

Annie: We keep them in the order of the bike numbers – it's the only way really – though it does cause problems with queries. For example, the other day I had a man on the phone wanting to know if we had two bikes, a Raleigh Pioneer for him and a Dawes Galaxy for his partner, and how much it would cost for three day's hire. First of all I had to look on the shop floor to see if we'd got the right bikes, then I had to search through all the cards and then I had to work out how much it was going to cost him. He was very patient, but that sort of thing takes ages. Anyway, I'll show you one of the cards.¹

Bike Number: 1591	Make: Scott	Model: Atlantic Trail	Type: mountain	
Clour: Black	Daily rate: £8	Deposit: £50	Size: woman's	
Customer	Start date	Return date	Paid	Extras
Mrs V. Patel 16 St John's Road	31/08/03	2/9/03	£74	
Ms C. Wilson 112 Regent Street	9/9/03	12/9/03	£82	£8
Dr F. Green 67 Grange Road	4/10/03	4/10/03	*58	
Ms C. Wilson 112 Regent Street	19/1/04	19/1/04	£58	

Figure 2.2 Example bike card from the current Wheels system

SD: Thanks. Can you tell me – are the hire charge and the deposit the same for all the bikes?

Annie: No, they vary a lot. Well, you couldn't charge the same for a child's bike as for an 18-gear racer, could you? Anyway, then I fill in all the details on the bike card, the customer gives me the money to cover the hire and deposit and off they go.

SD: Don't they get a receipt?

Annie: Oh yes, sorry, I forgot. I write one out from the receipt book. It would be nice if we could use the computer system for that, but all we've actually got on it is a list of the bikes that

1. The bike card is shown in Figure 2.2.