



Don Belisle, Sr.  
Owner of  
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Company, L.L.C.

## More On Selling Based On Return

By Don Belisle, Sr.

A supplier who has been selling to us at Recore for several years called me this week. The owner shared "Don, I have been enjoying your newsletter very much. I read often about the benefits of selling you converters based on return and want to sell that way." I

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| GOLD    | SILVER | PLATINUM | PALLADIUM | RHODIUM |
|---------|--------|----------|-----------|---------|
| 1284.20 | 18.53  | 1009.00  | 663.00    | 750.00  |
| +3.00   | +0.37  | +12.00   | +13.00    | +15.00  |

explained that even though we are the small lot refining pioneers, we need at the very least 100 (preferably 200) pieces to make it work. This particular supplier is a one man show who produces 35-50 converters per month. I went on to explain that in order to maximize the return of precious metals, each supplier's load must be divided into sub lots of similar metal content. With 50 piece loads, these sub lots do not contain enough volume of material to accurately mill, sample and assay. I explained that since Recore has done thousands of single converter assays, we have excellent piece pricing. Piece pricing is the only way anyone can buy loads of less than 100 converters. We appreciate all our suppliers, big and small. We just regret that we cannot pay everyone based on return of actual metal content. Our system is by far the best at small and large lot assay-based metal payment. Every other refiner I am aware of has minimum lot sizes of at least 2,000 pounds of material (1,000+ converters). And they do not have the knowledge to separate into sub lots of similar metal, thus not maximizing return.

### New Converters Coming In Every Week!

One of our larger suppliers was in this week and he brought in something we love to see. He had a new style converter that we have not seen before. Anytime a new converter comes in we do a single cat assay to determine the exact content of metals. This information is invaluable. Not only can we now pay the supplier exactly what the unit is worth but we also now know which sub lot to put future converters of this type in when we see them. We also use this information to establish a piece price on the unit for our smaller suppliers who sell by the piece.

Interestingly enough, our supplier told us that their core buyer tried to buy the unit from him for \$150.00. The assay value of the converter was \$270.00. Big difference! On average, we see 10-20 new converters per week. With over 20,000 different converters out there now and more being introduced every day, it is a fair bet that our single cat assay department will be busy for the foreseeable future.

### Time To Try Us Again?

I heard something through the grapevine recently that I found hard to believe. One of our regular suppliers was talking to another yard owner and asked him "Why don't you sell your converters to Recore?" The owner replied "Ya, I tried them once and their pricing was nothing



We are processing 1,000's of catalytic converters.

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## More On Selling Based On Return *Continued from Page 1*

special." I was shocked to hear this since I know we have great pricing. Upon digging into our records, I found the test load this supplier sold us. It was 20 years ago! Well I agree with him that 20 years ago our pricing was not anything special. At the time we were like 95% of the other converter buyers out there and bought from yards

only to resell to someone else. In the past 20 years we have become the leader in the industry and the only one to offer small lot assay based converter purchasing. If you have not sold to us recently try us again and you will be glad you did. I'm still shaking my head over that one!

Happy Holidays everyone!



### Tips on Success-Never Forget the Customer is King

By Ron Sturgeon

The first article in this series listed more than 25 tactics to increase your business success. I have used all of these tactics in my business career. I started with nothing and didn't go to college, so I know you can achieve maximum success, regardless of your level

of education or circumstances. E-mail me to get the first article (or any of the other articles) in the series. Each one after the first takes a closer look at one of the tactics.

Never forget the value of a customer. Certainly, a time comes in every business when you NEED to fire a customer. Here are some reasons I have had for doing so: they would not pay me; they were threatening an employee; they were unprofessional.

Whenever you have to fire a customer, you always want to consider how parting company might affect you. Will you ever encounter them again? How will they take being fired? Are they so vindictive that they may try to harm your reputation online or with other clients? When you have to fire a customer, do it after having thought it out carefully.

One of my favorite books about the positive side of keeping customers is Carl Sewell's *Customers for Life*. Every business owner should read it and make sure every sales and service employee they have reads it.

My girlfriend Linda understands that business is about customer relationships. She has been with State Farm Insurance for more than 20 years and has been a State Farm Agent in Fort Worth for six years. Two times a week, a current client comes to her office and tells her that they intend to move their business to another carrier because of price. She is never defensive, always kind, empathetic, and professional.

Linda listens carefully and is often able to keep those

customers because she treats them with kindness and courtesy. By listening and empathizing, Linda is often able to get a client to sit down with her to compare the coverages and learn about the differences that produce the savings. Many appreciate that kind of service and decide to stay with Linda.

When she does lose a customer, Linda always asks for the opportunity to quote when they are up for renewal and some come back to her because she demonstrates that her interest in clients goes far beyond a transaction. Rate is just one of many factors when people choose to do business with her. It's also about the quality of service they get.

Good service is rarer than it should be. I recently had a disagreement with a service company. The service rep responded to my complaint by telling me that no one else ever complained about their service. The implication was that I was being unreasonable.

Even if I were being unreasonable, what is the upside of responding to a complaint in a way that implies the fault is with the client? They told me that I was 100% wrong (there's always a second side to every story), then even said I was "spoiled". Even if I were, what did they gain by making the point, except my anger?

Then, they told me that I couldn't find anyone with their credentials and quality to do that job at the price I wanted. Ironically, they are a new business in a crowded niche. New or established, never be so pompous or naïve as to think you are the ONLY one who can do the job. Then they wanted to discuss all that they did right on the job, rather than discussing the mistake or problem. Again, that isn't going to repair the relationship or keep the customer. Imagine your son telling you how he made almost all B's as a defense when you confront him about a D on his report card.

I fired them very graciously. I promptly hired someone else to do the work. My new vendor is doing a better job for less money. Even though I liked the old vendor, they did not value the relationship with me or did not understand the basics of customer service, and acted on emotion when challenged. Worse still, they did not learn anything that might improve their service from losing my business.

I teach the client service employees at my companies to deal with customers by listening, empathizing, and acting to correct the issue. We spell out the steps that we will take to fix the issue and ensure that it does not happen



### CATALYTIC CONVERTER EXPERTISE

Recore Trading Company has been in the catalytic converter business since the very beginning of catalytic converter recycling. With over 27 years of precious metals experience, we have assay based knowledge to group similar metal content cats together and process them that way for maximum return.



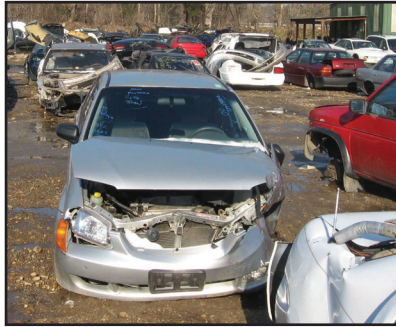
# Can We Count on YOU? By Sandy Blalock



The threat is real and we have known for quite some time it was out there so why have we been so slow to react and face the problem head on? I have traveled across the country working with recyclers for many years now and the complaints have been the same why isn't someone doing something about the unlicensed illegal operators? The

truth is I do not have the answer. However, if we continue sitting back and do nothing should we really think someone else would pick up that proverbial ball and run with it? I think not.

So now you ask what do we do? Well my dears we must get up off our lazy hinnies and decide to fight for our legal right to be recognized as the authority to deal with salvage and end of life vehicles, we have a lot to back us up in that fight. Allowing anyone who is unqualified to acquire salvage and end of life vehicles makes absolutely no practical sense so why is it so hard to convey that to legislators, governmental agencies and law enforcement?



*Backyard Junkyard*

What I have heard and found over many years of working on these issues is that others outside of our industry just do not understand exactly who we are and what value we bring to our communities. This is something we can and should be actively engaged in to alleviate. It is our responsibility to educate others about our industry and help them understand why we are the experts and likely source of handling salvage and end of life vehicles.

WE have to stop taking the back seat approach and move ourselves into the driver's seat if we want to protect our industry. We have to be inclusive in everything we do to make sure our message is heard. When we have events we should be inviting not only legislators and agency heads but also community members. What we do should not be secretive but open for public dissemination.

We need to understand the laws on the books related to our industry and how we need to adapt or change them to be more effective. Don't assume that changing laws will make one iota of a difference if there are not adequate measures put in place to effect change. Sometimes all we need to do is find better ways to work with authorities on better compliance and or enforcement of existing laws. What we can do is make sure that those laws are reviewed and understood so we can act on any necessary actions that will promote meaningful change to protect and support our industry.

Auto recyclers need to be aware of the changing climate around them and know that many are actively engaged in finding ways to help our industry. Several states have successfully worked with their state legislators and agencies to pass significant new laws that not only help our industry but protect the communities we serve.

Iowa has just recently passed legislation prohibiting anyone from advertising salvage parts or vehicles unless they are licensed as is required by state law. Virginia is considering similar legislation as is several other states. California recyclers worked with their state to enact legislation requiring taxes to be collected at the auctions when unlicensed buyers purchase vehicles. These laws point to the value of state licensing of auto recyclers, however many of the existing laws need careful review and updating to be effective.

There are several states that do not have licensing or regulatory oversight of auto recyclers and this can often lead to loopholes that become difficult to fill. Many state associations are actively engaged on the issues, however without the assistance of the industry as a whole we will continue to lag behind in getting anything meaningful done.

While many recyclers sit back without engaging on the issues, others who are not working in the best interest of our industry have been feverishly working to deprive us of our rights to sell parts. This problem if left unchecked may have severe repercussions if we do not find a way to better engage all industry members on these issues. I never hope to see the day that due to our lack of vigilance there may come a time when they successfully pass some of those initiatives. We already work in an over regulated industry that cuts into our profits, can we afford to see more regulations pass that impact only those of us operating legal businesses and not those engaged outside the legal parameters.

We have so many states and areas that totally lack any representation by an organized state association and these are our most vulnerable areas. ARA has staff dedicated to following these issues but there is only so much that can be done at that level. It really is imperative that we are engaged at the grassroots level and businesses in the states where these legislative issues are arising must step up and

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*Tom's Foreign Auto Parts in Waterbury, CT, fully licensed well organized yard.*

## STATE-OF-THE-ART EQUIPMENT

Recore Trading Company is the only catalytic converter buyer throughout the Northeast and beyond with a state-of-the-art in house precious metals lab, milling and sampling line and de-canning stations. Selling to us cuts out all of the middlemen and you will maximize your bottom line.



# 4 November Meeting of NH ATRA

By Don Belisle



This month's meeting was packed with information. President Dave Wilusz went over the progress being made to our website and social media page. These improvements are amazing: members logos will be displayed along with clickable links directly to their web site. Dave and his team have been very hard at work and it shows. Tara Albert from NH DES introduced her replacement and spoke briefly on the happenings at DES. Tara has been promoted but will still oversee the Green Yards program. Then Paul D'Adamo gave an excellent presentation on how we must change the way we do things if we are to succeed and thrive. Paul showed many of the changes he made to Bill's Auto Parts when he owned it. The transformation was nothing short of amazing. Paul gave us all many things to look at that should help us recognize where change is needed. Paul does yard consulting work through his company Recycling Growth. Many NH yards are using him now and reporting terrific results.

## Geography Contest



It has been quite awhile since we had a contest in our newsletter so we thought it's about time. This one should be easy or at least you can take an educated guess. Please look at the photo here of a yard in the United States that Don recently visited. We don't need the name of the yard just the state that it calls home. You can email your answer to me at [sales@recoretrading.com](mailto:sales@recoretrading.com), fax it to me at 603-437-1313, or even mail it by December 31, 2016 to Recore Trading Company, 22 Manchester Rd., Derry, NH 03038. Answer correctly and you will be entered into a drawing for \$100. So enter your answer today, someone is going to win \$100, it might as well be you. Contest is open to yard owners, dealers, repair garages, scrap dealers and exhaust shops and their employees. All catalytic converter dealers and Recore Trading employees are not eligible for this contest.

## What Are You Doing to Move Your Business to the Web?

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again. We apologize and we fix it. We're about solutions that are win-win and strengthen the relationship with that customer.

Don't get caught up in thinking about one transaction. Keep your eye on the lifetime value of the customer whose issue you need to solve. What is all of his or her future business worth? What are the referrals that he or she could send you worth? Think lifetime value, not single transaction, and you will find it gets easier to keep customers for life.

Remember only you can make business great!

### PLATINUM GROUP METALS KNOWLEDGE

Recore Trading Company has spent years analyzing 1000's of catalytic converters in our precious metals lab and have proven time and time again that no grading system will maximize a customer's profits. The value of just one cat from the same year, make and model vehicle can vary from \$70 to \$185 based on the precious metal content.



*Ron Sturgeon, Mr. Mission Possible, has been a successful business owner for more than 35 years. As a small business consultant, he can deliver wisdom and advice gleaned from an enviable business career that started when he opened a VW repair business as a homeless 17-year-old and culminated in the sale of several businesses he built to Fortune 500 companies. Ron has helped bankers, lawyers, insurance agents, restaurant owners, and body shop owners, as well as countless salvage yard owners to become more successful business people. He is an expert in helping small business owners set the right business strategies, implement pay-for-performance, and find new customers on the web. As a consultant, Ron shares his expertise in strategic planning, capitalization, compensation, growing market share, and more in his signature plainspoken style, providing field-proven, and high-profit best practices well ahead of the business news curve. Ron is the author of nine books, including How to Salvage More Millions from Your Small Business. To inquire about consulting or keynote speaking, contact Ron at 817-834-3625, ext. 232, [rons@MrMissionPossible.com](mailto:rons@MrMissionPossible.com), 5940 Eden, Haltom City, TX 76117.*

# FANTASTIC TESTIMONIALS How to get and use them By Mike French



Testimonials are very important for promoting your business and selling your products and services. What others say about you has greater impact than what you say about yourself. Testimonials are the most powerful way to sell. You can increase the response to your advertising dramatically by adding testimonials. If you want to get and keep the marketing edge, use testimonials!

One good reason to use testimonials is that they're proof of credibility. What you say about your business, products and services means far less to consumers than what another consumer says. Proof of quality and effectiveness is in what customers say about your business, products and services. Testimonials prove in a way that you can't, that your claims about your business have credibility.

Testimonials allay a buyer's fears. Let's face it, there are people who are afraid to buy and use recycled parts. They are afraid the parts will fail and they'll be stuck. They're afraid about the quality of the parts. Or they are afraid you won't deliver on time. There are other things they're afraid of that stop them from buying, too. You can assure customers. But your words don't have the same impact as the words of a satisfied customer. Let's take the first fear – that the parts will fail and they'll be stuck. To address that fear you can print a customer testimonial that says, "Hi, I'm Troy Ferguson of Troy's Auto Body & Repair. I have bought used recycled parts from Harry's Auto Parts for seven years. The parts arrive on time in good condition, they fit, and they're guaranteed! I like using Harry's Parts because they're OEM parts that have been carefully removed from late model salvage. They're parts I can trust. Harry's has saved me thousands of dollars. They have always helped me get what I need." You could say these things about your company yourself, but they would never have the powerful impact of a direct quote from a satisfied customer.

Gather customer testimonials for all aspects of your business. For delivery: "Harry always delivers to me fast."

For customer service: "Harry is there for me in my hour of need. It was 4:45pm and I had a job to get out when I called Harry's. They were about to close, but they stayed late and got me the part I needed. They saved my day!" For price: "I saved \$230 on the engine I needed when I got it from Harry's. I added up the savings over the last six months and found that I'd actually saved a whopping \$16,230 dollars on parts! Not only are we going to Disneyland, but we're paying off two credit cards -thanks to Harry's!"

To Get Maximum Impact from Testimonials make them specific: "I saved \$497.50." Avoid using words like "great" or "quality" or other non-specific phrases like, "They really care." Because these words are non-specific, they are almost worthless. Always include details because details give credibility. "I saved \$497.50" is better than, "I saved money" or, "I saved about \$500.00" – which is only slightly better.

Answer an objection by including a testimonial like: "When I thought about using recycled parts I was really nervous. I was afraid I would be shipped junk and would be stuck with it. But, I have learned first-hand that Harry's Recycled Parts ships nothing but the finest OEM parts. Before I bought, I personally toured Harry's and saw how each part was professionally removed from late model vehicles using state-of-the-art equipment and technology. I saw how each part was cleaned, tested and inspected before it was shipped. I found that I don't have to worry about being stuck. Harry's puts an inspection sticker on every part with the name and phone number of the inspector so I can call if there is a problem. I love the 100%, no-hassle, money-back guarantee with a 101-day-warranty on every part." - Greg Gimble of Gimble's Auto Repair.

Prove a Claim: "On Saturday afternoon at two minutes to five, I had a problem installing a part. I called Harry's and explained my problem. I knew they were probably closing and would tell me to call back on Monday. But they didn't! The guy stayed on the phone for thirty-five minutes and helped me figure it out. He even gave me his home phone number in case I ran into more trouble; I still can't believe how helpful and patient he was!" - Tim Evans, Evan's Auto Body Shop.

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## Can We Count on YOU? Continued from Page 3

lead the charge. If you are reading this and have a desire to make a commitment to your business and industry in your area and need help please reach out to Jessica at ARA or myself and we will help you get something set up.

If all recyclers working in our industry stood up for our legal rights we would see changes taking shape before our eyes, but until that day comes the few and weary will continue their fight. Don't be one of those people who wakes up one day and finds that others have stripped you of your basic rights to run a successful and profitable recycling operation. Stand up now and be an advocate for this industry we love. Stand up now and fight for your right to be recognized as the professional processors of end of life and salvage vehicles. Every day we sit back without engaging on this

issue the more difficult it will become to effect meaningful change.

### SELL YOUR CATALYTIC CONVERTERS AS PRECIOUS METALS

Recore Trading Company as buyers and processors of catalytic converters and a leader within the industry has specialized in catalytic converters since the very beginning of cat recycling. Maximize your profits at Recore Trading by selling your cats based on the return of the precious metals they contain. Our customers consistently see significantly higher returns for their product.





## **SELL YOUR CATALYTIC CONVERTERS AS PRECIOUS METALS & MAXIMIZE YOUR PROFITS!**

- **Get paid for every gram of precious metals in your converters!**
- **Cut out all of the middlemen—we decann, mill sample and lab analyze all in house, maximizing your profits!**
- **Over 27 years experience in the metals business and every Recore Trading supplier has seen higher returns!**



**Give us a call today; we are ready to earn your business!**

**[www.recoretrading.com](http://www.recoretrading.com)**

**603-437-3000 • 855-647-3267 • Fax: 603-437-1313**

## Ain't It Great! By D.J. Harrington



I know my daughter, Erin, would tell me, "DAD! These days, they say, Isn't it Great!" I'd like to share a story with you.

A few years ago, I was in the Atlanta Airport waiting for a flight. I had a few extra minutes so I went to the barber shop for a shoe shine. There were two people shining shoes. One was an older gentleman with

a ponytail and the other was a large African-American woman who had one of the most positive attitudes I had ever witnessed. She was excited about it. She was enthusiastic. She was smiling from ear to ear, tossing out quips left and right and she was just full of a warm, wonderful personality. It was infectious, fun and just watching her made me feel good all over. I was hoping that when my turn came, I'd get to set in her chair. And sure enough, that is just what happened!

As soon as I sat down, she noticed a pin I was wearing on my lapel and asked me what it was. "That's an eagle", I said... "Oh, I love eagles", she replied. "Why do you have one on your lapel", the conversation continued.



I told her I just got it last week from a fellow speaker, Ray Pelletier. He gives them out to the people he meets, just as I do with my "links" (that's another story). The "E" in "Eagle" stands for Enthusiasm, "A" is for Attitude, "G" stands for Goals, "L" is for Love and the last "E" stands for Effort.

Well, when she heard that, her eyes widened and she grinned REAL big and shouted "AIN'T IT GREAT". It was the way she said it that got to me. It was full of pep, like she was cheerleading. It was super-enthusiastic. "Wow", I thought to myself, "what a FANTASTIC attitude!"

We got to talking (those of you who read my column, know I can talk) as she shined my shoes, and she told me her story. "When I was little," she said, "I was a daughter of a sharecropper, and I always dreamed that when I grew up I'd live in a small, beautiful white house with a white picket fence and black shutters. And do you know what? Today, I live in a small white house with a white picket fence and black shutters! AIN'T IT GREAT!"

Her face was beaming, and she was so excited that I couldn't hold back, "AIN'T IT GREAT" I shouted back at her. "AIN'T IT GREAT".

Friends, I have to tell you that on that day I was on my way to speak to an insurance audience, and I was being paid big bucks to be positive, spirited and enthusiastic. Yet, here I was in the company of a person who was taking the dirt off my shoes and had the most positive and enthusiastic attitude that I had ever encountered. She perfectly demonstrated the winner's spirit that I speak about and that no matter what...IT IS GREAT! This is the champion's way of approaching every day of life and everything that happens. This wonderful lady had it all.

God give us 86,400 seconds each and every day. My question to you is "How do you spend it"?

~DJ Harrington, CSP

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## FANTASTIC TESTIMONIALS *Continued from Page 5*

When you use testimonials - NEVER make up testimonials!! You could get in deep water legally if you do. And the truth is, you had better be getting some wonderful testimonials unsolicited or it's a sign that you have customer relationship/sales problems that you need to fix immediately.

Ask your customers for testimonials. When someone tells you they liked your service or appreciated doing business with you, ask them if they mind putting it in writing for you. Most customers are very happy and willing to do this. But, amazingly, many businesses never think to ask for testimonials.

The more you use testimonials, the more you get. When customers see you use testimonials in your advertising, they will be inspired to send you one, too.

Use a questionnaire when you ask for a testimonial from your customer. Prepare a questionnaire like the sample below. Use it for onsite interviews or for over the phone interviews. Collect the basic information and draft letters for the customer to approve if they don't know what to say. Never leave the testimonial writing totally to the customer. They may not know how to write one. It will keep them from writing something that is useless. But if they approve what you write with their information, the testimony is still genuine and personally theirs. And you will have a valuable, powerful tool to use in your advertising.

### SAMPLE TESTIMONIAL QUESTIONNAIRE

My name is \_\_\_\_\_  
 My street address is \_\_\_\_\_  
 I live in the town of \_\_\_\_\_  
 I own my own business \_\_\_\_\_  
 My age is: \_\_\_18-30 \_\_\_31-40 \_\_\_41-55 \_\_\_56-up  
 My experience with the staff of (name of your company) during the entire process of buying parts was: (please be specific) \_\_\_\_\_  
 \_\_\_\_\_  
 The thing I like best about (name of company) is: \_\_\_\_\_  
 \_\_\_\_\_  
 The biggest reason I chose (name of company) \_\_\_\_\_  
 \_\_\_\_\_  
 Other comments: \_\_\_\_\_

### GIVE US A CALL TODAY!

The Recore Trading Company team is always looking for new, innovative ways to earn your business.

Customer satisfaction is our utmost concern and we promise you prompt, courteous and friendly service based on our core values—honesty, trust and dependability. After all, most of our customers have become our long lasting friends. So if you've been thinking about calling us, give us a call today!



## Laughter is the Best Medicine

### Two Weeks

Three couples, an elderly couple, a middle-aged couple and a young newlywed couple wanted to join a church. The pastor said, "We have special requirements for new parishioners. You must abstain from having sex for two weeks."



The couples agreed and came back at the end of two weeks. The pastor went to the elderly couple and asked, "Were you able to abstain from sex for the two weeks?"

The old man replied, "No problem at all, Pastor." "Congratulations! Welcome to the church!" said the pastor.

The pastor went to the middle-aged couple and asked, "Well, were you able to abstain from sex for the two weeks?"

The man replied, "The first week was not too bad. The second week I had to sleep on the couch for a couple of nights but, yes, we made it."

"Congratulations! Welcome to the church!" said the pastor.

The pastor then went to the newlywed couple and asked, "Well, were you able to abstain from sex for two weeks?"

"No Pastor, we were not able to go without sex for the two weeks," the young man replied sadly.

"What happened?" inquired the pastor.

"My wife was reaching for a can of paint on the top shelf and dropped it. When she bent over to pick it up, I was overcome with lust and took advantage of her right there."

"You understand, of course, this means you will not be welcome in our church," stated the pastor.

"We know," said the young man, "We're not welcome at Home Depot anymore either."

### Heimlich Maneuver

Two hillbillies walk into a restaurant. While having a bite to eat, they talk about their moonshine operation.

Suddenly, a woman at a nearby table, who is eating a hamburger, begins to cough. And, after a minute or so, it becomes apparent that she is in real distress. One of the hillbillies looks at her and says, 'Kin ya swallar?'

The woman shakes her head no.

Then he asks, 'Kin ya breathe?'

The woman begins to turn blue and shakes her head no.

The hillbilly walks over to the woman, lifts up her dress, yanks down her drawers and quickly gives her right butt cheek a lick with his tongue. The woman is so shocked that she has a violent spasm and the obstruction flies out of her mouth. As she begins to breathe again, the Hillbilly walks slowly back to his table.

His partner says, 'Ya know, I'd heerd of that there 'Hind Lick Maneuver' but I ain't niver seed nobody do it!'

*May your holidays be filled with good health, prosperity and laughter. We value your friendship and we look forward to working with you in the year to come.*

**MERRY CHRISTMAS**

### ROLL OFF CONTAINER AND PICK UP SERVICE

This service is available throughout the Northeast and beyond for all the automotive scrap Recore Trading purchases. We offer prompt, courteous service, immediate cash payment and our truck drivers are some of the best within the industry.



**WE WELCOME YOUR COMMENTS** Please know that any article or information in our newsletter is the expressed opinion of the writer. If you are enjoying our newsletter, we'd love to hear from you and if for any reason you are not, just let us know, and we will remove you from the mailing list. Contact us at [sales@recoretrading.com](mailto:sales@recoretrading.com).