



# Competency Certificate

This is to certify that

**Anna-Marie Esterhuizen**

**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  
20 September 2011



**Hospitality & Business  
Management School**

A handwritten signature in black ink, appearing to read "Keishia Lou Robinson".

Keishia Lou Robinson  
Skills Development Practitioner  
Certificate 993