



**QUALITY SERVICE: THE KEY  
TO CUSTOMER LOYALTY**

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DATE: 6/13/95 TIME: 1:00

TO: Andy O'Neil  
\_\_\_\_\_  
(BLDG./ROOM NO.)  
\_\_\_\_\_  
(PHONE)

FROM: Back East  
\_\_\_\_\_  
(BLDG./ROOM NO.)  
\_\_\_\_\_  
(PHONE)

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