

DATE: 4-4-94  
 TIME: 1:45  
 FILE #: \_\_\_\_\_  
 CALL IS TO / FROM CUSTOMER

SET UP  
FILE

*PN*

# RECORD OF TELEPHONE CALL

CUSTOMER NAME: DEANIS BUTTON DEALER: \_\_\_\_\_  
 ADDRESS: 13800 GILLETTE RD ADDRESS: \_\_\_\_\_  
ALBION NY 14411  
 PHONE: 716-589-9588 PHONE: \_\_\_\_\_  
 PRODUCT: m/700 CODE/S/N: \_\_\_\_\_  
 CALIBER: \_\_\_\_\_

## CUSTOMER'S ATTITUDE:

BEGINNING: \_\_\_\_\_ IRATE \_\_\_\_\_ ANGRY ☒ CALM \_\_\_\_\_ PLEASED  
 AT END: \_\_\_\_\_ IRATE \_\_\_\_\_ ANGRY ☒ CALM \_\_\_\_\_ PLEASED

CUSTOMER CONCERN: GO AWAY SEGMENT - ALSO SEE  
ATTACHED LETTER

RESOLUTION: SEND RIFLE SHIPPING BOX 9 FOLLOW-UP  
W/ UPS CALL TAG

COMMENTS: CUST HAS A .17 BLUED STAINLESS  
BBL & LUBRICATES IT WITH "WD-40 AND ALSO REM-OIL"