



Hospitality & Business
Management School

Competency Certificate

This is to certify that

Taowa Gladness

Successfully completed training in

CRM	Client Relations
FDR	Debtors Control
FCR	Creditors Control
FTR	Transactions
STO	Stock Control
HRE	Reservations
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
23 January 2009



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

Cheryl le Roux
Product Development Manager
Certificate 632