

TEAM AGENDA
OR "The John Show"
May 2, 2002

SUMMER FLEX HOURS (John) - which team will get us started.
Will start June 14th with the "A" team (Norma, Christy, Kay, Tonya, Summer, Del, Todd, Nicole). Each team will have 5 weeks.

INTERNATIONAL ORDERS (John) - updated procedures
Still send parts orders to George McHugh. If general consumer questions, we should be handling.

NEW HIRE TRAINING (John) - reminder
Sheila and Melissa begin Monday, May 6, 2002 and Summer will be returning. Bring breakfast items for the "welcome party"

870 REBATES (John) - It's over. How to handle inquiries
Transfer calls to Pam Falcon for explanation.

E-MAIL ADDRESS UPDATE (John) - Need to update our address for outside e-mails
Refer to e-mail sent from Keith Bowles on April 25, 2002. Format should be first name, last name@remington.com (i.e. denise.atkins@remington.com)

NOTES:

Parts orders - file in appropriate alphabet file, filing from the back
Repairs - by date

If you have any new ideas for Consumer / Customer Service Day let Christy or Laura know.

NRA show - Danny sends his thanks to all.

If we have calls concerning "retro fitting" the bolts back to the old style (bolt lock), please inform Danny.