



Hospitality & Business  
Management School

# Competency Certificate

This is to certify that

**Mercy Kalakuka**

**Successfully completed training in**

|        |                       |
|--------|-----------------------|
| CRM    | Client Relations      |
| CME    | Membership            |
| FTR    | Transactions          |
| TRE    | Retail Sales          |
| TRR    | Restaurant Sales      |
| HFO    | Front Office          |
| HRP    | Hospitality 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 3659