensure their visit was comfortable and do my job to a high standard.

How do languages impact your current job?

All employers are looking for employees that can demonstrate key skills and applicants who have a language stand out from the crowd. Visitors to the Macdonald Holyrood Hotel come from all over the world. Edinburgh is an international city which attracts travellers all year round, from Europe, the Far East, the Americas and beyond. Employees who can speak other languages are able to welcome guests to the hotel in their mother tongue and engage with them on a deeper level.

To have a second or third language adds to your employability.

Stuart's advice:

- Hospitality is the biggest industry in the world and it's all about communication and being able to connect with others.
- Learn a language. Language skills will improve your employability.
- Always set your targets high. If you want to work in a restaurant, work in a great restaurant. If you want to work in a hotel, work in a four or five star hotel. Reach for the stars.
- Commit to high professional standards and deliver them consistently. This will make you a better employee marked by integrity and high personal standards.

More information:

Stuart's full job profile
bit.ly/sciltstuartbroomfield

Other careers with languages
bit.ly/sciltjobprofiles

Studying languages beyond school
www.scilt.org.uk/BeyondSchool.aspx

A career in tourism
www.myworldofwork.co.uk/the-tourism-industry

My World of Work
www.myworldofwork.co.uk/

Macdonald Holyrood Hotel
www.macdonaldhotels.co.uk/our-hotels/macdonald-holyrood-hotel/