

Professional Certificate in Hotel Quality Assurance (Intermediate)

Principles of Quality Assurance in the Hospitality Industry



mindmap

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root((Principles of Quality Assurance in the Hospitality Industry))
  Quality Assurance Founda
    Quality vs Control
    Total Quality Management
  QA Tools and Techniques
    Checklists and Forms
    Statistical Control Char
  Auditing and Monitoring
    Internal Audit Planning
    Corrective Action Review
  Guest Feedback Management
    Structured Survey Design
    Text Analytics Sentiment
  
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