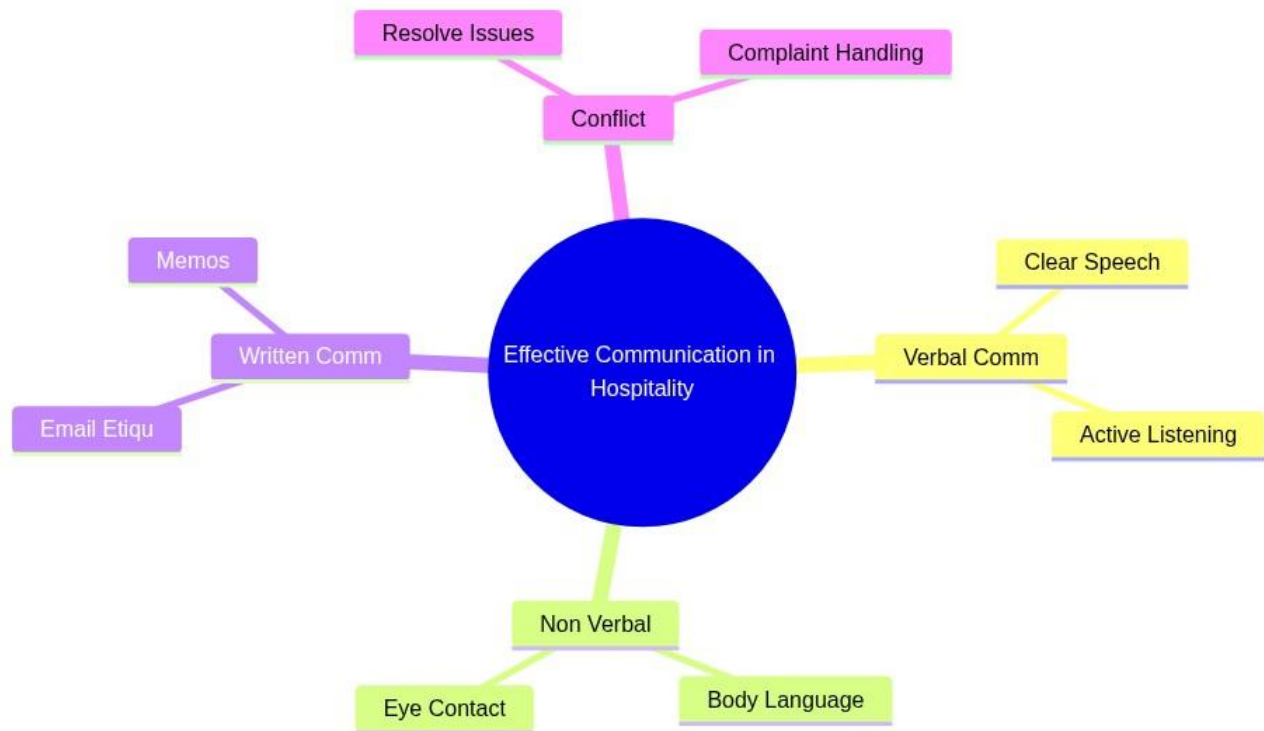


Postgraduate Certificate in Golf Club Hospitality and Customer Service

Effective Communication in Hospitality



mindmap

```

root((Effective Communication in Hospitality))
  Verbal Comm
    Clear Speech
    Active Listening
  Non Verbal
    Body Language
    Eye Contact
  Written Comm
    Email Etiqu
    Memos
  Conflict
    Resolve Issues
    Complaint Handling
  
```