



Hospitality & Business
Management School

Competency Certificate

This is to certify that

Jevelyn Lai

Successfully completed training in

CRM Client Relations

**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
14 December 2007



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

Cheryl le Roux
Product Development Manager
Certificate 525