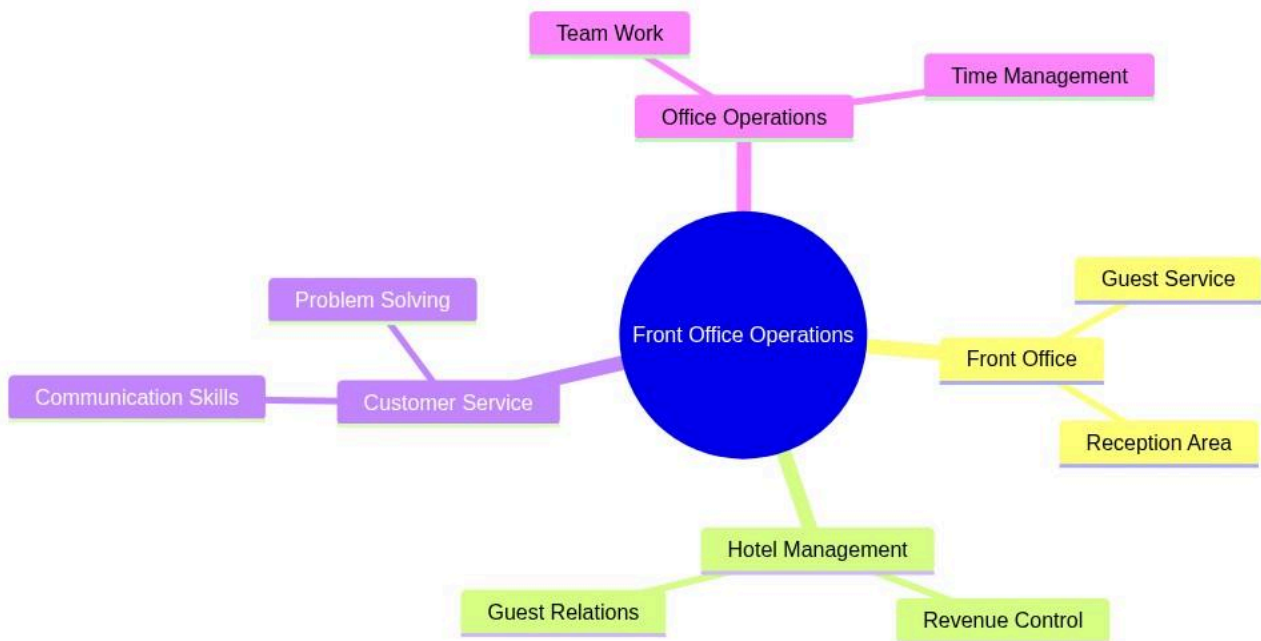


Certificate in English for Hospitality Management (Advanced)

# Front Office Operations



mindmap

```
root((Front Office Operations))
  Front Office
    Guest Service
    Reception Area
  Hotel Management
    Revenue Control
    Guest Relations
  Customer Service
    Communication Skills
    Problem Solving
  Office Operations
    Team Work
    Time Management
```