



Hospitality & Business  
Management School

# Competency Certificate

This is to certify that

**Loretta Josob**

**Successfully completed training in**

|     |                     |
|-----|---------------------|
| CRM | Client Relations    |
| COM | Communications      |
| FTR | Transactions        |
| FRE | Financial Reporting |
| HRE | Reservations        |
| HFO | Front Office        |

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

A handwritten signature in black ink, appearing to read "Jean Francois le Roux".

Jean Francois le Roux  
Manager: Operations  
24 May 2011



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

Cheryl le Roux  
Product Development Manager  
Certificate 917