



Hospitality & Business
Management School

Competency Certificate

This is to certify that

Susan Mbaeva

Successfully completed training in

| | |
|-----|------------------|
| CRM | Client Relations |
| HRE | Reservations |

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

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

Jean Francois le Roux
Manager: Operations
11 July 2019



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

Cheryl le Roux
Product Development Manager
Certificate 2523