



# Competency Certificate

This is to certify that

**Kelly Vivien Charles**

**Successfully completed training in**

CRM	Client Relations
CME	Membership
HFO	Front Office

**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  
01 November 2007



**Hospitality & Business  
Management School**

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

Keishia Lou Robinson  
Skills Development Practitioner  
Certificate 426