



Hospitality & Business  
Management School

# Competency Certificate

This is to certify that

**Melanie Wagner**

**Successfully completed training in**

CRM	Client Relations
COM	Communications
HRE	Reservations

**and is a competent user of the  
CiMSO software suite Version 3.87**

A handwritten signature in black ink, appearing to read 'Jean Francois le Roux'.

Jean Francois le Roux  
Manager: Operations  
05 September 2013



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

Cheryl le Roux  
Product Development Manager  
Certificate 1301