



Competency Certificate

This is to certify that

Frendy Engklan

Successfully completed training in

CRM

Customer Relations

**and is a competent user of the
CIMSO software suite Version 3.82**

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

Jean Francois le Roux
Manager: Operations
30 October 2007



Hospitality & Business Skills Development Administrator
Management School

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

Keishia Robinson
Certificate 385