LA FONDATION POUR LA FORMATION HÔTELIÈRE

COMMON COMMUNICATION ERRORS IN BUSINESS ENGLISH AND HOW TO AVOID THEM + WORKSHOP

24th March, 2025.

This **Seminar for hospitality managers and hospitality educators** is funded by:

LA FONDATION POUR LA FORMATION HÔTELIÈRE,

FACILITATOR: **Dr. Mihaela Lazović**

LOCATION: The Sofia University 'St. Kliment Ohridski', Bulgaria

PROGRAMME:

09:00 Arrival and Welcome

Introductions: Assoc. Prof. Elena Petkova on behalf of the Sofia University 'St. Kliment Ohridski', Bulgaria and Dr Elizabeth Ineson on behalf of La Fondation pour la Formation Hôtelière

09:15 COMMON COMMUNICATION ERRORS IN BUSINESS ENGLISH AND HOW TO AVOID THEM + WORKSHOP, Part 1 **(Dr. Mihaela Lazović)**

10:45 Coffee Break

11:05 COMMON COMMUNICATION ERRORS IN BUSINESS ENGLISH AND HOW TO AVOID THEM + WORKSHOP, Part 2 **(Dr. Mihaela Lazović)**

12:35 Evaluation / Close and Certificates

Acknowledgements

The facilitators would like to thank:

- **La Fondation pour la Formation Hôtelière** for their sponsorship, continued support and interest;
- The Sofia University 'St. Kliment Ohridski', Bulgaria for their sponsorship, support and assistance with the planning, organisation and implementation of the seminar;
- **the personnel `behind the scenes'** - those staff, administrators and students who have contributed to the marketing, planning, organisation and execution of the event;
- **you** - the delegates who have agreed to participate in this communication process.

THE FACILITATOR:

Dr. Mihaela Lazović

Dr. Mihaela Lazović, PhD, professor of vocational studies at The Academy of Applied Studies Belgrade with the department: The College of Hotel Management where she teaches Business English 1, 2, 3 and 4, English for specific purposes (ESP), English in Hospitality, Business Communication at academic and postgraduate studies. Furthermore, Methodology of Teaching Vocational Subjects, English Language in Business Communication 1 and 2, English Language in Hospitality 1, 2, 3, at academic level.

She has published over 50 scientific papers in the field of linguistics, contrastive studies (English, Serbian and Romanian), comparative linguistics, verbal aspect, telicity, generative syntax, as well as in the fields of tourism and hospitality and gastronomy, English for specific purposes, English for academic and professional purposes, professional and intercultural communication and discourse analysis. Furthermore, Mihaela has participated and presented papers at numerous national and international conferences and congresses (Serbia, England, Romania, Ukraine, Slovenia, Montenegro, Macedonia…). She has initiated numerous fruitful and successful collaborations with colleges and universities in Europe and participated in international projects in the domains of tourism and hospitality.

Her meticulous scientific accomplishments were recognized by renowned scientific institutions such as the Academy of Sciences and Arts of Vojvodina which published her monograph titled: *Telicity and Aspect in the English and Romanian Language in the Past Tense* in 2019. and her very own College of Hotel Management which published three editions (2016. 2019. And 2021.) of her course book titled: *Business English 1 and 2*, which was sold in over 1200 copies. Mihaela has also published a practicum entitled *Hotel Business Discourse*, published in 2023. by Faculty of sciences, University of Novi Sad and Ilija M. Kolarac Endowment, Belgrade.

Moreover, she is a recognised translator in the scientific fields of tourism and hospitality. During her career, Mihaela has been the official translator (written, consecutive, simultaneous interpreting form Serbian into English and vice versa) at various university events: international seminars dealing with development of education/industry links, management in education and training, organized by La Fondation pour la Formation Hotelière, as well as International Congresses HOTELPLAN (in 2013. 2016. 2018.) dealing with contemporary trends in hospitality and tourism, and the 27th Annual Conference and Competitions of the European Association of Hotel and Tourism Schools. Additionally, she is the translator of the College journal Hotellink. Mihaela is also a member of the Consultative Board and associate of Quaestus, a multidisciplinary research journal about tourism and durable development based in Timisoara, Romania. Moreover, for the last 10 years she has been the chairman of the board for teaching license exam for English language teachers at the Ministry of Education, Science and Technological Development of the Republic of Serbia.

Over the last eleven years, Mihaela has developed many successful collaborations with numerous renowned hospitality organizations such as **La Fondation pour la Formation Hôtelière** and **AHLEI.** She has been an active member of the FH family for over a decade now. Participating in FH conferences, translating FH seminars and recently over the last year delivering FH seminars. Furthermore, she is a collaborator and a Certified Guest Service Professional – Tourism with the American Hotel and Lodging Educational Institute.

Mihaela is also a published translator. She translated over 15 books: novels, short stories, poetry volumes… to and from three languages she is fluent in: English, Serbian and Romanian. She is the founder and proud owner of the Publishing and Translation Agency “Vuk / Wolf”, and the Association of linguists, writers, translators, scientists and artists of Serbia, both based in Novi Sad, Serbia.

Her long and prosperous career in the academia, specifically in the domains of college education and translation for the hospitality industry has made her a distinguished and acknowledged expert in the fields of teaching English for specific purposes and professional communication in the hospitality sector.

Your contribution to the debates would be very much appreciated and you are therefore invited to the Sofia University 'St. Kliment Ohridski', Bulgaria to participate in the seminar and discussions.

Please note: The presentation and discussions will be in English.