



Hospitality & Business  
Management School

# Competency Certificate

This is to certify that

**Melanie Brown**

**Successfully completed training in**

CRM	Client Relations
COM	Communications
FTR	Transactions
HRE	Reservations
HFO	Front Office

**and is a competent user of the  
CiMSO software suite Version 4.01**

A handwritten signature in black ink.

Jean Francois le Roux  
Manager: Operations  
03 March 2015



A handwritten signature in blue ink.

Cheryl le Roux  
Product Development Manager  
Certificate 1569