



Hospitality & Business
Management School

Competency Certificate

This is to certify that

Michelle Mackay

Successfully completed training in

CRM	Client Relations
HRE	Reservations
HFO	Front Office

**and is a competent user of the
CimSO software suite Version 3**

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

Jean Francois le Roux
Manager: Operations
24 August 2005



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

Cheryl le Roux
Product Development Manager
Certificate 2035