



Hospitality & Business  
Management School

# Competency Certificate

This is to certify that

**Lorenzo Craucamp**

**Successfully completed training in**

CRM	Client Relations
COM	Communications
HRE	Reservations
HFO	Front Office

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

A handwritten signature in black ink.

Jean Francois le Roux  
Manager: Operations  
05 February 2014



A handwritten signature in blue ink.

Cheryl le Roux  
Product Development Manager  
Certificate 1348