



Hospitality Management School

South African Chapter

This is to certify that

Pandu Mkiafongkie

successfully completed training in

Customer Relations CRM
Communications COM
Transactions FTR
Reporting FRE
Reservations HRE
Front Office HFO

and is certified as an

INNkeeper Ver 3 User

A handwritten signature in black ink, appearing to read "Jean Francois le Roux".

Jean Francois le Roux
Manager: Operations

24 May 2011



A handwritten signature in black ink, appearing to read "George Van Zyl".

George Van Zyl
Manager: Training
Certificate 918