

## FOR IMMEDIATE RELEASE

# *Cars, COFFEE, and a BADASS NINJA TOILET*

Customer service. It will drive a girl crazy...

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If you deal with customers day after day who drive you insane, give you reasons to drink alcohol, or make you want to quit your job, this book is definitely for you.

A chaotic and hilarious portrait of a used car lot owner, Julia Karr. Her feisty attitude and fearless approach to managing a business, how it affects her home life and dealings with customers will have you scratching your head about humanity.

"Just because a woman is taking calls, vacuuming floors, washing cars, or filling up gas jugs, doesn't mean that *she* isn't the *he* you're looking for."

From the front lines of the battlefield of customer service at a used car lot, this book is humorous, charming, surprising, philosophical, insightful and tied together by the desire to own the most powerful toilet on earth. It gives a wonderful, rich cross-section of the

experiences of a used car lot owner and her contact with the public that range from frightening to the most curious and humorous forms of human interaction. Seeing the business world through K.C.'s jaded eyes may convince you that owning a business isn't what it's cracked up to be. Her attitude is drenched with sarcasm and dipped in crazy sauce. She blames the car lot.

### About the Author

K.C. is a wife, mother and manages the family business. K.C.'s husband refers to her as Hobbit size and claims that she is "nuttier than a fruit cake." She owns a complete set of pink tools, believes in aliens and secretly wants to become a badass ninja. In her spare time, she can be found daydreaming about leaving work early to eat chocolate and drink wine. Sometimes her dreams come true.

### Media Contact:

K.C. Hilton

[author@kc-hilton.us](mailto:author@kc-hilton.us)

[www.kc-hilton.com](http://www.kc-hilton.com)

