

The new system

The new system must keep a record of customers, cleaners and jobs. The office manager, Eileen, wants to be able to use the system to produce printed monthly invoices for regular customers and one-off invoices for single jobs. She would also like the system to produce a weekly schedule for each cleaner showing where and when they are working. This will be given to the cleaners at the start of the week along with a copy of the Booking Form for the customer to complete. The system will also be used to produce a weekly list showing how many hours each cleaner has worked.

Invoices for one-off jobs are to be printed and sent out as soon as the signed booking form is returned to the office. Invoices for regular jobs are to be printed and sent out once a month. Customers who have regular cleaning jobs on several properties should receive a single invoice.

Eileen would also like the system to be able to keep track of her appointments and produce a printed schedule for her.