

December
2010

Tuned In



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It's hard to believe that the holidays are upon us! We would like to take a moment and wish each and every one of you much love, prosperity and warm holiday wishes for you and your family. Please know that we always very much value you and appreciate your business.



It is with great sadness to let you know that we lost our beloved dog Bruno right after Thanksgiving. He had Irritable Bowel Disease and even though we tried controlling it with medication and later surgery all our attempts to save him in the end did not work and eventually we had to put him down.

You may have remembered him from our newsletters, as we named the pet section after him, "Bruno's Corner" And ran a "Free Brakes For Food" campaign.

For anyone that has lost their beloved pet knows of the great loss and pain that you go through as they are such a part of your family. But, we will always keep him alive in our memories and in our hearts.

Again, our warmest wishes this holiday season... and to the new year!

Mika and Mac



Traditional Italian Christmas Eve Dinner...Seven Fishes

For Italian families, the Christmas Eve meal is all about the fish. While other Christian families throughout the world celebrate this momentous meal with various meats, it is a tradition for Italian cooks to serve seven different types of fish. In Italian, the meal is known as La Vigilia, or Feast of the Seven Fishes, and it is one of Italy's most famous traditions.

This Christmas Eve meal may feature many different fish dishes - often known as the 7-fish dinner (or 9 fish or 12 fish, depending on the custom of the village). A meal might start with a selection of antipasti (perhaps olives, peppers, mozzarella balls, sun-dried tomatoes and bruschetta). This might be followed by a roast fish dish (maybe roast sea bass), and almost certainly some baccala - salt cod. Crab, fried calamari and shrimps might also put in an appearance. People in northern regions of Italy might not make the 7-fish dinner, but may serve a meat-free filled pasta - ravioli di magro; perhaps a spinach and ricotta ravioli or, a Lombard favorite, ravioli filled with pumpkin.



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Thank you for giving us your email address since this will allow us to send you updates, our newsletter and service reminders. Please email us your info to Sansonesind@aol.com and we will happily add you to the system if we haven't yet.

How to deal with annoying people at holiday parties

Whether it's a company Christmas party, a gathering of friends or a big family get-together, chances are that at one event or another you'll meet up with a jerk who could spoil the evening. Here are some ways to handle the situation.

1. Walk away. After a brief greeting, move on.
 2. Ignore the jerk if you can. Jerks thrive on talk about controversial subjects and gossip, and they want to get you involved.
 3. Be gentle but clear in your replies. Say things like you didn't mean to cut him off, but you have to talk to someone else.
 4. Don't retaliate. It justifies their bad behavior. Don't argue, just leave.
 5. If he or she criticizes you, your boss or your child, don't be defensive. It doesn't hurt to say you will think about their criticism.
 6. Hold back. Toxic people want to trigger rage, fear or guilt. Don't let them do it. It's their issue not yours
 7. Remember the power of "Huh?" Psychiatrist and author Mark Goulston says "Huh?" stops a toxic person because it indicates a statement doesn't make sense.
- Ask this question: "Do you really believe what you just said?" Ask in a calm tone, and the jerk might walk away.

We hope you don't meet a toxic person at events that should be a pleasure. If you do, try these tactics.

CONGRATULATIONS TO OUR CLIENTS OF THE MONTH

Rusty Spradling and Manny Green

There is no medicine like hope, no incentive so great, and no tonic so powerful as expectation of something tomorrow. Know that we have you in our thoughts and are praying for your quick recovery.

Thank you for the Thank you!

You have been the greatest to me and my car. Every time that I've come in for a service or a repair I've never felt that you've tried to sell me more than I absolutely need, and as a woman I really appreciate that.

Thank you, Coral Citron

CAR CARE TIP OF THE MONTH...Keep leather from drying out and cracking

Leather car seats are durable and don't require a lot of maintenance. After a few years, however, the seats can become soiled. Use a leather cleaner to remove dirt and stains. Then apply a leather protectant formulated for pigmented or top-coated grain leather (the leather used for most leather car upholstery). Protectants will resist stains and make the upholstery easier to clean in the future. Choose a protectant that includes conditioners to keep your leather supple.

Thanks

MERCI

Gracias

The Greatest Compliment We Can Ever Receive Is A Referral From Our Clients To Their Family And Friends.

*Charles Russell, Mike Sanders, Michael Kaye
Nick Sansone, Robert Cox Sr., Bob Kocienski
Rose Baur, Paul Taira*

Thank you for your referrals! Our business is mainly based on referrals from people just like you!

Bruno's Corner



If you've lost a cherished pet don't ever be ashamed of your grief. You know how strong the bond of love between you and your pet was. Are you ashamed of that? Of course not! So, why would you be ashamed to grieve the loss of that very special bond? And, if you wonder if you've grieved too long and wonder if it's normal, don't worry! You have to look upon that as a tribute to the love you shared. If you didn't love them it wouldn't hurt, would it? It takes a long time to get used to them not being with you physically. Eventually you do get used to it, but the love you shared will always be there. You will think of your precious memories and smile, just remembering special things and times. So just try to go on with your life and eventually you'll do better. Give yourself time to grieve. It doesn't have a set time limit! I've had many, many people tell me it has taken them years to come to terms with it. I just think that's a tribute to the love they and their beloved pet shared. Kelly C.



National Drugged and Drunk Driving Prevention Month

December 1-31, 2010

Save your life. Save your license. Save your freedom. If you drink, smoke marijuana, or take drugs, don't drive!



Giving A Holiday Tip

What to consider when giving a holiday tip.

If you have many people on your tip list, you may be considering how much to give this year.

Though the economy is recovering, many people are still cutting back on tips, but here are the recommendations from etiquette authorities.

If you see them more, tip them more. That includes the salon, where the price of one visit (or more) is advised. The waitress at your favorite restaurant should receive more than the mail carrier or the trash man who you rarely see.

People who work in your home more than two days a week, such as nannies and housekeepers, should get one week's extra pay, more if you can afford it and want to give it.

Be careful not to practice one-upmanship with teachers. Gift cards are a nice thought. Personalize them to a teacher's tastes if you are familiar with them.

Day care workers can be gifted, the value depending upon how much time each spends with your child, \$25 and up.

Money isn't everything, however. If you can't give much this year, a thank-you note or homemade dessert is fine, especially for people you have tipped during the year. Or send a note of praise to a worker's supervisor. In time, that could help them get a promotion, which is the best gift of all.



The mall Santa Claus was surprised when a young lady walked up and sat on his lap, smiling nicely.

Although he had never taken a request from an adult, he asked, "And what do you want Santa to bring you for Christmas?"

"Something for my mother, please," the young lady said. "Something for your mother? That's very thoughtful of you." The Santa smiled. "What do you want me to bring her?"

Without blinking, she replied, "A son-in-law!"

If you see a fat man who's jolly and cute, wearing a beard and a red flannel suit and if he is chuckling and laughing away while flying around in a miniature sleigh with eight tiny reindeer to pull him along ... your eggnog's too strong!

CHANCE TO WIN A
\$50 GIFT CARD



How Many Reindeers Did Santa Have?

If you know the answer call us now at 456-5549
with your answer for your chance to win!

Winner Last Month - **Nellie Duran**

Answer To Last Month's Question - **Orange**

FREE TIMING BELT!

Free Timing Belt when doing Timing Belt, Water pump, Drive belts & related seals.

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Must Present Coupon and Cannot Be Combined With Other Offers Exp 12/31/10



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Take 10% Off Labor

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UP TO \$100.00 SAVINGS !

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