Pending Questions:

1. Who has access to member information? Since operator can add, delete, and update member information, does it mean he/she can also get full member information?
2. Does the service fee listed in the “service directory” equals the service fee listed in the “service provided”? Flat fee? Or hourly/rated fee?
3. Do we need two “working areas” (one for provider, and one for Pizzaholics anonymous operator), or do we merge them into one?
4. Would you rather us implement a GUI or console application?
5. What type of report would the client prefer? Text-based? With graphic?