



Hospitality & Business  
Management School

# Competency Certificate

This is to certify that

**Makiko Satake**

**Successfully completed training in**

CRM	Client Relations
CME	Membership

**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



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

Cheryl le Roux  
Product Development Manager  
Certificate 431