

## McBride's Auto, Truck, Marine and RV Repair

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discover problems beyond what the vehicle may have been brought in for, that might not be obvious to a customer or that might cause them harm on the road. He strives to develop a relationship with his customers and wants "people to put their trust in me".

Establishing trust involves communication between McBride and his customers which he believes is key to forming a good relationship; he listens to information from the customer and in turn explains his service plan. Customers are often given a question and answer diagnostic sheet to complete which helps both the customer and McBride think about what problems there might be and when they occur. The goal is to make as accurate a diagnosis or service plan as possible, the more information the better. Free estimates are offered, although there is a charge for the inspection and diagnostic time, if needed. Pre-purchase inspections can also be done.

Then there is the all important oil change. McBride uses a 45 point inspection form to ensure that all parts and functions of a vehicle have been examined, and offers a \$16.95 lube, oil and filter package to first time customers. Returning customers pay only \$19.95. As we all know, preventive maintenance is the best protection against bigger problems, but is something most of us put off or forget about. McBride is there to help "make sure it gets done".

One thing is obvious when talking to McBride; he loves the hands on work of repairing and servicing vehicles. This interest began in high school mechanics classes. After high school McBride took a fleet servicing job for both cars and trucks; then at an early age he started his own shop. While McBride periodically went to work at other shops over the years, he always came back to self-employment. Each job always taught him something valuable though, and he is glad for all the additional experience he gained.

A series of events caused McBride and his wife, Robin, to relocate from the Monroe area to Kettle Falls ten years ago. Robin grew up here, so it was like coming home for her; McBride enjoyed their frequent trips to the area and now that he lives here feels like he is "on vacation all the time".

Upon moving to Kettle Falls McBride went to work for a couple of Colville shops for a time before deciding he wanted to go into business for himself again. The business suddenly and rapidly expanded, and his original plans for a "home shop" soon included additional office space so he could run a commercial operation.

He found himself servicing cars during the day, and running a long extension cord from the house so he could build the shop/office at night. McBride opened for business in 2005, and within six months he needed to hire an employee to help him. Now the shop employs two fully qualified mechanics and a part-time office person, besides supporting McBride and his wife. McBride enjoys the management side of the business as much as he likes to work on cars, and is sometimes torn between the two.

McBride's Auto, Truck, Marine and RV Repair is ASE (Automotive Service Excellence) certified, meaning that the mechanics who work there have skills that reflect eight areas of competency. After reaching these areas of competency each mechanic must retest every four years to stay current with their certification. McBride's is also a member of the NAPA association; as a member McBride's must be inspected by NAPA and meet certain standards of the business to maintain membership. It also means that the shop is required to honor any NAPA warranty work that has been done nationwide. For the customer that means that if your car was worked on in a NAPA shop anywhere in the country, and it is under a NAPA warranty, McBride's will accept the repair job if anything needs fixing. Also offered is a 12 month/12,000 mile nationwide warranty on all qualifying repair work that McBride's performs on your vehicle "so you are covered with peace of mind".

An extensive website with complete information about McBride's is [www.autorepairkettlefalls.com](http://www.autorepairkettlefalls.com). Among all the other information you will find three forms there that are designed for optimum customer service: an Appointment Request Form that can be submitted on-line, a Customer Diagnostic Evaluation Form that can be printed, filled-in and presented when dropping off a vehicle at the shop, and a Customer Satisfaction Survey that can also be submitted online.

McBride's Auto, Truck, Marine and RV Repair is located five miles south of Kettle Falls off Highway 25. Turn left off Highway 25 onto Rickey Canyon Road and drive another 11/2 miles. Hours of operation are Monday-Friday 8am-5pm. The mailing address is P.O. Box 1289, Kettle Falls, WA 99141 and telephone is 509-738-9805.

*Editor's note: This business was featured in the Focus based on the recommendation of an impressed customer. This customer described McBride's as a "first class, professional business run by nice, local people".*



April, we welcome you!

When my children were at home, April 1st (April Fool's Day) was my favorite day of the year. Starting with breakfast, 7 boxes of cereal were on the table. No fighting as everyone had his or her own cereal box. I would fill the sugar bowl with salt and every year they scooped up the salt and sprinkled it on their cereal. And that was only the beginning! Not to fear, dear readers, the following recipes are free of excess salt.

This is a great muffin recipe because it has so many ingredients packed into it, and it tastes good too.

### Glorious Morning Muffins

2 eggs, 3/4 cup vegetable oil, 1/4 cup milk, 2 teaspoons vanilla, 2 cups unbleached flour, 1 cup brown sugar, 2 teaspoons soda, 2 teaspoons cinnamon, 1/2 teaspoon salt, 1 1/2 cups shredded carrots (2 to 3 medium), 1 cup shredded peeled apple, 1/2 cup coconut, 1/2 cup raisins and 3/4 cup sliced almonds.

Heat oven to 350 degrees. Spray 18 regular muffin cups with cooking spray. In a large bowl, beat eggs, oil, milk and vanilla with wire whisk until well blended. Add flour, brown sugar, baking soda, cinnamon and salt. Stir just until blended. Add carrots, apple, coconut, raisins and almonds. Divide batter evenly among muffin cups. Bake 20 to 25 minutes. Cool 5 minutes and remove from pan.

Here is a salad that is light but can be used as a main dish.

### Japanese Cabbage Salad

2 cups cooked chicken or shrimp, 1 cabbage, shredded, 3/4 cup toasted almonds, 3 tablespoons sesame seeds, 1 package Chinese noodles and 5 green onions.

Combine chicken, cabbage, sesame seeds and green onions. Top with the following dressing:

2 tablespoons sugar, 1/3 cup oil, 1/2 teaspoon pepper, 1 teaspoon salt and 3 tablespoons vinegar. Add almonds and noodles 1/2 hour before serving.

Several years ago, I attended a cooking class held at the Seventh Day Adventist Church in Colville. It was very well done and I learned a lot. The one recipe I made the most and was liked by all I served it to is the following:

### California Black Bean Burgers

2 cups or 1 can black beans, drained and lightly mashed. One 4 ounce can chopped green chilies or 1/4 cup salsa. 1 cup plain dried bread crumbs. 1 teaspoon each: salt, cumin and chili powder.

Mix all well and add 1/4 to 1/2 cup flour, beating well. (Should be a heavy dropping consistency.) Bake patties in a lightly oiled skillet, turning once. Makes 8 large burgers. Serve on toasted buns with mayonnaise, salsa, thinly sliced tomatoes and onions.

ENJOY, DELORES HALL

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## STEVENS COUNTY FREE METALS DAY

Stevens County, Department of Public Works, Solid Waste Division, will conduct its semi-annual free metals disposal day on Sunday, April 24, 2011 from 8:00a.m. to 4:00p.m. at the Stevens County Landfill in Kettle Falls. Any scrap metal brought out on this day must be from a household source and free of any attached contaminants such as wood, rubber, plastic, fabric, etc.

Absolutely NO GARBAGE will be accepted on this day. We will accept household scrap metal at no charge to the public. Large appliances are acceptable but must be cleaned out and free of garbage.

Lawnmowers and rototillers are acceptable but only if the motor oil and gasoline has been drained. Barbed wire and fencing is acceptable but must be free of wooden posts, baling twine and other non-metals.

Unacceptable items: Car/Truck chassis and bodies, automotive engines and transmissions; paint cans or plastic coated wire; gas cylinders or shocks; small items such as nails, nuts, bolts & washers; small appliances such as toasters, irons, etc; (televisions and VCR's are not appliances).

For further information contact Stevens County Solid Waste at 738-6106.

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