



Hospitality Management School

South African Chapter

This is to certify that

Sia Yin Ling Michelle

successfully completed training in

Customer Relations CRM

Membership CME

Debtors Control FDR

and is certified as an

INNkeeper Ver 3 User

A handwritten signature in black ink.

Jean Francois le Roux
Manager: Operations
30 October 2007



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George Van Zyl
Manager: Training
Certificate 408