

**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.