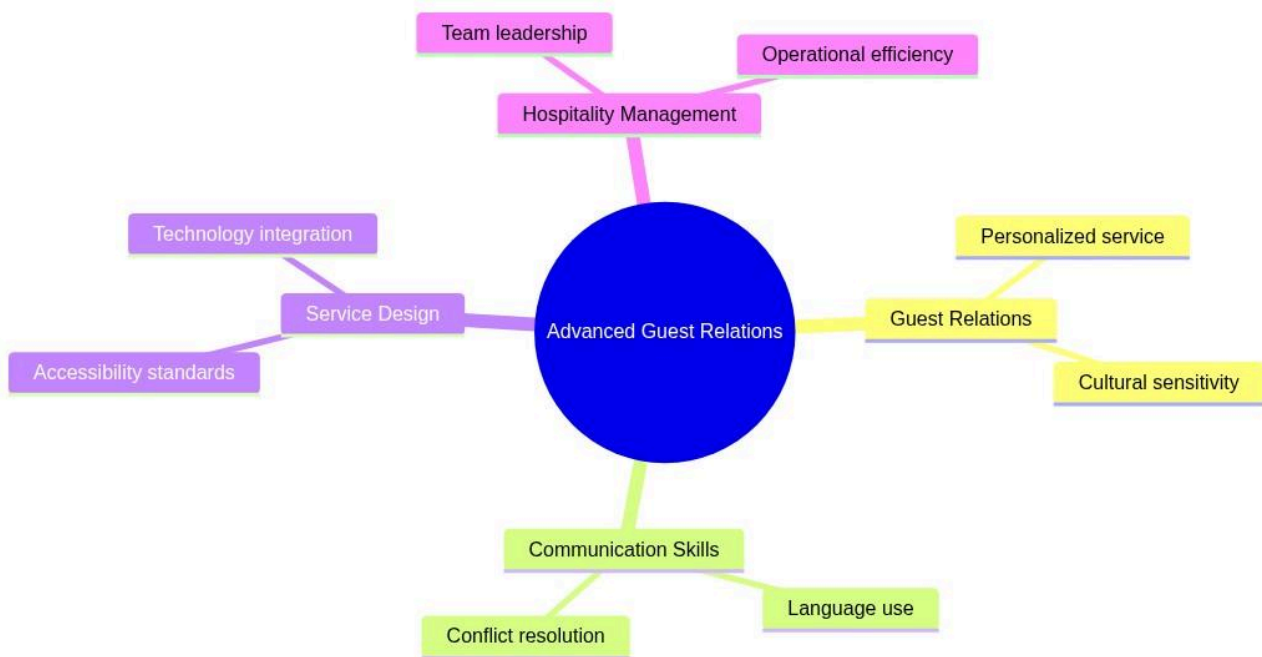


Global Certificate in English for Tourism and Hospitality (Advanced)

Advanced Guest Relations



mindmap

root((Advanced Guest Relations))

Guest Relations

Personalized service

Cultural sensitivity

Communication Skills

Language use

Conflict resolution

Service Design

Accessibility standards

Technology integration

Hospitality Management

Team leadership

Operational efficiency