



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.

Jean Francois le Roux
Manager: Operations
01 November 2007



A handwritten signature in blue ink.

Cheryl le Roux
Product Development Manager
Certificate 441