

- Ian says he isn't a member but he'd like to become one
- Phil takes details of his name, address, telephone number and bank account number and sort code
- He prints out a membership card for Ian
- He scans the video barcode
- Phil takes the money for the rental and says Ian must return the video by 8pm the next evening
- Ian leaves with the video and his new membership card
- Rachel comes into the video shop with three videos she borrowed the previous day
- She hands them to Phil
- Phil scans the video barcodes
- He checks that the videos are back in time and that Rachel doesn't owe them any money
- Rachel leaves the shop
- Hannah comes into the shop and says she wants to become a member
- Phil takes details of her name, address, telephone number and bank account number and sort code
- He prints out a membership card for Hannah
- He asks Hannah if she wants to borrow a video now
- She says 'No'
- She leaves with her new membership card
- Andy comes into the shop with two videos to return
- The videos are a day late
- Phil is busy with another customer
- Andy puts the videos into the returned video box and leaves
- When Phil has finished with his customer he retrieves the videos and scans the barcodes
- He notices that they are a day late and checks that the system has registered this against Andy's name
- Kim, the View Us manager, arrives with a box of new videos
- Phil and Kim sort through the videos allocating barcodes and prices: newly released videos are more expensive to rent than older ones
- Kim enters the details of the new videos on to the system
- Tony comes into the shop
- He chooses three videos
- Phil swipes his membership card
- He notices that Tony still has two videos out; they are three days overdue