



Hospitality & Business  
Management School

# Competency Certificate

This is to certify that

**Joyce Neumann**

**Successfully completed training in**

CRM	Client Relations
CME	Membership
FTR	Transactions
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  
06 October 2022



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

Cheryl le Roux  
Product Development Manager  
Certificate 3006