



Hospitality & Business  
Management School

# Competency Certificate

This is to certify that

**Susan Gouws**

## Successfully completed training in

CRM	Client Relations	COM	Communications
FDR	Debtors Control	FTR	Transactions
STO	Stock Control	SPR	Procurement
HRE	Reservations	HFO	Front Office
TCE	Event Management	HSK	Housekeeping
ASP	Spa Scheduling	AGO	Golf Management
ACT	Activity Scheduling	REA	Real Estate Register
RLE	Leasing Control	RTS	Timeshare Operations
MDB	Database Maintenance		

**and is a competent user of the  
CiMSO software suite Version 3.87**

Jean Francois le Roux  
Manager: Operations  
22 July 2015



Cheryl le Roux  
Product Development Manager  
Certificate 1662