



# Competency Certificate

This is to certify that

**Roberto Vieira**

**Successfully completed training in**

CRM	Customer 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**

Jean Francois le Roux  
Manager: Operations  
24 May 2011



**Hospitality & Business** Skills Development Administrator  
**Management School**

Keishia Robinson

Certificate 920