



Hospitality & Business  
Management School

# Competency Certificate

This is to certify that

**Bianca Smit**

**Successfully completed training in**

CRM	Client Relations
COM	Communications
HRE	Reservations
HFO	Front Office

**and is a competent user of the  
CiMSO software suite Version 3.85**

A handwritten signature in black ink.

Jean Francois le Roux  
Manager: Operations  
29 November 2010



A handwritten signature in blue ink.

Cheryl le Roux  
Product Development Manager  
Certificate 816