



Hospitality & Business
Management School

Competency Certificate

This is to certify that

Susan Mbaeva

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 stylized, handwritten signature in black ink.

Jean Francois le Roux
Manager: Operations
06 October 2022



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Cheryl le Roux
Product Development Manager
Certificate 3015