



Hospitality & Business  
Management School

# Competency Certificate

This is to certify that

**Olivia N Shimpanda**

**Successfully completed training in**

CRM	Client Relations
CME	Membership
TRE	Retail Sales
TRR	Restaurant Sales
HRE	Reservations
HFO	Front Office
HRP	Hospitality Reporting
CRE	Client Reporting
HLA	Laundry
ACTSCH	Activity Scheduling
ACTBIL	Activity Billing

**and is a competent user of the  
CiMSO software suite Version 432**

Jean Francois le Roux  
Manager: Operations  
14 June 2024



Cheryl le Roux  
Product Development Manager  
Certificate 3430