



Hospitality & Business
Management School

Competency Certificate

This is to certify that

Tracy-Lee Keys

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 821