



Hospitality & Business
Management School

Competency Certificate

This is to certify that

Shantel Harper

Successfully completed training in

CRM	Client Relations
FDR	Debtors Control
FCR	Creditors Control
FTR	Transactions
STO	Stock Control
HRE	Reservations
HFO	Front Office

**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
19 March 2009



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

Cheryl le Roux
Product Development Manager
Certificate 652