



Hospitality & Business
Management School

Competency Certificate

This is to certify that

Heidi Copaan

Successfully completed training in

CRM	Client Relations
FTR	Transactions
STO	Stock Control
SPR	Procurement
TRE	Retail Sales
TRR	Restaurant Sales
HRE	Reservations
HFO	Front Office

**and is a competent user of the
CimSO software suite Version 4.1.4**

A stylized, handwritten signature in black ink.

Jean Francois le Roux
Manager: Operations
27 May 2019



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Cheryl le Roux
Product Development Manager
Certificate 2310