

1. I was ugly to Katie and did not grant her beingness.

2. Yesterday on the phone in my office with Katie. I had received a phone call from Mike Sause about his account. I did not look at his record to see what had last transpired to find out what he might have been calling me about. He gave me his complaint. I called Katie and without asking her what the situation was I just started demanding answers from her about what she was "doing with MY account" as if she was intentionally committing an overt on my client. She attempted to explain to me but I was not listening. I was more interested in being right myself. I heard her frustration on the line and ignored it. I acted like I was not being affected at all by what she was saying or doing which probably heightened the frustration between us. I implied to Katie that she was trying to stop my client from advertising which I know is not a truth. She tried again to tell me what the situation was and again I refused to listen. We ended up spending at least 10 minutes on prime production time arguing about this. She was enturbulated unnecessarily, her post product was impeded, I did not even look at the cycle from the viewpoint of what her product was and what she was trying to accomplish. My client got the impression the left hand did not know what the right had is doing at AMC as a result of me dumping the hat on Katie in the first place.

1. I dumped my hat on Katie and ignored lines which created an upset.

2. About a month ago. In my office up near reception at AMC. I had taken over Mike Sause's account from DeDee and without any regard for what might have already been done I just jumped in and began running the cycle like it had been dropped. Katie had not dropped the hat for collections and DeDee had not dropped the hat on servicing the account. I ignored the lines completely and called the client. I spoke to Rhonda Lewis and asked her what exactly would she like to have happen as far as payment on the account. She said she would really like monthly payments as opposed to weekly. I said fine. I had asked Katie (dir income) what kind of arrangement would she accept from Mike and she said anything, she would agree to what ever he wanted to pay. I had treasury run a report of what they had been invoiced for the past 8 months to see if we could get some sort of average amount they had been paying to use as a guideline which I did. I submitted a CSW to the ED and completely bypassed treasury altogether to get payment arrangements made. Katie called me when she found out what I was doing and said that she had already agreed that whatever he wanted to pay was fine and that my CSW was not really needed (I think). I secured the card pack mailings for Dec and the mag ad for Nov and then I dropped the collection end of my hat altogether and left it to Katie to handle. I knew she had been working with them when DeDee was over the account and I did not pick up the line. I left Katie responsible for my lines. The client got ruffled at the out comm sit and the owner himself had to call me personally to get it straightened out. Katie was put in danger by not being able to get her product because of all the stops I had on the line. Katie was made to look stupid possibly by the client because she was not info'd of what comm

cycles I had with the client earlier. AMC looks like we dropped a few balls when in fact it was MY dropped ball entirely. Production time was lost by everyone, including my client.

1. I dropped my hat and didn't make sure my lines were completely turned over and dumped the hat on Katie.

2. About 3 weeks ago when the pack reps were told to pick up only those mag accounts they could easily in the mainstream of business. This was at my office up near reception. I was ordered to go back on pack sales and that I was a PACK REP not a mag rep. I continued to work my mag accounts until the ED had to set me straight for the third time that I was off mags and to stop working mags and get on packs flat out. I began passing my mag lines to the Sales Sec with notes on what was to happen with each one. I never followed up to ensure the accounts were in fact being handled correctly or at all. I just passed the lines to the Sales Sec and went on selling packs assuming it was under control. The only mag accounts I ended up with were the handful I had already with pack business. We had a meeting one Saturday and it was made clear then that pack reps were to only service certain accounts. The ED had the list and was turning lines over to Mike Dawson and to the individual reps themselves for handling. I never did anything else with my mag lines from that point forward. I haven't even really looked at any reports coming my way about the mag to see who it is I actually should be servicing outside of Sause, Solomon and Hinderer who are my card pack clients. It was a dropped and dumped hat. The dir income has been sending me reports and I haven't even looked to see what accounts are still showing up under my name. Clients are not being serviced, invoices are not being paid. Treasury is having to chase up lines and is being dev-t'd by me for lines I did not pass. Holes are being left wide open where accounts are not being handled which leaves us liable for field flaps big time.