



American Hotel & Lodging Association

upon the recommendation of the Education & Certification Advisory Council
hereby recognizes

Yessenia Palacio

as a

Certified Guest Service Professional

attesting to successful completion of the knowledge and experience
requirements, reflecting a commitment to maintaining the highest standards of
competence as a hospitality professional.



President & CEO

A handwritten signature in blue ink, appearing to read "Yessenia", written over a horizontal line.

Issue Date

March 20, 2025

Certificate Number

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