



Hospitality Management School

South African Chapter

This is to certify that

Lila Gawises

successfully completed training in

Customer Relations CRM
Communications COM
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

23 April 2012



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

George Van Zyl
Manager: Training
Certificate 1140