

*Remington*



## REMINGTON ARMS COMPANY, INC.

SPORTING ARMS AMMUNITION TARGETS TRAPS

ILION, NEW YORK 13357

TELEPHONE 374-0951

September 23, 1988

Dear Remington Gunsmith:

Traditionally, Remington has led our industry in after market services. It's our goal to constantly improve upon this position so that Remington becomes the undisputed service champion. And we want your help in doing so.

We feel that you Remington Recommended gunsmiths represent a key service link between our Company and the customer. Therefore, any service ideas and suggestions you may have should provide Remington with a good basis for further upgrading that service. It's only you who deal face to face with concerned customers on a daily basis, and we know it.

Initially, I'm asking that you send to me your personal top 3 service improvement suggestions in 1, 2, 3 order of importance. Of course, you may extend the suggestion list, but try to limit it to three recommendations. We want 100% participation from all Recommended Gunsmiths. I'll review every suggestion, provided I can read your writing. That's why my secretary is typing this -- so you can read mine!

Enclosed is a self-addressed, postage-paid envelope for your reply. Again, rest assured that Field Service will consider every suggestion. Hopefully, your ideas will go a long way toward making your jobs easier and more rewarding while better serving the gun repair customer.

Thanks in advance for your help. Here's hoping you have a great hunting season and a better gunsmithing year as we both know where our bread and butter comes from:

**SATISFIED CUSTOMERS!**

Best regards,

*Fred*  
Fred Emhof  
Sr. Field Service  
Representative

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