



Hospitality & Business  
Management School

# Competency Certificate

This is to certify that

**Melanie Joubert**

**Successfully completed training in**

CRM	Client Relations
FDR	Debtors Control
FCR	Creditors Control
FTR	Transactions
STO	Stock Control
TRE	Retail Sales
HRE	Reservations
HFO	Front Office
ASP	Spa Scheduling

**and is a competent user of the  
CimSO software suite Version 3**

Jean Francois le Roux  
Manager: Operations  
13 August 2008



Cheryl le Roux  
Product Development Manager  
Certificate 604