

Lesson 12: Language Boom

Lesson Objective

By the end of this lesson, you will be able to:

- ✓ Defining language
- ✓ Expressing opinion and reasoning

Language is defined as “a system of communication consisting of sounds, words, and grammar, or the system of communication used by people in a particular country or type of work” (Cambridge dictionary). In other words, language is a medium (in the form of sounds, words and grammar) for people to communicate to one another. Language skills affect the fluency of communication. If you can master a language well, you will be able express your thoughts appropriately.

In fact, English is one of the most spoken languages in the world. It is the official language in at least 53 countries and is spoken as a first language by around 400 million people worldwide. No wonder, whenever you work, you will find English-speaking people as your colleagues or customers. Especially those who work in the hospitality industry, mastering English is important because the way you communicate makes a big difference to how comfortable customers feel. Understanding of performance expectations are keys to the achievement of tourist satisfaction.



Since communication skills are an important element of hospitality industry, you need to learn how to communicate your thought properly and fluently. So, let's talk about the ways to deliver your opinion to others.

There three main structures in expressing your opinion:

1. Opening

Here are some expressions you can use to deliver your opinion.

- I think...
- I believe...
- I reckon ...
- In my opinion,... / In my humble opinion,...
- According to my opinion,...
- In my view, ...
- Well, if you ask me...
- As far as I'm concerned, ...
- I would like to point out that ...
- I'm convinced that...

2. Reason

After delivering your opinion, you can strengthen your opinion using multiple reasons. Here are some expressions that will help you state your reasoning.

- The reason is ...
- It's because ...
- This point is important because ...
- Due to the fact that
- For one thing

If you have multiple reasons to support your opinion, you can structure it by giving an ordering.

- Firstly
- Secondly ...
- Third ...
- Moreover ...
- Additionally ...
- Another reason is ...

3. Conclusion

Finally, you can conclude your opinion. Conclusion is needed to strengthen your opinion and remind your listeners about points you've made. Here are expressions you can use to conclude your opinion.

- We can conclude that
- In conclusion
- To sum up ...
- In summary ...
- I'd like to conclude that ...
- Overall, it may be said...
- Finally, it can be concluded ...

After expressing your opinion, you can ask other people to share their opinions so that two-ways communication can be well established. Here are some expressions you can use to ask someone's opinion:

- What's your opinion on?
- How do you feel about ...?
- Please tell me your opinion on...
- What's your view on ...?
- What do you reckon?
- What do you think of?
- Have you got any thought on this?