# Vision for Golf Course Manager

Currently the reservation and member management system for Club BAIST is manual and paper based. Club BAIST members call in to the office in order to make or cancel a reservation. This can be problematic if the office staff are busy as there is a penalty to members who do not use their reservations. Club BAIST would like to provide its members with a website that will allow them to create and manage reservations without having to call in.

## Stakeholders

The stakeholders for this project include the Club BAIST clubhouse staff, the Club BAIST front office staff, Club BAIST management, the Club BAIST members, the Club BAIST Finance Committee, the Club BAIST Membership Committee as well as the Club BAIST board of directors.

The Club BAIST clubhouse staff needs to be able to review a daily list of reservations and indicate whether the Club BAIST Members have played their reservation.

The Club BAIST front office staff needs to be able to book and cancel reservations. They also need to be able to review applications and inform Club BAIST members about the application and account status. Club BAIST front office staff need to be able to accept payments for memberships.

The Club BAIST management need to be able to provide discounts as well as cancel memberships. The Club BAIST management also needs to be able to override the reservation system and set up tournament booking.

The Club BAIST Finance Committee needs to be able to be able to update the membership levels and annual pricing. The Club BAIST Finance Committee also needs to be able to track each Club BAIST Members account and their activity at the club.

The Club BAIST Membership Committee needs to be able to be able to update the membership levels and pull reports on memberships and their statuses. The Club BAIST Membership Committee needs to be able to review and approve membership applications.

The Club BAIST Board of Directors needs to be able to be able to pull reports, including lists of memberships and their statuses. They also need to be kept up to date on the progress of this project.

## Proposed Solution

The solution will be built as an external and internal facing website with an N-tier architecture backed by a database. The website will need to be mobile friendly to allow for easy reservations by the Club BAIST Members.

## Actors

Club BAIST Members – Add and cancel reservations. Apply for new reservations and vouch for new membership applications. Pay for membership fees. Change membership level. View membership status. View their reservations.

Club BAIST Clubhouse Staff – Review a daily list of reservations. Indicate whether the reservation was used.

Club BAIST Front Office Staff – Book and cancel reservations. Review applications. Accept payments for reservations.

Club BAIST Management – Provide discounts, cancel memberships, override reservation system, and set up tournament booking.

Club BAIST Finance Committee – Update membership levels and annual pricing. Track each members account and activity.

Club BAIST Membership Committee – Update membership levels, pulls reports on memberships and their status. Review and approve membership applications.

Club BAIST Board of Directors – Pull reports on memberships.