

Exercise 2.2

- a How many bikes are purchased from suppliers at one time?
- b What happens usually when a bike is checked and how is the outcome recorded?
- c Is the process different for specialist bikes?
- d How do you cope when it's Annie's day off and you have to deal with hiring bikes for customers?
- e Do you find the current procedures easy to use?
- f How could the current procedures be improved?

Exercise 2.3

Other useful requirements might include:

- Produce a report on the damage done to different bikes
- Use customer details for marketing purposes, special offers, etc.
- Produce a report on the relative popularity of different types of bike.

Exercise 2.4

See Figure E.2

Exercise 2.5

- A customer, Sheena Patel, arrives at the shop to return a bike
- Annie contacts the mechanics to ask for someone to come and check the bike
- Annie looks out the relevant bike card and checks Sheena's name and address
- Annie makes sure that the bike being returned is the one on the card
- She confirms that the bike is being returned on time by checking the return date against the current date
- One of the mechanics checks the bike and finds some damage to the front wheel
- He shows the damage to the customer, Sheena, and informs her that there is a charge of £10 to cover the repair
- Annie returns Sheena's deposit, minus £10 to cover the cost of repair to the damage
- Annie writes out a receipt for Sheena.