



Hospitality & Business
Management School

Competency Certificate

This is to certify that

Joyce Neumann

Successfully completed training in

CRM	Client Relations
CME	Membership
FDR	Debtors Control
FTR	Transactions
TRE	Retail Sales
TRR	Restaurant Sales
HRE	Reservations
HFO	Front Office
HRP	Hospitality Reporting
CRE	Client Reporting
HLA	Laundry
ACTSCH	Activity Scheduling
WTM	Task Manager
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 3460