



Hospitality & Business  
Management School

# Competency Certificate

This is to certify that

**Russell C. Ketha**

**Successfully completed training in**

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

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

A stylized, handwritten signature in black ink.

Jean Francois le Roux  
Manager: Operations  
14 June 2024



A stylized, handwritten signature in blue ink.

Cheryl le Roux  
Product Development Manager  
Certificate 3598