



Hospitality & Business
Management School

Competency Certificate

This is to certify that

Elna Flierl

Successfully completed training in

| | | | |
|-----|------------------------------|-----|---------------------|
| CRM | Client Relations | COM | Communications |
| CME | Membership | FDR | Debtors Control |
| FCR | Creditors Control | FTR | Transactions |
| FGL | General Ledger | FRE | Financial Reporting |
| STO | Stock Control | SPR | Procurement |
| TRE | Retail Sales | TRR | Restaurant Sales |
| HRE | Reservations | HFO | Front Office |
| WST | Workshop and Service Tickets | ASP | Spa Scheduling |
| ACT | Activity Scheduling | | |

**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
15 January 2006



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

Cheryl le Roux
Product Development Manager
Certificate 2036