

To: Jim Stekl  
Set Up File

DATE : 1/11  
TIME : 9:10  
FILE # :  
CALL IS TO/FROM CUSTOMER  
CALLED 1/11 2<sup>nd</sup>

RECORD OF TELEPHONE CALL

CUSTOMER NAME: Ed Jeffries DEALER: \_\_\_\_\_  
ADDRESS: 2168 1900 Beechwood ADDRESS: \_\_\_\_\_  
Box 99  
Paris Alliance, OH 44669  
PHONE: 216-862 2619 PHONE: \_\_\_\_\_  
PRODUCT: 700 sports 78 - <sup>used</sup> CODE/S/N: B 666 0995  
CALIBER: 25.06

CUSTOMER'S ATTITUDE:

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

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

<sup>Just purchase</sup>  
CUSTOMER CONCERN: No Property Damage  
No Injuries  
Fines when he slows bolt

RESOLUTION: Gun To Be Return To Stekl

COMMENTS: Trigger Adjusted Before Western Trip