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Hilton is one of the largest and fastest-growing hospitality companies in the world, with more than 4,900 properties comprising over 800,000 rooms in 104 countries and territories.

Delivering the Brand Promise with Business English

Business Need

With a largely English-speaking customer base that demands the highest level of quality and service, Hilton needed a global strategy for building the Business English communication skills of its employees to help deliver on its brand promise.

Solution

After careful evaluation, Hilton implemented the **GlobalEnglish One** platform on a worldwide basis and has realized significant productivity and performance improvements.

“GlobalEnglish is a unique e-learning provider in that it has understood the challenges of running a global business and provided solutions that are helping us improve our team, our culture and, ultimately, our competitive advantage.”

—John Guthrie, Head of International Management Development, Hilton International

Outcome

The majority of Hilton International learners reported improved performance on the job.

Overall, **71%** of Hilton International employees have been able to **save more than one hour per week** because of their improved Business English skills.

Employees have improved their performance in dealing with customers, conducting negotiations, interacting with management, participating in meetings, reading and writing emails, and talking on the phone.