

**AGENDA  
CONSUMER SERVICE TEAM MEETING  
SEPTEMBER 6, 2002**

- Timesheets - We need to do a better job of calculating our time from week to week (John)
- Information & Ownership - Are we making sure that the caller knows our name? (John)
- Quality Issues - What are we hearing? (John)
- Weekly Business Unit Meeting Update (Karin)
- Safety Modification Program - What is included in "cleaning" the gun (Laura)
- Internet Questions - How to help customers get through the system (Laura)
- United Way - Does the team want to do a basket for the silent auction this year? (Norma)
- Birthdays - What are we doing for September? Who owes the kitty? (Norma, Denise, the rest of the team)
- Customer Service Tips (see attached)
- Questions from morning huddles will be forwarded via e-mail (Norma)