



# Información y Atención al Visitante. HOTI0108 (Spanish Edition)

*Elena Encarnación Martínez Ruiz, Miguel Ángel Martín Ruiz*

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Aplicar técnicas para el tratamiento de las solicitudes de información turística, quejas y reclamaciones que habitualmente se producen en centros o servicios de información turística y su resolución más adecuada.

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