



Hospitality & Business  
Management School

# Competency Certificate

This is to certify that

**Steven Tsen**

**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  
22 November 2007



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

Cheryl le Roux  
Product Development Manager  
Certificate 462