



Hospitality & Business
Management School

Competency Certificate

This is to certify that

Mercy Kalaluka

Successfully completed training in

CRM	Client Relations
FDR	Debtors Control
FCR	Creditors Control
FTR	Transactions
FGL	General Ledger
STO	Stock Control
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**

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Jean Francois le Roux
Manager: Operations
01 October 2025



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Cheryl le Roux
Product Development Manager
Certificate 3983