



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