

**HR Answer Line Service
800 Number Call Log
July-September, 1998**

| NAME & ORGANIZATION | DATE OF CALL | NATURE OF CALL | HANDLED DIRECTLY OR REFERRED |
|---------------------|--------------|---|---|
| San Marcos, TX | 7/16/98 | Starting new full serve and needs job description examples and handbook examples. | Called for permission to send ones we have (from previous clients) and sent to him. |
| Wheaton, IL | 7/21/98 | Needs copies of performance appraisal forms for managers. | Faxed to him. |
| Vermont | 8/3/98 | Needs copies of application forms specific to carwashes, Job Analysis forms and Performance Appraisals for carwashes. | Faxed to them. |
| GA | 8/20/98 | Left message that he had some questions. | Never returned my call back to him. |
| OH | 9/1/98 | Looking for average salary of managers — said he'd seen survey in magazine. | I suggested it was a good thing to look at and to try his local/state association. |
| TX | 9/3/98 | Needed more books on sales and customer service to use to train his staff. | I placed an order for him. |
| Columbus, OH | 9/10/98 | Self serve CW - wants to see independent contractor agreement letters as he's starting someone soon. | Sent to him, plus IRS checklist re: independent contractors. |
| Los Angeles., CA | 9/10/98 | Expanding detailing business and wants help with business planning. | I gave him Power Inc. and Okun & Associates phone numbers. |
| Beverly Hills, CA | 9/15/98 | Needs training program for all technical workers. | I sent information on what steps he'll need to take to do this and various ways to get it designed/developed. |
| Lowell, MA | 9/22/98 | Information on cash incentive programs. | I sent her a list of books and people to call re: incentives in general. |