



Hospitality & Business
Management School

Competency Certificate

This is to certify that

Hanneli Olivier

Successfully completed training in

CRM	Client Relations
FDR	Debtors Control
FCR	Creditors Control
FTR	Transactions
HFO	Front Office
ASP	Spa Scheduling

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

A handwritten signature in black ink, appearing to read "Jean Francois le Roux".

Jean Francois le Roux
Manager: Operations
13 August 2008



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

Cheryl le Roux
Product Development Manager
Certificate 619