



Hospitality & Business  
Management School

# Competency Certificate

This is to certify that

**Hilma Severin**

**Successfully completed training in**

|     |                  |
|-----|------------------|
| CRM | Client Relations |
| COM | Communications   |
| TRE | Retail Sales     |

**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  
18 March 2014



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

Cheryl le Roux  
Product Development Manager  
Certificate 1382