



Hospitality Management School

South African Chapter

This is to certify that

Agatha Insui

successfully completed training in

Customer Relations CRM
Membership CME
Restaurant Sales TRR

and is certified as an

INNkeeper Ver 3 User

A handwritten signature in black ink.

Jean Francois le Roux
Manager: Operations
22 November 2007



A handwritten signature in black ink.

George Van Zyl
Manager: Training
Certificate 454