**User Profiles**

1st Instance

Female mid 20’s, part-time polytechnic student who likes to keep fit and socialise with people in her own age near her area so she goes to zumba once a week to keep fit and have fun while exercising.

2nd Instance

Male early 20’s, full-time university student who likes a good workout with the right contact by attending thai-boxing classes at the gym nearby three times a week, in hoping to increase his fitness regime and be an amateur fighter.

**User Roles**

Rec Centre manager - in change of the day to day business to keep the rec centre running, mainly checks the website for feedbacks for the Rec Centre, but also handles and signs off on court bookings and purchase orders if anything irregular occurres ie. changing a purchase order at a customer’s request.

Receptionist - in charge of court bookings, and purchase orders made online by the rec centre customers. Can also handle general enquiries made by the rec centre customer, serving as a ‘middleman’ between the rec centre manager and the rec centre customer.

Rec Centre Customer- uses the website to book courts at particular times, buy merchandises off the website and check up on information regarding the rec centre. Can also sign up as a member on the website and ask questions regarding the rec centre which is either handled by the receptionist or the manager, depending on the complexity of the question.

Rec centre gym staff – Maintains the gym equipment and helps the manager maintain the gym in an overall. Works closely with the rec centre manager by regularly checking the website for feedback from the customers on the gym equipment condition, gym standards and expectations in the feedback forum within the website. Uses the website as well to check if they are booked for a session to help customers with the equipment’s and their workout sessions.