



Hospitality & Business  
Management School

# Competency Certificate

This is to certify that

**Heinrich Chaune**

**Successfully completed training in**

CRM	Client Relations
FDR	Debtors Control
FTR	Transactions
TRE	Retail Sales
TRR	Restaurant Sales
HFO	Front Office
HLA	Laundry
ACTSCH	Activity Scheduling
HRERES	Reservations (Bookings)
ACTBIL	Activity Billing

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

A stylized, handwritten signature in black ink.

Jean Francois le Roux  
Manager: Operations  
13 April 2022



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

Cheryl le Roux  
Product Development Manager  
Certificate 2889