



Hospitality & Business
Management School

Competency Certificate

This is to certify that

Nicole Ostendorf

Successfully completed training in

CRM	Client Relations
CME	Membership
HFO	Front Office
HRP	Hospitality Reporting
CRE	Client Reporting
HLA	Laundry
ACTSCH	Activity Scheduling
WTM	Task Manager
HRERES	Reservations (Bookings)
ACTBIL	Activity Billing

**and is a competent user of the
CimSO software suite Version 426**

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

Jean Francois le Roux
Manager: Operations
17 February 2023



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

Cheryl le Roux
Product Development Manager
Certificate 2864