



# Competency Certificate

This is to certify that

**Laetitia Einbeck**

**Successfully completed training in**

CRM	Customer Relations
COM	Communications
HRE	Reservations
HFO	Front Office

**and is a competent user of the  
CimSO software suite Version 4.02**

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

Jean Francois le Roux  
Manager: Operations  
06 July 2015



**Hospitality & Business** Skills Development Administrator  
**Management School** Certificate 1633

A handwritten signature in black ink, appearing to read "Keishia Robinson".

Keishia Robinson  
Certificate 1633