



Hospitality & Business
Management School

Competency Certificate

This is to certify that

Terttu Newaka

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 4092