

**Norma Osteen**

---

**From:** O'Steen, Norma  
**Sent:** 05/03/2004 10:32:00 AM  
**To:** Watson, Laura M.  
**CC:** Loschin, John  
**BCC:**  
**Subject:** Training Questions 04

John,

I just sent this to you to see if you could answer enough of these to be able to get on the phone when we are short-handed.

nwo