

surfboards, golf clubs and tennis rackets. He wants to find out whether this would be attractive to his current customers.

Using the example in Figure 2.3 as a guide, design a questionnaire to find out whether there is a market for hire of sports items among Wheels' current customers.

- 2.5 Following the example scenarios in Figures 2.4 and 2.5, write a scenario to illustrate what happens when a customer, Sheena Patel, returns a bike on the due date, but there is some damage to the front wheel which is charged at £10.
- 2.6 Following the layout of the problems and requirements list in Figure 2.7, document the details of a requirement to keep records of customer details. You can assume that this requirement has come from Annie and that it is essential. It is related to the second requirement shown in Figure 2.7 to record details of previous bikes hired.