

DATE: 4/6/94  
TIME: 1:10 PM  
FILE #: \_\_\_\_\_  
CALL IS TO 7 FROM CUSTOMER

## RECORD OF TELEPHONE CALL

CUSTOMER NAME: James HANsing

DEALER: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE: 602-924-7044

PHONE: \_\_\_\_\_

PRODUCT: 700

CODE/S/N: \_\_\_\_\_

CALIBER: \_\_\_\_\_

## CUSTOMER'S ATTITUDE:

BEGINNING: \_\_\_\_\_ IRATE \_\_\_\_\_ ANGRY ☒ CALM \_\_\_\_\_ PLEASEDAT END: \_\_\_\_\_ IRATE \_\_\_\_\_ ANGRY \_\_\_\_\_ CALM ☒ PLEASEDCUSTOMER CONCERN: (let me know the status)RESOLUTION: Called get message to call as soon as possible - 4/6/94COMMENTS: Called back 4/1/94 agreed to return to store. p. 10m. s/p