



Competency Certificate

This is to certify that

Dalena Ahlers

Successfully completed training in

CRM
FTR

Customer Relations
Transactions

**and is a competent user of the
CimSO software suite Version 3**

A handwritten signature in black ink, appearing to read "Jean Francois le Roux".

Jean Francois le Roux
Manager: Operations
21 July 2005



Hospitality & Business Skills Development Administrator
Management School

A handwritten signature in black ink, appearing to read "Keishia Robinson".

Keishia Robinson
Certificate 26