

# A CONTRASTIVE ANALYSIS OF SYNTACTIC FEATURES OF ENGLISH AND VIETNAMESE IN CONVERSATIONS IN FOOD AND BEVERAGE SERVICE

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**Abstract** - This paper focuses on investigating and comparing the syntactic features of English and Vietnamese conversations in the Food and Beverage (F&B) Service. The descriptive and contrastive methods, the combination of quantitative and qualitative approaches, in which the quantitative one takes priority to analyze data are used. Based on 441 samples of conversations including 630 Vietnamese structures and 775 English ones, the results show that structures used can be realized by different forms of syntactic representation in the two languages. Most of them are similar to each other in their usage. However, the devices used to express the meaning are somewhat different due to the structure of each language. The findings on the application of appropriate structures in specific situations as well as the proper usage of English and Vietnamese language to each language type help trainers and staff communicate English regarding F&B Service professionally and effectively.

**Key words** - Contrastive analysis; syntactics; structures; conversations; Food and Beverage Service

## 1. Introduction

Life is impossible without language and communication. Language has been the means of communication and development of human beings.

According to Locke, there are two kinds of communication: Philosophical Communication and Civil Communication. While Philosophical Communication is a rigorous philosophical communication for expressing truth, Civil Communication is a slippery communication for everyday use, which is the one being mentioned. Civil communication stresses the role of communication in the ordinary affairs and conveniences of civil life and for the upholding of common conversation [1]. In business especially the hospitality industry in general and Food and Beverage in particular, effective and professional conversation is a must to be successful in taking care of guests since if we do not care for our guests, someone else will, and employees' mission is to maximize earning for owners and to ensure the highest guest and employee satisfaction.

Food and Beverage is considered the heart of a hotel or a restaurant where English is recognized as the international language to communicate with guests. To do business in food and beverage successfully, besides the property as the hardware, the software, well-trained staff especially those who are very skillful in English communication with guests are very important. They have to be able to communicate in English smoothly, effectively, and professionally.

For that, Food and Beverage staff must be well equipped with English skills to be more confident in daily

working conversation with guests. They have to understand the structures, utterances, words, and meaning of what guests are saying and know how to use the language to give feedback in a proper way to avoid misunderstanding and unnecessary problems from their side or the guests'.

However, in reality, some utterances may sound familiar to foreign guests or somebody but not to some Vietnamese or others. The utterances reveal their syntactic, semantic, and pragmatic features of which, if contrastively analyzed and made the most, will bring back the best outcome to their users. This paper focuses on the syntactic features of such a type of conversation.

Syntax is the study of the relationships between linguistic forms, and how they are arranged in sequence [2]. This type of study generally takes place without considering any world of reference or any user of the forms. Syntactic features are special characteristics involving the rules governing the structure of a language such as the structure of words, phrases, clauses, sentences, utterances and transforming the word orders, and verb patterns.

The theoretical background of syntactic features is based on speech act theory. Yule found that "actions performed via utterances are generally called speech acts". In daily communication, "people do not only produce utterances containing grammatical structures and words, they perform actions via those utterances" [3, p. 47]. Richards et al. defines "Speech act is an utterance as a functional unit in communication. In speech act theory, utterances have two kinds of meaning: propositional meaning and illocutional meaning" [4, p. 541]. It is the British philosopher Austin [5] who first proposed the Theory of Speech. His main contribution to speech act theory is the idea that by saying something, we do something. A speech act is a unit of speaking and performs different functions in communication. According to Yule [3], among these speech acts, illocutionary force is the most distinctive one: "Indeed, the term speech act is generally interpreted quite narrowly to mean only the illocutionary force of an utterance." [3, p. 54]

## 2. Research questions

What are the syntactic features of English and Vietnamese in Food and Beverage Services?

What are the similarities and differences of the syntactic features of English and Vietnamese in Food and Beverage Service?

### 3. Methods and procedures

This part focused on the methodologies and procedures applied in the paper. The methods used in analyzing, investigating data, and finding the results in the study were described then the procedures in which the problems relating to the study were gradually solved. In addition, the descriptions of the samples selected, data sources, and analysis were also included in this part.

#### 3.1. Research design and methods

The study focused on collecting information from many sources, analyzing, combining, and selecting data. The descriptive and contrastive methods were chosen for this study since it is suitable and matches the requirements for the study in finding the language information needed.

The study aims to clarify the similarities and differences between the syntactic features of English and Vietnamese shown in F&B Service. The main method for the study is the contrastive method.

The combination of the quantitative and qualitative methods or mixed methods in which the qualitative one took priority to analyze data and made them more reliable. The researcher quoted examples from observations, interviews, books, training materials, and the Internet.

#### 3.2. Descriptions of samples, data sources, and analysis

##### 3.2.1. Samples

To facilitate collecting samples, the researcher collected and randomly chose 441 conversations of F&B Service of which there are 630 sentences in Vietnamese and 775 sentences in English to do the research objectively to ensure the reliability and validity of the data.

The researcher shortened the list of sentences, and utterances in F&B Service, which are typical, proper, and professional to do the research.

##### 3.2.2. Research procedure

The steps of the procedure of the research are as follows:

First of all, the researcher read the literature review, determining the matters, the frame of theory, and the research questions needed to study.

Then, the collection of all the data mostly from restaurants, hotels, hospitality books, hotel and restaurant training materials, observations, dictionaries, and the Internet as well were done.

After that, the syntactic features of English and Vietnamese shown in F&B Service were described and analyzed to find out the similarities and differences.

Lastly, the researcher put forth some suggestions, and implications for the F&B staff to use sentences, and utterances effectively in conversational situations with guests.

##### 3.2.3. Data sources

Data used in this paper are mainly collected from hospitality, hotel, and restaurants books written by foreign and Vietnamese authors in English and Vietnamese.

In Vietnamese, conversational sentences were mainly

extracted from previous books such as *English Communication for the Hotel Industry* by Q. Nhu [6]; *Self-study English for Tourism* by N. Xoan [7]; and *English Communication in the 21st Century* by N. T. T. Hue [8].

In English, examples were selected from well-established publications in the field, including *Be My Guest - English for the Hotel Industry* by F. O'Hara [9]; *Hospitality - English Communication for Your Career* by Y. Lee and M. Putlack [10]; *Hotel English - A Hands-On Course for Hotel Professionals* by LiveABC [11]; *English for Tourism and Restaurants*, vol. 1 by L. Frank and T. Peg [12]; and *Specialized English for Tourism* by K. Cheng and O. Mckimm [13].

Additionally, supplementary data were obtained from previous studies, related materials, direct observations, and relevant websites.

##### 3.2.4. Data analysis

After collecting data, the samples in English and Vietnamese were classified, described, and analyzed in terms of syntactic features using both qualitative and quantitative approaches. The similarities and the differences between English and Vietnamese sentences were drawn out and finally, the results from the analysis were used to offer some suggestions and application of F&B sentences in conversational situations to training, learning, and communicating.

Among 441 conversational situations, only interesting, typical, and noticeable samples were chosen to illustrate several important points under my investigation.

Arranging the sentences in the most frequently used situations based on the quantitative method while describing the data referring to the information received on the qualitative method. And analyzing the similarities and differences of the syntactic features of these sentences based on the contrastive method.

#### 3.3. Reliability and validity

Reliability and validity are the two most important criteria to ensure the quality of the research. With 630 Vietnamese and 775 English sentences used in 441 conversations in situations in F&B service are expected to contribute to guaranteeing the reliability and validity of the study.

The samples from data collection were always in comparison with the results from the theoretical background to maintain the quality of the study and then the irrelevant and unstable data were left out. The criteria to examine the language of the conversations in F&B service were shown as syntactic features. Moreover, the investigation of the data followed the principles in the theoretical background stated in the Introduction.

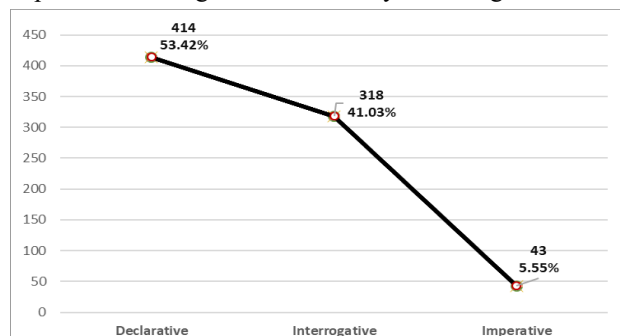
As just mentioned above, the research is expected to be logical and accurate in the processes and results.

### 4. Findings and Discussions

#### 4.1. The syntactic features of English shown in conversations in Food and Beverage Service

It can be seen that depending on the content, and forms of conversational situations proper syntactic structures in

F&B Service can be chosen for smooth and effective communication including declarative occupying the highest frequency, interrogative coming the second, and imperative ranking the least as analyzed in Figure 1.



**Figure 1.** Summary of relative frequency (%) of the syntactic representation of structures used in Food and Beverage Service (SUFBS) conversations in English found (775 structures)

#### 4.1.1. Declaratives

414 cases were collected from cited sources as declaratives. Figure 2 shows 381 cases in affirmative statements occupying 92.03% and 33 cases in negative statements (7.97%).

##### a. Affirmative Statements

Affirmative Statements used in F&B Service are the structures to assert that the fact is so or declaratory of what exists as opposed to negative:

*W: Alright. Chopsticks or spoon and fork?*

*G: Chopsticks, please.*

*P: I'm hopeless with chopsticks.*

*W: And spoon and fork for you then. [6]*

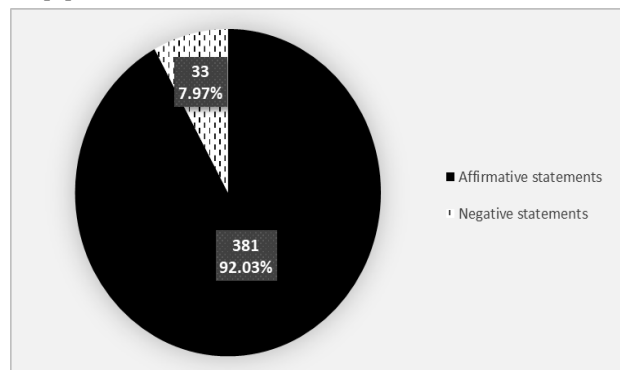
The statements used by F&B staff in affirmative structures consist of pre-modifying acts such as naming (vocative) to make guests pay more attention to what F&B staff is going to utter.

##### b. Negative Statements

In English, the negative form is indicated by *not* or some adverbs like *hardly*, *never* which is followed by a modal finite or a finite operator or the verbs *be* or *have*:

*A: I hope you aren't thinking of going!*

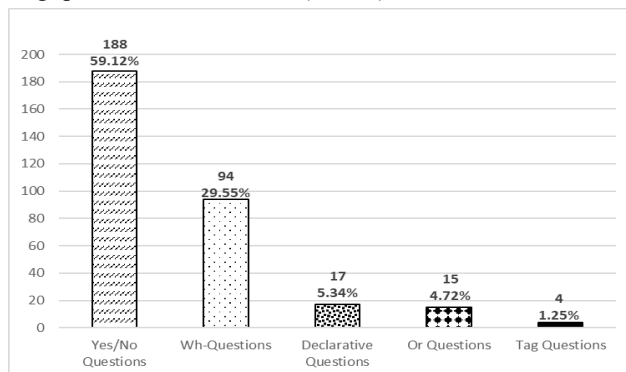
*B: I'm sorry, but I must. Thank you so much for asking me [8].*



**Figure 2.** Summary of relative frequency (%) of the syntactic representation of declarative subtypes in SUFBS conversations in English (414 structures)

#### 4.1.2. Interrogatives

From 775 structures used in conversations in F&B Service as mentioned above, we can pick up 318 cases in interrogative structures accounting for 41.03%. The typical English subtypes include Yes/No questions with 188 cases occupying 59.12%; Wh-questions with 94 cases accounting for 29.55%; Declarative questions with 17 cases (5.34%); Or questions with 15 cases (4.72%); and Tag questions with 4 cases (1.25%).



**Figure 3.** Summary of relative frequency (%) of the syntactic representation of interrogative subtypes in SUFBS conversations in English (318 structures)

##### a. Yes/No Questions

*Yes/No question* is one of the popular types of questions in English. *Yes/No questions* can be answered with a *Yes* or *No*. The addressees are supposed to confirm the propositional content of the questions. In English, they are realized by a modal finite or a finite operator or the verbs *be* or *have* before the subjects of the sentences.

188 cases accounting for 59.12%.

In *Yes/No questions*, phatic is considered a pre-modifying act of structures used by F&B staff which is found in the first turn of the talk. Some of the most popular phatic acts are greeting, welcoming, apologizing, naming (vocative)....

Not only as pre – a modifying act used by FB staff, phatic as post-modifying is also found in the last turn of the talk.

The structures of *Yes/No questions* used in F&B service also contain some modal verbs *can/could/will/may*... These can indicate probability with the root modals for great degrees of possibility and distal modals for less probability. However, for most of the cases *Could* and *Would* are used to show the politeness to guests:

*Bartender: Would you like a large or small beer?*

*Guest: Neither. I'm going to be drinking shots. Make it tequila. [11].*

##### b. Wh-Questions

*Wh-questions* in English start with an interrogative *Wh*-word including *how*. Interrogative *Wh*-word in English contains *what*, *which*, *when*, *where*, *whose*, *who*, *whom*, and interrogative groups may include a noun phrase, a preposition, an adjective, or an adverb. The interrogative mood in English is typically formed with the inversion of the finite operator or modal finite and the subject of the

sentences, especially when the sentential constituents such as adjuncts, objects, or complements are being questioned:

*Bartender: Are you in the mood for another drink, Sir?*

*Guest: What do you have on tap?*

*Bartender: Guinness and Carlsberg.*

*Guest: Then I'll take a large Carlsberg, please [11].*

This kind of question shows that structures used by F&B staff also use pre-modifying as phatic acts or welcoming.

### c. Declarative Questions

The next type of interrogative is *declarative questions*. They are also marked questions in English. They have declarative structures produced by stress or rising intonation. It is the stress or rising intonation that gives these utterances the force of a question:

*Receptionist: You will pay by cash? [12].*

### d. Or Questions

*Or questions* called *Alternative questions* in their brief form include two polar questions combined by the coordinator “or” in English. The overt form of the alternative question then is one polar question with two or more alternatives connected by the coordinator “or”. The coordinator “or” is an important component of the alternative question. The coordinated parts are equal phrases, clauses, or fragments and the answer is to be found in the question itself no other information outside. So, any part of speech or any part of the sentence may be represented in forms of alternative for the choice:

*Guest: Do you have popcorn or peanuts – something I could snake on?*

*Bartender: You can order off the menu as well, sir [11].*

### e. Tag Questions

A *tag question* is also a marked question in English. It is a special structure in English. It has the form of a statement followed by a mini question. The whole sentence is a “*tag question*” and the mini question at the end is named a “*question tag*”. The significance of the question comes from the tag, which has the construction of an auxiliary as the predicator followed by a personal pronoun as the subject. The inversion of the subject and the finite element makes the construction a question in English. It is formed based on the preceding statement by inheriting its mood, which is in the opposite polarity, and the subject, which is always in pronominal forms. The confirmation Yes or No from the answer may be different from the up or down intonation at the question tag:

*Waitress: Are you ready to order, Sir?*

*Guest: Yes, I am. I'd like the crispy roast suckling pig. That is a cold dish, isn't it?*

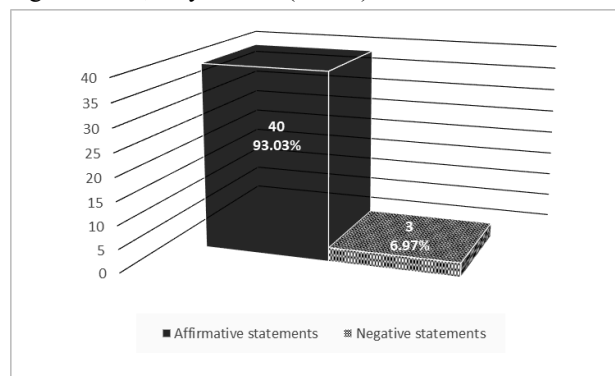
*Waitress: Yes, it is. [11].*

The interrogative is added only as a supplement to another clause, thus tag questions are not listed as unmarked question types.

#### 4.1.3. Imperatives

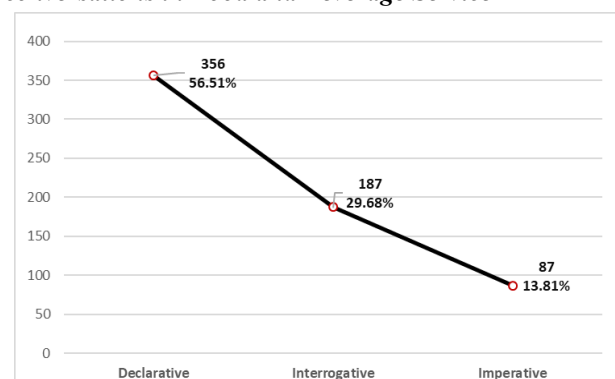
From samples collected from cited sources, there are 43 cases of imperative structures.

In English, imperative structures are confirmed by the absence of subject and finite. The imperative form of verbs contrasts with other ones such as declarative or interrogative that are definite by the presence and order of subject and finite forms. Imperatives without subject which is understood as of second person begin with a verb or verb phrase in English. Imperatives are only realized in requests and just used in the case of the word “*please*” to be more polite. Imperatives can be recognized in both affirmative and negative forms. In this paper among 43 cases of imperative structures are 40 cases of affirmative forms occupying 93.03% and the other, the negative ones, only 3 cases (6.97%).



**Figure 4.** Summary of relative frequency (%) of the syntactic representation of imperative subtypes in SUFBS conversations in English (43 structures)

### 4.2. The syntactic features of Vietnamese shown in conversations in Food and Beverage Service



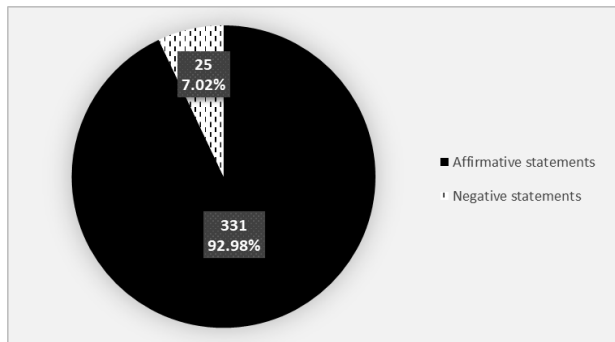
**Figure 5.** Summary of relative frequency (%) of the syntactic representation of SUFBS conversations in Vietnamese (630 structures)

Based on observing, describing, and analyzing the data of 630 structures of F&B service in Vietnamese collected from cited sources, the researcher identified a variety of structures such as declaratives, interrogatives, and imperatives. Among these 630 structures, there are 356 cases of declarative accounting for the most 56.51%; interrogatives then come in the second position with 187 cases accounting for 29.68% and the last one is 87 cases of imperatives (13.81%).

#### 4.2.1. Declaratives

Declaratives in the structures used in F&B Service are used to state, assert some subject, declare, share some opinion, describe food, drinks, menus, what kind of food goes with which kind of wine, confirm price,...These

structures can be realized in affirmative and negative ones. In this research, 331 cases of affirmative statements (92.98%) and 25 cases of negative ones (7.02%) are found.



**Figure 6.** Summary of relative frequency (%) of the syntactic representation of declarative subtypes in SUFBS conversations in Vietnamese (356 structures)

#### a. Affirmative Statements

Declarative structures can function as affirmative statements.

Phatic as a pre-modifying act of the structures used by F&B staff is often found in the first turn of the talk. The most popular phatic acts are naming (vocative):

*Minh: Thưa ông Smith, ông đã sẵn sàng gọi món ăn chưa ạ? [14].*

*(Minh: Mr. Smith, are you ready to order?).*

#### b. Negative Statements

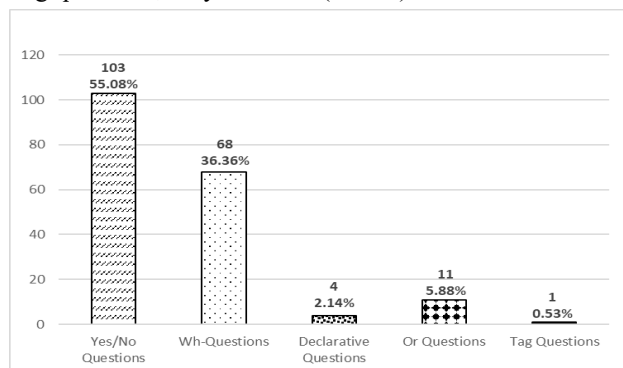
Similar to English, a negative statement is used as one of the ways to say something negatively. Most of these negative ones in Vietnamese are indicated by some negative words such as *chưa*, *không*:

*Bà Drayton: Tôi không thích nó quá tẻ. Làm cho tôi thật là chín [15].*

*(Mrs. Drayton: I don't like it too rare. Make it well done for me).*

#### 4.2.2. Interrogatives

Interrogative ones come second with 187 cases in which there are 103 cases of Yes/No questions occupying 55.08%, then comes Wh-questions, 68 cases accounting for 36.36%, the third one is Or questions: 11 cases (5.88%) and the Declarative question, 4 cases (2.14%) and the last one Tag questions, only one case (0.53%).



**Figure 7.** Summary of relative frequency (%) of the syntactic representation of interrogative subtypes in SUFBS conversations in Vietnamese (187 structures)

#### a. Yes/No Questions

Like in English, in Vietnamese, *Yes/No questions* also require addresses to confirm the propositional content of the questions. They are realized by final particles: like *không* (not) or *chưa* (not yet).

*Yes/No Questions* in Vietnamese also contain pre-modifying and naming (vocative), greeting, and welcoming:

*A: Thưa ông Anderson, quý vị có muốn uống một ly tại phòng đợi trong khi chờ không? [16]*

*(A: Mr. Anderson, would you like a drink in the waiting room while waiting?)*

#### b. Wh Questions

*Wh questions* information question, in Vietnamese typically have the form of a statement with indefinite words in their proper positions where the required information goes in declarative sentences. They are *ai* (who), *nào* (which), *bằng cách nào*, *như thế nào* (how), *cái gì* (what), *bao giờ*, *bao lâu*, *chừng nào*, *khi nào*, *lúc nào* (when), *đâu*, *ở đâu* (where), *sao*, *tại sao*, *vì sao* (why), *để làm gì* (what ... for), *bao nhiêu*, *bao xa*, *bao lâu*, *như thế nào*, *ra sao* (how/how + adjective or adverb)... They also include some final particles: *nhỉ*, *chứ*,...

*Bartender: Thức uống của ông đây, thưa ông. Ông thấy ở đây như thế nào? Ông hài lòng mọi thứ chứ?*

*Guest: Tuyệt vời! Quang cảnh tuyệt vời và sự phục vụ thì xuất sắc.*

*Bartender: Rất vui khi nghe ông nói vậy. [17]*

*(Bartender: Here's your drink, sir. How do you find it here? Are you satisfied with everything?)*

*Guest: Wonderful! The view is amazing, and the service is excellent.*

*Bartender: I'm very glad to hear that.)*

#### c. Or Questions (Alternative questions)

In Vietnamese, *Or questions* include two polar questions combined by coordinator "*hay, hay là* (or, either...or)". Or in the alternative question, it is one polar question with two or more alternatives connected by the coordinator "*hay, hay là*". The coordinator "*hay, hay là*" is an important component of the alternative question. The coordinated parts are equal phrases, clauses, or fragments and the answer is to be found in the question itself that is contained in the question but no other information outside:

*Nhân viên phục vụ: Chắc chắn rồi. Ông muốn ăn cơm nấu hay cơm rang? [6]*

*(Waiter: Sure. Would you like to have cooked rice or fried rice?)*

#### d. Declarative Questions

In Vietnamese, there is another type of question which is called a Declarative question like English. Declarative questions are also ended with a question mark. In statements without final particles, they have the statement form produced in rising intonation that gives the sentences the force of a question.

*R: Bà trả bằng tiền mặt?*

*G: Vâng. [14]*

(R: You will pay by cash?)

G: Yes.)

### e. Tag Questions

In Vietnamese tag questions, the tag can be indicated by the final particles “à, chứ, hả, sao” or the group with “phải không, có phải không, có không ạ, được không, đúng không” (right, okay, yes or no):

Smith: A lô, có phải nhà hàng Ngọc Hà không ạ? [14]

(Smith: Hello. Is this Ngọc Hà restaurant?)

#### 4.2.3. Imperatives

In Vietnamese, *imperatives* are used to request somebody to do something. Like English, imperative forms are rarely used by F&B staff for politeness but guests can use:

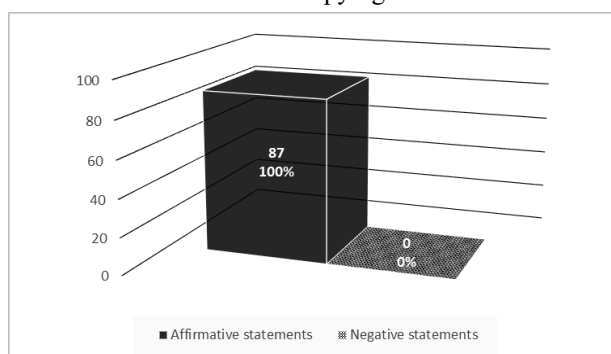
A: Tôi hiểu. Ông muốn bàn ăn ở nhà hàng chính hay ở trong phòng riêng?

B: Cho tôi một bàn riêng. [17]

(A: I see. Would you like a table in the main dining room or in a private room?

B: I'd like a private table.)

From 630 structures in the data, there are only 87 cases of affirmative statements occupying 13.81%.



**Figure 8.** Summary of relative frequency (%) of the syntactic representation of imperative subtypes in SUFBS conversations in Vietnamese (87 structures)

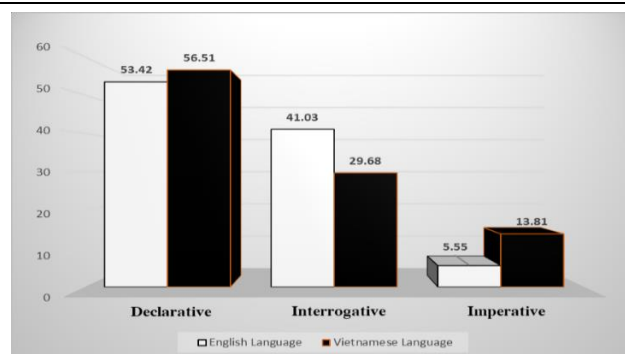
In a nutshell, like English, syntactic representation in SUFBS conversations in Vietnamese can also be recognized with a variety of sentence structures. We can sum them up in the following similarities and differences of syntactic features of English and Vietnamese used in F&B service.

### 4.3. Similarities and Differences of Syntactic features of English and Vietnamese shown in Food and Beverage Service

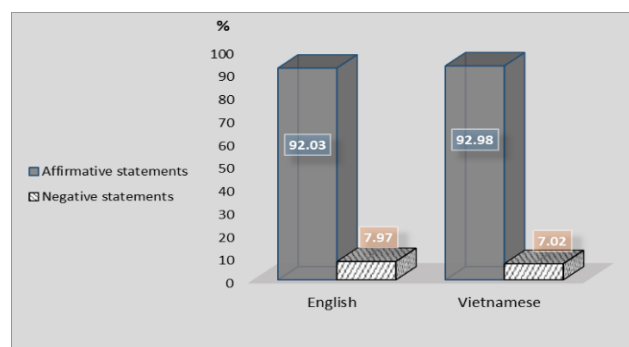
The results in Figure 9 below, which represent the frequencies of occurrences of structures used in F&B Service (SUFBS) conversations, have been worked out from 775 English samples and 630 Vietnamese ones.

The following shows a brief comparison of syntactic representation between each syntactic form of SUFBS conversations in English and Vietnamese.

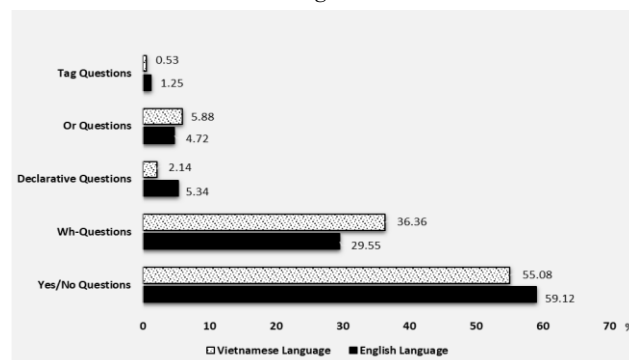
In the scope of this paper, the similarities and differences between English and Vietnamese structures in terms of syntactics are pointed out.



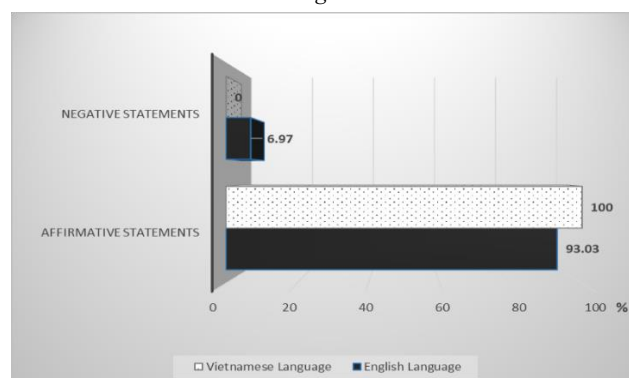
**Figure 9.** Summary of relative frequency (%) of syntactic representation of SUFBS conversations in English and Vietnamese



**Figure 10.** Summary of relative frequency (%) of syntactic representation of subtypes of declarative structures in SUFBS conversations in English and Vietnamese



**Figure 11.** Summary of relative frequency (%) of syntactic representation of subtypes of interrogative structures in SUFBS conversations in English and Vietnamese



**Figure 12.** Summary of relative frequency (%) of syntactic representation of subtypes of imperative structures in SUFBS conversations in English and Vietnamese



#### 4.3.1. Similarities

From the syntactic point of view, the syntactic representations of SUFBS conversations in English and Vietnamese are analogous in many ways.

First of all, SUFBS conversations in both languages have many different structures. They are declarative, interrogative, and imperative. This shows that SUFBS is a common linguistic phenomenon in both languages.

Secondly, from the structural forms, declarative structures occupy the most with 414 cases, more than 50% (53.42%) in English versus 356 cases (56.51%) in Vietnamese.

Thirdly, in the structure of subtypes, declarative structures of both languages have more affirmative statements than negative ones, occupying more than 92% while the negative ones account for about 7%. Among the declarative structures, we can see that the frequencies of occurrences of affirmative statements in English and Vietnamese are the most typical with 381 cases (92.03%) in English versus 331 cases (92.98%) in Vietnamese. Negative statements are nearly equal with 33 cases (7.97%) in English and 25 cases (7.02%) in Vietnamese.

Fourthly, interrogative structures in both languages, Yes/No questions with 188 cases in English occupying more than 50% (59.12%), and 103 cases (55.08%) in Vietnamese, and the lowest figure is Tag questions with 4 cases (1.25%) in English versus 1 case (0.53%) in Vietnamese. Or Questions in the two languages also have similar forms and the Vietnamese structures are slightly more than the English ones with 15 cases (4.72%) in English versus 11 cases (5.88%) in Vietnamese.

Finally, SUFBS in both languages also consists of modification as pre-modification and post-modification.

#### 4.3.2. Differences

Although the syntactic representation of SUFBS conversations in English and Vietnamese is analogous in several major categories, there are some differences in the syntactic representation of structures.

Firstly, interrogative with 318 cases (41.03%) in English versus 187 cases (29.68%) in Vietnamese, and the imperative comes next with 43 cases (5.55%) in English versus 87 cases (13.81%) in Vietnamese.

Secondly, interrogative structures of declarative statements in English are more typical than those in Vietnamese with 17 cases (5.34%) in English versus 4 cases (2.14%) in Vietnamese.

Thirdly, in English, Tag questions have a clear syntax which has the construction of an auxiliary a predicator followed by a personal pronoun as the subject. It is formed based on the preceding statement by inheriting its mood, which is in the opposite polarity and the subject. Meanwhile, in Vietnamese, to recognize a tag question, we often base it on some phrases or words at the end of the sentence such as *có, phải không, có đúng không, ư, à, chứ, há, ...* In other words, tag questions in Vietnamese do not have a clear syntax like in English.

And there is only one case of tag question in Vietnamese (0.53%) versus 4 cases (1.25%) in English.

Lastly, the imperative structure of affirmative statements in Vietnamese is more than in English with 87 cases (100%) in Vietnamese versus 40 cases (93.03%) in English, there is no case of negative form in Vietnamese and 3 cases (6.97%) in English.

## 5. Conclusions and Implications

### 5.1. Conclusions

The results of the data analysis point out that SUFBS conversations can be realized by different forms of syntactic representation, which have a variation of syntactic forms in the two languages. Most of them are similar to each other in their usage. However, the devices used to express the meaning are somewhat different. That is due to the structure of each language. In general, for structural forms, the frequency of occurrences in English is almost similar to that in Vietnamese. To conclude, English exploits mood, word forms, and intonation for the distinction of clause types. In Vietnamese, the use of particles and other functional words and word combinations takes the role. The linguistic means for the realization of the components of SUFBS conversations in English and Vietnamese are different in many places. English possesses such grammatical categories such as mood, modal finites, distal modals whereas in Vietnamese, such lexical categories as particles, indefinite words, addresses terms of various kinds are the effective means. These are matters of language-specifics.

Syntactically, English interrogative structures can be displayed by a modal verb or a finite operator, by the verb be or have before the subject of the sentence. However, in Vietnamese, they can be recognized by the final particle “*không, chưa*”. In English, Wh-questions begin with an interrogative Wh-word such as: who, whom, whose, what, which, where, when, how, and interrogative groups with what, which, how, whose. The interrogative mood in English is typically formed with the inversion of the finite operator or modal finite and the subject of the sentence. However, information questions in Vietnamese typically have the form of a declarative with indefinite words in their positions where the required information goes in declarative sentences. In service, Yes/No questions are normally used in both English and Vietnamese to confirm to avoid misunderstanding later, if any. In hospitality industry conversations, imperatives especially negative statements are nearly not used in both English and Vietnamese. In many instances, how the components of the structures of SUFBS conversations are realized linguistically in Vietnamese and English are different. While Vietnamese uses lexical categories like particles, indefinite words, and different types of address terms, English uses grammatical categories like mood, modal finites, and distal modals. These are issues with linguistic peculiarities. According to the data analysis's findings, structures used in conversations in F&B Service can be created by using a variety of syntactic representations that differ across the two languages. The usage of the majority of them is identical. However, the methods employed to convey the idea varies substantially. That is the result of how each language is structured.

## 5.2. Implications

Language is a tool for communication, it plays a very important role in our life. Communicative competence is estimated through speech acts and the understanding of the languages of nations we interact. Because of the structural and meaning differences between the two languages of English and Vietnamese, it is unavoidable for F&B staff (FBSs) to encounter some problems in communicating with customers. Besides academically learning English, FBSs also accumulate knowledge of English from practical experiences to use when they communicate with guests (Gs). From this study, the author would like to offer some suggestions for FBSs to enhance their English speaking skills effectively and professionally in communicating with customers.

First of all, regarding language usage, FBSs should be able to communicate in English in an articulate and understandable way for smooth communication in conversational situations by accumulating knowledge of English from practical experiences to use when they communicate with Gs.

Secondly, FBSs need to understand the structures, the meanings, the words, and the cultures of what Gs and FBSs are talking. In international restaurants, FBSs have to deal with Gs in multi-cultural working environments, they may have different accents causing mispronunciation, and misunderstanding,... therefore, FBSs should be well-trained to be good at English comprehension to be able to understand what guests are trying to say.

Thirdly, the more FBSs practice English, the better their English skills are, so they should not be shy to open their mouth to speak English and put it into use in reality immediately whatever they learn in theory.

Fourthly, trainers in the hospitality industry should master other matters not only the English of F&B to train FBSs. They should be confident and creative in designing lesson plans to convey to the students most flexibly and effectively and take examples in both languages for learners to make contrastive analyses and draw out the similarities and differences. Both learners and trainers should consider the settings, backgrounds, situations, contexts, and cultures to use proper languages.

Lastly, FBSs should refrain from using imperatives in both Vietnamese and English when providing food and beverage services. Declarative: For both languages, affirmative statements should be utilized. When speaking with guests, always begin conversations with salutations and other words of welcome. In Food and Beverage Service, FBSs should always ask customers to confirm the dishes and what they hear is correct, particularly for

customers who communicate in English. When utilizing tag questions in Vietnamese, the FBSs have to be cognizant of regional dialects. When using English to communicate with guests, FBSs should pay attention to using grammatical categories like mood, modal finites, distal modals, word forms, and intonation, while lexical categories like particles, as well as indefinite words, other useful words, and word combinations, should be utilized in Vietnamese.

The article "*A contrastive analysis of syntactic features of English and Vietnamese in conversations in Food and Beverage Service*" hopes to share with trainers and F&B Service staff the use of English in terms of language practice for better training as well as communication-related to Food and Beverage Service.

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