



Hospitality & Business  
Management School

# Competency Certificate

This is to certify that

**Monique Roberts**

**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 819