



Hospitality & Business  
Management School

# Competency Certificate

This is to certify that

**Colleen Malan**

**Successfully completed training in**

CRM      Client Relations

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

A stylized, handwritten signature in black ink.

Jean Francois le Roux  
Manager: Operations  
21 July 2005



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Cheryl le Roux  
Product Development Manager  
Certificate 39