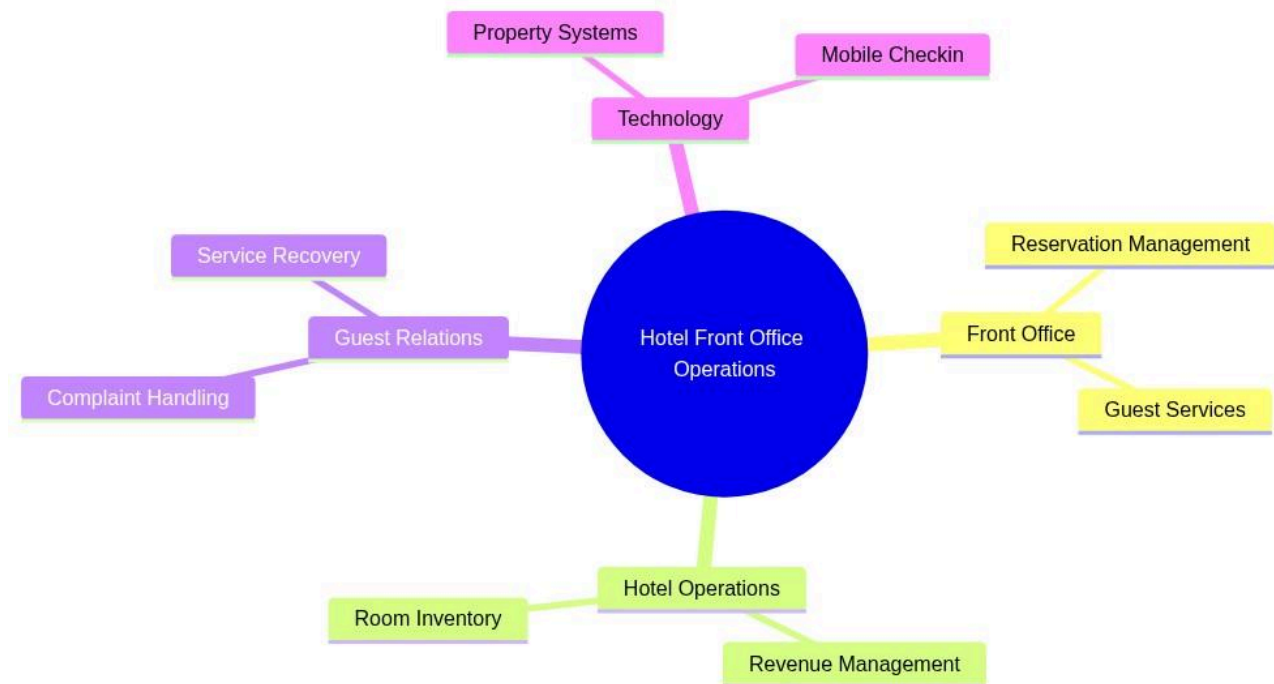


Professional Certificate in Hotel Guest Services (Advanced)

Hotel Front Office Operations



mindmap

```
root((Hotel Front Office Operations))
  Front Office
    Reservation Management
    Guest Services
  Hotel Operations
    Revenue Management
    Room Inventory
  Guest Relations
    Complaint Handling
    Service Recovery
  Technology
    Property Systems
    Mobile Checkin
```