Classes in English as a Second Language Empower Hotel Workers

The Gaylord Texan Resort and Convention Center on Lake Grapevine offers a free 16-week English-as-a-second-language class to its employees. The first class was successful with a 100 percent completion rate. To take part in the program, employees must apply and pass an interview. Participants are required to complete assigned homework and attend classes with both verbal instruction and computerized assistance. The class is expensive, $20,000 a session, but hotel executives hope to improve guest service as a result. Texan’s operations training manager, Jose Anaya, said, “Our goal is to empower them, in this case by giving them language skills. When you don’t speak the language, you are embarrassed, especially as an adult. You are shy. They needed a confidence-builder” (1). Given the growing Hispanic population, there is a need to implement programs to teach them English. Another class is going to be offered to help employees pass a high school equivalency test. Within the next year, the company plans to expand the ESL class and also offer Spanish classes for English speakers, just as Fazoli’s does. One Texan employee said, “The benefits, such as more job opportunities, make the class well worth it” (2). As mentioned in the previous articles, this article shows the potential results of improving communication by overcoming language barriers.