



Hospitality & Business
Management School

Competency Certificate

This is to certify that

Mia Kilian

Successfully completed training in

CRM	Client Relations
FTR	Transactions
STO	Stock Control
TRE	Retail Sales
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
17 May 2007



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

Cheryl le Roux
Product Development Manager
Certificate 314