



**Hospitality Management School**

South African Chapter

This is to certify that

**Karina Roberts**

**successfully completed training in**

Customer Relations CRM  
Communications COM  
Transactions FTR

**and is certified as an**

INNkeeper Ver 3 User

A handwritten signature in black ink.

**Jean Francois le Roux**  
Manager: Operations  
28 August 2009



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**George Van Zyl**  
Manager: Training  
Certificate 725