

NO ans 2:03
NO ans 2:43
NO answer 3:07
NO answer 4:04

DATE: 3/30/94
TIME: 2:03
FILE #: _____
CALL IS TO / FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: Russell T. Sweely

DEALER: _____

ADDRESS: _____

ADDRESS: _____

PHONE: 717-286-1241

PHONE: _____

PRODUCT: _____

CODE/S/N: _____

CALIBER: _____

CUSTOMER'S ATTITUDE:

BEGINNING: _____ IRATE _____ ANGRY _____ CALM _____ PLEASED

AT END: _____ IRATE _____ ANGRY _____ CALM _____ PLEASED

CUSTOMER CONCERN: _____

RESOLUTION: _____

COMMENTS: _____