



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
TRR	Restaurant Sales
HFO	Front Office
HRERES	Reservations (Bookings)

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

A handwritten signature in black ink.

Jean Francois le Roux  
Manager: Operations  
08 December 2022



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Cheryl le Roux  
Product Development Manager  
Certificate 3083