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José Francisco del Pozo Aguilar

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Analizar sistemas y planes de calidad aplicables a empresas de hostelería y turismo. Definir o realizar procesos de control de calidad de los servicios y productos de hostelería y turismo, identificando las características de calidad más significativas. Evaluar los resultados de los datos obtenidos durante los procesos de control de productos o servicios del sector de hostelería y turismo, proponiendo actuaciones para la mejora continua. Ebook ajustado al certificado de profesionalidad de Promoción turística local e información al visitante.

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