



Hospitality & Business
Management School

Competency Certificate

This is to certify that

Nicole Ostendorf

Successfully completed training in

CRM	Client Relations
CME	Membership
HRE	Reservations
CRE	Client Reporting
ACTSCH	Activity Scheduling
ACTBIL	Activity Billing

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

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Jean Francois le Roux
Manager: Operations
14 June 2024



A handwritten signature in blue ink.

Cheryl le Roux
Product Development Manager
Certificate 3515