



Hospitality & Business
Management School

Competency Certificate

This is to certify that

Ottilie M Nailulu

Successfully completed training in

| | |
|-----|------------------|
| CRM | Client Relations |
| FTR | Transactions |
| 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**


Jean Francois le Roux
Manager: Operations
27 May 2019




Cheryl le Roux
Product Development Manager
Certificate 2454