



Hospitality & Business
Management School

Competency Certificate

This is to certify that

Sheree Gloss

Successfully completed training in

| | |
|-----|-------------------|
| CRM | Client Relations |
| FDR | Debtors Control |
| FCR | Creditors Control |
| FTR | Transactions |
| STO | Stock Control |
| TRE | Retail Sales |
| TRR | Restaurant 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
23 January 2009



Cheryl le Roux
Product Development Manager
Certificate 628