



Competency Certificate

This is to certify that

Johanna Swarts

Successfully completed training in

CRM	Client Relations
HRE	Reservations
HFO	Front Office

**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
22 March 2007



**Hospitality & Business
Management School**

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

Keishia Lou Robinson
Skills Development Practitioner
Certificate 245