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## **HOSPITALITY ENGLISH: THE TV AND MOVIES RESOURCES FOR LEARNING**

**Introduction.** English has been chosen as the language of international communication. Being bilingual helps them to excel in the hospitality service, opens a wide range of networking opportunities, as well as demand and supply of labor available for all bilingual and multicultural professionals within the tourist area.

Communication skills are a crucial element of hospitality industry. Good oral and written communication skills are the top requirement in the hospitality industry. Without any symbol of doubt, the universally accepted language of hospitality is English. It does not matter whether you are a housekeeper or a manager; it is almost guaranteed that you will be expected to have not only a passive understanding of English, but also confidence in actively using it [1].

Although much attention has long been focused on various aspects of tourism industry and many language issues [2; 3; 4], there is a need in detailed examining of the main TV and movie sources for learning hospitality English as an effective means of language learning, hence becoming ***the task of the study***.

**Results.** Movies are a great learning tool. To actually see the language being used you will need to either get a job at a hotel or visit a hotel. If

you cannot get experience in a hotel, watching movies will be an extra resource for you to keep studying.

There are a number of great English movies and TV shows where some or most of the action happens in a hotel. Movies like this are an excellent way to learn hospitality English because they let you see right into the hotel.

The monitoring and comparative analysis of the internet resources [5; 6; 7] reveals the main TV and movie sources for learning hospitality English to be as follows.

*Maid in Manhattan* [5; 6]. There are many scenes in this movie where the hotel staff are talking and having fun together, but when they are with guests they change their language. The movie is also great for seeing what it is like to actually work in a hotel, not just what you see from the outside.

*Hotel* [5]. Back when this old movie was made, hospitality meant even more than it does today. If you want to see what real hospitality can look like, this movie is perfect. It is also an interesting look into how a hotel works, and the people and effort that it takes to keep everything running smoothly.

*Hotel Babylon* [5]. This TV show has a little bit of everything. See how to be an excellent host, how staff talk to each other and the guests, and how to avoid breaking the rules, something that the staff here do not mind doing once in a while.

*The Grand Budapest Hotel* [5; 6]. Not all of the movie takes place in the hotel, but the parts that do show you how many different people make the hotel work well. There is also an example of how not to behave as a concierge.

*Four Rooms* [5; 6]. Watch the main character deal with crazy situations and still somehow keep calm. Listen to how his language changes from the beginning of the night to the end, as well as how he speaks to the different guests as their requests get sillier and sillier.

*Fawty Towers* [5; 7]. This TV show is like a how-to guides on how not to act as a hotel employee. The main character is mean, grumpy and does not treat his guests well. It is better to do the opposite of everything that you see here.

*Blame it on the Bellboy* [5; 6]. All the problems in this movie start with the bellboy getting some information wrong. The movie might not

spend too much time in a hotel, but it is a great example of why communication skills are really important.

**In conclusion**, to make sure that you can actually use your English skills in the real world, use your time outside classes to learn professional English that is relevant to your industry. Every part of your learning should have your industry in mind. This will make you even more prepared for a job in the field. Fortunately for the language learners, we live in a very digital age. That means there are tons of various content on the internet to help you learn the professional hospitality English.

*Keywords:* hospitality, learning, communication, movies, resources.

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