



Hospitality & Business
Management School

Competency Certificate

This is to certify that

Melissa Pienaar

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 921