Use case diagram:

- Attendent (actor) → receive customer
- receive customer <<excludes>> customer cancels
- receive customer <<includes>> check reservation
- receive customer <<includes>> upsell customer on insurance
- check reservation <<includes>> give keys to customer
- upsell customer on insurance <<includes>> update database with insurance information

Name: ● Attendant receives customer Participating actors: ● Customer ● Attendant Entry Condition: ● Customer presents reservation ● The car is available	Exit Condition: ● Customer is given a key to the car. Event Flow: 1. Attendant reviews customer reservation. 2. Attendant offers insurance. 3. Attendant finds keys for reserved car. 4. Attendant gives keys to the customer.