



Hospitality & Business  
Management School

# Competency Certificate

This is to certify that

**Hileni Shivolo**

**Successfully completed training in**

CRM	Client Relations
CRE	Client 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 3652