



Hospitality & Business
Management School

Competency Certificate

This is to certify that

Florentina Heger

Successfully completed training in

CRM

Client Relations

**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 April 2006



A handwritten signature in blue ink, appearing to read "Cheryl le Roux".

Cheryl le Roux
Product Development Manager
Certificate 95