



Hospitality & Business  
Management School

# Competency Certificate

This is to certify that

**Shirly Chang**

**Successfully completed training in**

|     |                  |
|-----|------------------|
| CRM | Client Relations |
| CME | Membership       |
| HRE | Reservations     |
| 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



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

Cheryl le Roux  
Product Development Manager  
Certificate 441