



Hospitality & Business
Management School

Competency Certificate

This is to certify that

Paulina Ngalapita

Successfully completed training in

CRM	Client Relations
COM	Communications
FDR	Debtors Control
FCR	Creditors Control
FTR	Transactions
STO	Stock Control
SPR	Procurement
TRE	Retail Sales
TRR	Restaurant Sales
HRE	Reservations
HFO	Front Office
HSK	Housekeeping

**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 1582