





















## Exercise. Creating a Contact Record

**Scenario** You receive a call from Mr. John Smith from the International Industrial Press, LTD. Mr. Smith is new to the company. He is responsible for working with service providers.

Use the following information to create a company record and a contact record for this caller.

### Company information:

International Industrial Press, LTD  
124 Swindon Lane  
Northampton, UK  
NN1 32F (postal code)  
044 028 9054 5511 (area and local number)

### Contact information:

John Smith  
127C Swindon Lane  
Northampton, UK  
NN1 32F (postal code)  
044 028 9054 5635 (area and local number)

Refer to *Creating a Company Record* and *Creating a Contact Record* in the Desk Reference.