



Hospitality & Business  
Management School

# Competency Certificate

This is to certify that

**Nicole Ostendorf**

**Successfully completed training in**

|     |                  |
|-----|------------------|
| CRM | Client Relations |
| COM | Communications   |
| FDR | Debtors Control  |
| 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



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

Cheryl le Roux  
Product Development Manager  
Certificate 1636