**Persona**



Persona 1

Eliza Muse is a 24 year old, recent uni graduate who likes to keep in touch with her former university classmates by booking a badminton court for her and her friends to use each Saturday morning at 10am to 11am. As she does this every week and this is the only time that can accommodate her and her friends busy lives she would like to reserve the court months at a time ahead of the scheduled booking so she doesn’t have to visit the website each week to book the court they desire. At this current time the rec centre website can only allow bookings two weeks ahead of the current time.



Persona 2

Jane smith is an 18 year old undergraduate student studying Computer Science. She is wanting a cheap solution for fitness training. She wants a personal trainer for a one on one fitness training. She is wanting to train to keep herself fit and healthy and to keep her mind clear for upcoming exams. She would prefer to train with us as the rec centre doesn’t really have personal trainers for individual people.

Persona 3



Ian Carl is 20 years of age, a second-year commerce student who loves contact sports. He enjoys playing rugby, and seeks an extra workout regime to strengthen himself. He attends wrestling classes every Tuesdays and Fridays, and goes to the gym every other day. Now, he wants to mix his schedule and attend Thai-boxing classes but they are clashing with his current wrestling class. He wants to know if we offer the classes and if they were clashing, could it be rearranged as the current gym have their schedules fixed and it's not possible for him to attend both classes.