



Hospitality Management School

South African Chapter

This is to certify that

Shana van Zyl

successfully completed training in

Customer Relations CRM

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
21 September 2011



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

George Van Zyl
Manager: Training
Certificate 1010