



Hospitality & Business  
Management School

# Competency Certificate

This is to certify that

**Shakarina Binti Azman**

**Successfully completed training in**

CRM      Client Relations

**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 931