



Hospitality & Business  
Management School

# Competency Certificate

This is to certify that

**Coster Shakwa**

**Successfully completed training in**

CRM

Client Relations

**and is a competent user of the  
CimSO software suite Version 3.86**

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

Jean Francois le Roux  
Manager: Operations  
23 April 2012



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

Cheryl le Roux  
Product Development Manager  
Certificate 1106