

BADGES FLY FLAG FOR 24 LANGUAGES

Sam Bidey

THE 61 staff members at Dandenong Plaza speak 24 languages between them – proudly reflecting the region's multicultural society.

Take a closer look at the management, cleaning, security and maintenance workers and you'll see each wears a name badge, featuring flags reflecting the languages they speak.

Centre manager Mark Tannahil said the initiative was an easy way for customers who didn't have English as their first language to identify staff who could give information

or just have a friendly chat.

"It was also a way of recognising the strength we had as a centre, having such a multicultural group of staff," Mr Tannahil said.

He said the badges also made it easy for staff to identify a fellow worker needed to communicate with a customer who was having a medical incident.

"It can be very comforting to a customer to be able to speak their first language to our staff members in these situations," he said.

Security supervisor Hosam is the leading language guru at the plaza, speaking English, Persian, Arabic and Kurdish.



Dandenong Plaza staff Host Fili and Maria Paises.

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