



Hospitality & Business  
Management School

# Competency Certificate

This is to certify that

**Johannes Hamalwa**

**Successfully completed training in**

|        |                     |
|--------|---------------------|
| CRM    | Client Relations    |
| TRE    | Retail Sales        |
| TRR    | Restaurant Sales    |
| HRE    | Reservations        |
| HFO    | Front Office        |
| ACTSCH | Activity Scheduling |

**and is a competent user of the  
CiMSO software suite Version V434**

A handwritten signature in black ink, appearing to read "Jean Francois le Roux".

Jean Francois le Roux  
Manager: Operations  
01 October 2025



A handwritten signature in blue ink, appearing to read "Cheryl le Roux".

Cheryl le Roux  
Product Development Manager  
Certificate 3839