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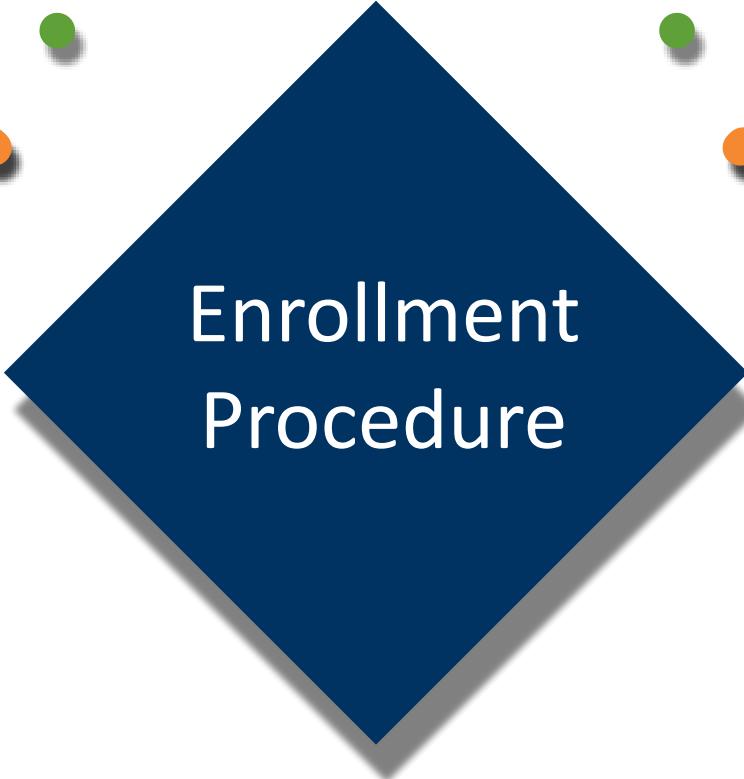




# Customers

Customers are at the heart of our organization. They offer us their business as well as a reason for us to enjoy our work.

Customers have large amounts of data stored in our system. They have family schedules, family details, birthdays, addresses, phone numbers and payment history. Confidentiality is a crucial aspect in our organization and information should be locked down whenever possible. All workstations should be locked when they are not occupied so data theft can be suppressed.



## Enrollment Procedure

The City of Carlsbad offers many classes. From Volleyball leagues to Art classes, our citizens have many reasons to participate.

While there may be more approaches to an enrollment, the following is one method that is preferred. This next lesson will teach you how to search for a class, how to enroll in the class and how to complete the transaction. Be careful to notice any existing charges on their account. If they have a due balance for a previous course, they may not enroll in another until their balance is nulled.



## Facility Reservations

The City of Carlsbad offers many rental areas throughout our parks.

Each area is unique with its advantages and disadvantages. These differences affect which fees are applicable to the customer as well as what the patron is allowed. Please refer to the **Rules and Regulations** before taking any reservation requests.

After understanding the **Rules and Regulations**, you may continue with first checking park availability, account creation and finally the creation of the permit. As mentioned in the Enrollment procedure, there may be multiple ways of completing this task.



## POS

At our many parks, we offer several services and products to help enrich the experience of our citizenry.

By selling special event tickets, merchandise, food and other items. we become an inclusive part of their park experience. Understanding every environment may be slightly different than the next, you only need to complete one of the provided tutorials.