To do list for new c/s:

* Train
* Answer incoming phone calls
* Take and key in orders
* Do follow up calls and emails for:
  + - Recent orders
    - Old orders
    - Dead customers
    - Quotes
* Faxing quotes and sales campaigns
* Emailing old quotes and sales campaigns
* Thank you notes and post cards.
* Web order entry
* Data management-cleaning up areas of MAS that need to be cleaned up. Update email address, phone, address, contact name, position or title, etc.
* Answer c/s emails
* Process simple returns
* Review of online items for pricing and data consistency