

The Collector Chronicle

NORTH AMERICAN RECOVERY

OCTOBER 2018

AMERICA'S COLLECTION AUTHORITY

LAST MONTH'S LUCKY WINNER

The lucky winner of our client prize for September is America First Credit Union. They have been using our agency since 2016! We will be sending Amber a gift card to P.F. Chang's! Enjoy!



THIS MONTH'S PRIZE

This month we will be giving away a gift card to Ruth's Chris Steak House! Each client who sends new accounts during the month of October will have their name entered into a drawing. At the end of the month, we will draw a name. If it's yours, you'll win the prize.

*Don't miss out on your chance to win.
Send new accounts in October!
Good Luck!!*

A black gift card with the text "RUTH'S CHRIS STEAK HOUSE" written in white and red. "RUTH'S" is in red, "CHRIS" is in large white letters, and "STEAK HOUSE" is in white. The card is set against a light gray background with a subtle shadow effect.

THE WORST PART OF MY JOB

BY: DAVID J. SAXTON
PRESIDENT, NORTH AMERICAN RECOVERY

I remember this experience like it was yesterday. An early-June afternoon. School had been out for a couple of weeks and I was settling in to my 11-year-old summer routine. I would sleep in, have a leisurely breakfast, ride my bike around the neighborhood, play basketball with my brother, and generally enjoy summer life.

The day that's been seared into my memory was just such a day. I had just finished lunch and was practicing my jump shot in the driveway. I looked up to see my dad pulling in. I was confused because my dad never missed work. Never.

Not only did he not miss work, he worked his full-time 40-hour job as a furniture delivery man for JC Penney, and worked an additional 30 hours a week as the night watchman for a technology company. One example that really cemented his work ethic in my mind was the time he came home from his day job with an injury. He had jumped off the back of the delivery truck and misjudged the distance to the ground. When he landed, he suffered a severely sprained ankle. When he took off his work boot that evening, his ankle was swollen to twice the size of his other foot. But the next morning, he wrapped his ankle with an ace bandage, laced his boot extra tight, and headed off to work with a major limp.

My eight siblings and I appreciated all of his hard work and willingness to do whatever he had to in order to provide us with the necessities. He was an example of someone with a stellar work ethic.

That's why I was confused when he came home well before his normal time. I grabbed my basketball and walked over to his car. "Hey Dad,

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what's up? Why are you home so early?" He slowly got out of his car, walked over to me, put his hand on my shoulder and said, "I've been laid off." I didn't really understand what that meant. None of my friend's fathers had ever been laid off, and being only eleven, I was still a bit naive. I asked, "What does that mean?" He said, "It means I don't have a job anymore. They decided to eliminate their delivery service, so all of the drivers and helpers were laid off today."

My dad was a great worker. But he wasn't one to show his emotions or talk about another's. I, on the other hand, inherited my mother's emotional demeanor. My dad didn't say another word but gently patted my shoulder and walked into the house. I was devastated. My dad was dedicated, honest, loyal, and always went to work. How in the world could someone say that he wasn't good enough to work for them????!! I just couldn't understand. My emotions overwhelmed me, and I began to cry uncontrollably. I ran into the backyard and found a spot hidden from the house and cried until I couldn't cry any more. It was the most emotional experience I'd had up until that point in my life. I'll never forget it.

I remember that experience every time I have to break the bad news to someone that we are terminating their employment. And the reason they are being terminated doesn't matter. Since I have an intimate understanding of how devastating it is for someone to lose their job, and the impact it has on their loved ones, I frame these conversations with that in mind.

From the first day I started my business, I've always made sure when we have to let someone go, we do so with as much respect, appreciation, understanding, and kindness as possible. It's a difficult reality, but not every person is right for every job. And as a company expands and retracts, hiring new people needs to happen, but layoffs need to happen sometimes too. It's just the reality of business. So when the time comes to let someone go, we make sure it's done the right way.

Absolutely the worst part of my job. Next month I'll talk about the best part of my job. Have a great month!

Dave



The Collector Chronicle is published by NORTH AMERICAN RECOVERY for prospective and current clients. The owner, David Saxton, welcomes your questions or comments.

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