

THE FIRING LINE

May - June 2019

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Through the Spotting Scope



President's Report

This issue is dedicated in memory of our Vice President, David Famiglietti. Thank you for your service, David. May you rest in peace.

David M. Famiglietti, 39, passed away peacefully with his family by his side on March 5, 2019. from a brief, but courageous battle with cancer. David was born in Waterbury, CT on January 23, 1980. He was a graduate of Sacred Heart High School in Waterbury. Upon graduation, David entered the US Air Force where he proudly served from 1998-2012. David attained a business degree from the Community College of the Air Force through the University of Maryland. Receiving numerous commendations and reaching the rank of TSgt, David served along with his "brothers and sisters" in the 820th Red Horse Squadron. He was stationed in Guam, Germany and Las Vegas. He deployed multiple times to Iraq and Afghanistan, and other areas. After an honorable discharge from the Air Force, David established his own Service- Disabled, Veteran-Owned business, New Frontier Armory, a firearms and

manufacturing company, as well as, Vegas Metal Finishing. He was the co-founder of Battlefield Vegas with his best friends and business partners, Ron and Karla Cheney. He continued to be involved in Veteran's issues after returning to the civilian world. David was an avid sportsman who enjoyed hunting, bow hunting, fishing, trapping, hiking and camping. His fondest hunting experiences were in Germany, South Africa, New Zealand, Canada and Montana. David was active in local city council and community boards, where he was a 2nd amendment advocate and a proponent of wildlife and nature preservation. He was heard often on "The Gun Collective" Podcasts and featured on Elliott Wealth Management Podcasts. David was the Vice President of the Nevada Firearms Coalition, President of the Las Vegas Woods and Water Club, Board member of the Clark County Shooting Complex and former President of the Las Vegas Skeet Association. David won numerous awards over the years for his marksmanship.

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*Dedicated to the ownership and safe use of firearms
for self defense, competition, recreation and hunting.*

By far, David's greatest love was his family. He is survived by his wife Jessica Famiglietti and their two children, Olivia and Johnny, of North Las Vegas.

Don Turner
President

Range & Retail Division Range & Retail Division Range

In keeping with the year-long series designed to grow your business, let's discuss effective customer service. You have spent tons of money to set up a shop or a web site, you have a really cool logo and you believe you have an inviting layout of products and services. It will all be for naught if you do not have the basic customer skills mastered. Most gun shops offer competitive prices, training opportunities, and some sort of customer service. I truly believe the most important of these is customer service.

I have been to many gun shops in my life and as trite as it may sound, they all are basically the same and offer quite similar products. The ones I return to and spend my money are the ones that have worked on treating the customer correctly. Below are just a few reasons why I do not return to certain shops.

1. Do not assume I am not as well versed as you in matters pertaining to marksmanship, repairs, carrying options, caliber performance, etc. No one likes to be talked down to, yet I see it all the time and in all industries. It is frustrating when I walk into a shop and the employee treats me like I know nothing and he knows exactly what the issue is or what I need prior to asking me clarifying questions. Train your employees to be patient and take the time to determine what the customer is actually looking for. New gun owners may have the passion to learn and the willingness to buy your products, yet if treated like they are a burden, you lose that customer.

2. If you asked each employee separately what is the mission or goal of your business, would they come close to saying the same thing? If so, you are one of the few businesses in which this occurs. Customer service starts with you – not your employees. It is up to you to hire, train and monitor your employees. You mentor them to be the type of employee you want. There is nothing more frustrating than having people play employees against each other. Get your

employees on the same page and watch the number of returning customers rise.

3. Not every issue the customer has is their problem. The blame game can ruin your business. Phrases such as; "Why did you do that", "Why did you buy that", "We cannot help you" or "Are you even trained in..." can damage a relationship before it begins. Every customer who walks in, calls or emails you is doing so for a reason. Take advantage of it to learn and hone your skills and your employees' skills. Positive opened-ended questions which elicit more than just a 'yes' or 'no' response, will get your customers talking. If you can keep them talking, they will feel more comfortable. The main take-away from this point is people want to be heard. If they feel you are earnestly listening, they will spend money – plain and simple.
4. If you cannot keep your word or fulfill your promises, please close shop and try another career. There are businesses, in every genre, that do not believe in keeping promises and each of you reading this article could probably name a business or two in which you were the victim.

Promising a fast shipment or return date sets up expectations and plans for your customer. Yet when you fail, the customer fails. In order to avoid going back on your word, set up procedures to prevent failures. Create a business promise that is both time and product realistic. If the time comes in which a service or product was not delivered on time, that is your fault...not the customer's. Make it up to them by going out of your way. That could include a break in the price, home delivery or other means. Don't let a mistake or business issue go un-noticed. You need to figure out why it happened and implement procedures to avoid future similar events from happening. You should have system in place where you and your employees can debrief their successes and failures.

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(R&R - Continued from Page 2)

The uncertainty with gun rights and the constant attack on the 2nd Amendment (Nevada SB291) has created a launching platform for even more people who want to own a firearm, obtain training and be able to protect themselves. Be that business where experienced or non-experienced gun owners return to many times based on your competitive prices, training

opportunities, and PHENOMENAL customer service.

If you are interested in learning more about customer service or how to connect your employees to your vision, please contact me at rich@nvfac.org.

Rich Fletcher, Director
Range and Retail Division

Northeast Division Report Northeast Division Report

The last two months seem to have both flown by and drug on forever! I can't believe June is half over already! It was quite the battle in the legislature. I want to personally thank everyone who called, emailed, sent letters, and attended the events to try and protect our rights. You are all amazing!

Locally, we have started making some contacts with area clubs and organizers to get a feel for what's going on in Northeastern Nevada. Our Facebook group is growing by leaps and

bounds! I'm still looking for volunteers to help with organization and events, so if you are willing and able to help support NVFAC in any way, please let me know. We'll be setting up meetings to coordinate our activities. Make sure you're in our Facebook group to get the updates! Keep up the fight!

Jessica Moore, Director
Northeast Division

Northwest Division Report Northwest Division Report

While the fight in Carson City continues, Nevadans are becoming more engaged than ever before in gun rights preservation. Northern Nevadans are tackling the current trend of anti-gun legislation in many ways. We've volunteered at events. We've participated in organized peaceful protest. We've donated our time, money and hard effort. We've made progress, but we still have a long way to go.

We are looking to grow our team in the North. We are currently looking for RSO's to help organize new shooter and women's classes and more ranges that are interested in hosting

these classes. Real grassroots support starts at the range. As always, I encourage everyone to educate those in your lives about the responsible and safe use of firearms. More hunters, shooting competitors and people ready with the means to defend themselves are all allies in the fight to protect and restore our freedoms. As a volunteer, I understand the importance of our time and I thank each and every one of you for yours!

Justin Edwards, Director
Northwest Division

Southern Division Report Southern Division Report So

**NVFAC Member Meet Up – Las Vegas – 2nd
Saturday of each month**

Even months will be at Sin City Smokers and odd months at Ricardo's Mexican Restaurant.
Time: 6:00 – 8:00 PM

Dates & Location:

- July 13th – Ricardo's – 4930 W. Flamingo Rd., Las Vegas
- August 10th – Sin City Smokers - 2861 N. Green Valley Pkwy, Henderson



Dave Talaga, Director
Southern Division

Nevada Firearms Coalition Foundation

Competition Division Competition Division Competitio

Palomino Valley Gun Club will be hosting their 1st annual Nevada State Mid-Range Championship at Washoe County Regional Shooting Facility in Reno, Nevada. There are a limited number of entries. You can download the entry form at their website at www.nvfac.org and mail the completed form with match fees to Palomino Valley Club, P.O. Box 4251, Sparks, NV 89432-4251. Registrations will also be accepted

the day of the match.

Know Your Own Limits smallbore shoot: the next matches are July 6th and August 4th on the 50-yard education center range at the Clark County Shooting Complex. Sign in starts at 7:00am.

**Johnny Engberg, Director
Competition Division**

Education & Training Division Education & Training Div

Upcoming scheduled courses:

- NRA Range Safety Office course is being offered to Coalition Members at \$30/person.
- NRA Basics of Pistol Shooting – Instructor Led on July 14 and NRA Instructor Pistol (Includes BIT) on July 27 – 28,
- NRA Personal Protection Inside of the Home – Student Course on August 4, and Personal Protection Inside of the Home – Instructor Course on August 11.
- All NVFAC members get a 25% discount off the listed price for these classes. For information on these and other scheduled courses and to register, please email me at paul@nvfac.org.

The NVFAC signature Annie Oakley Women's

Shooting Program continues to hit new records. Designed as a very basic introduction to firearms safety program. Since its inception in April 2017, the program, held every Tuesday at the Clark County Shooting Complex has introduced firearms safety to 2,681 women shooters with 474 in 2019 so far. Thanks to all the NVFAC Volunteers who make this happen.

Thanks to all our Annie Oakley Volunteer Coaches and Instructors. We couldn't do it without you!

We are open to establishing NVFAC training activities and programs throughout the state, but we need volunteers to make it happen.

**Paul Chaffee, Director
Education & Training Division**



Support the NVFAC Foundation by using the Amazon Smile program to send donations to our foundation and by using the Smith's Inspiring Donations program as well. Every bit helps!

This newsletter is distributed to over TWO THOUSAND people but we only have about 126 supporting the NVFAC Foundation on Amazon Smile program that has generated a \$225 donation from Amazon. Imagine if this were 1260 supporters or more. We could be getting maybe \$2,500 per quarter, \$10,000 per year, donated from Amazon. It will cost each supporter NOTHING; you just need to register and shop at smile.amazon.com. So how about RIGHT NOW go and sign up and help support the Foundation.

While you are at it, those who live near a Smith's and shop there, please sign up for their Inspiring Donation Program. FYI, at the end of last quarter there were ONLY 109 signed up for the Smith's program and that earned us \$394.46, so both programs could potentially fund the Foundation in the \$20,000 PLUS amounts each year if ONLY you help out.

The NVFAC Foundation, a 501c3 non-profit charity, is enrolled in BOTH the Amazon Smiles Program and the Smith's Inspiring Donation program. All eligible purchases will receive a 0.5% donation from Amazon and Smith's.

It is VERY simple to join and once you complete the registration all you need to do is shop. Amazon and Smith's will then donate to the NVFAC Foundation.

So PLEASE do it now. Click the adjacent Amazon Smile image/link. Sign into your Amazon account. Choose Nevada Firearm's Coalition

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Signing up is free and easy!

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3. Link your Rewards Card to your organization: Enter your organization's number LY109 or at least 3 letters of your organization's name and click 'Search', select the organization and choose 'Save'.

Then, every time you shop at Smith's with your Rewards Card, they donate 0.5% of your total order to our nonprofit.*

Helpful Information

What purchases qualify?

Just about everything you purchase during your regular shopping trips! The only exclusions are alcohol, tobacco, postage stamps, Smith's Gift Cards, re-loadable Gift Cards and debit cards, lottery and promotional tickets, Western Union, fuel and sales tax.

Remember, there's no cost to participate in this program, and you'll still earn fuel points on eligible purchases every time you shop.

*0.5% based on eligible purchases.
See Helpful Information for exclusions.

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Foundation - Continued from Page 6)

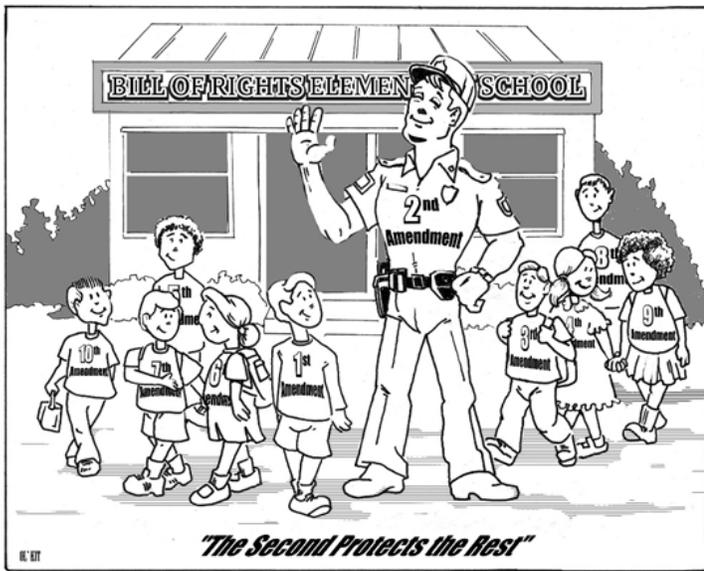
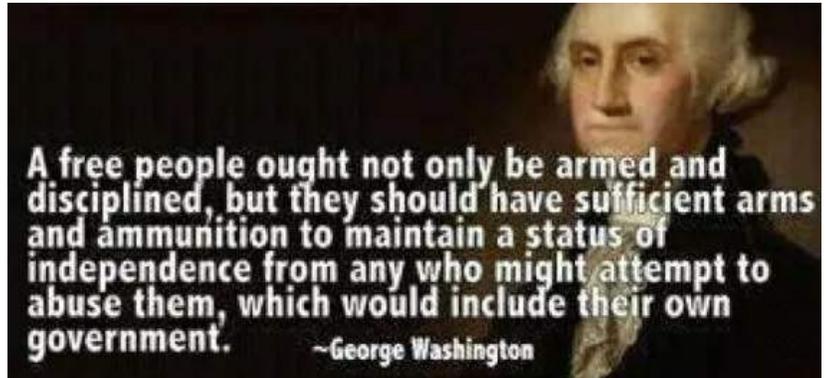
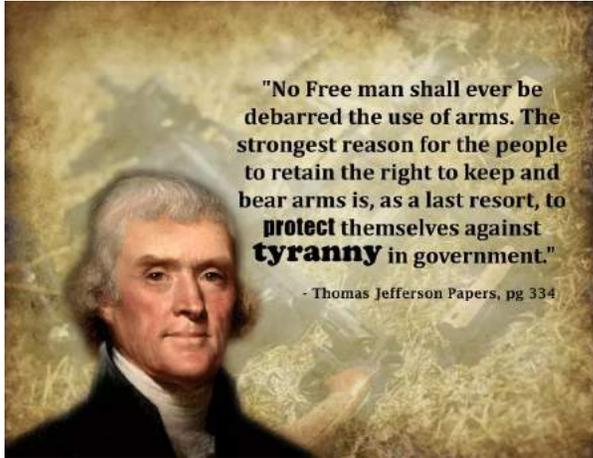
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You **MUST** go to smile.amazon.com (hint: BOOKMARK that page) for the donation to count. If you shop on the standard Amazon website, it will NOT count. If you use the mobile app you can add items to your cart, THEN go use a browser to sign into smile.amazon.com

and then finish your purchase there. This way your purchase will count toward the donation.

For the Smith's Inspiring Donation program please click on the logo below and follow these instructions:

**Tom Panagos, Director
Development Division**



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Legislative Affairs Division Legislative Affairs Division

We want to sincerely thank each and every person who donated, wrote letters, sent emails, made phone calls, attended 2 A rallies, showed up at the legislature to testify, responded to and shared our alerts. Unfortunately, Governor Sisolak signed AB291 into law on June 14th; however, because of your involvement and constant pressure, the other potential damage to our rights was limited. Thanks for the good fight!!

Losing the Good Fight, but Winning a Big One

1. The Bad News

The legislative session did not go well for the Second Amendment in the Silver State, but it could have been much worse. We will have a separate and full report on the legislative session soon, but for now, we have a mandatory background check requirement for almost all private firearms transfers, BUT the problem is enforcement. Governor Sisolak and his radical, progressive, gun-grabbing allies have their background check law. Now let them enforce it!

They will soon find out to their chagrin that it is, literally, unenforceable. Ask yourself this: How can it be enforced? Other than a law enforcement officer stumbling onto a private transfer in process by pure dumb luck, it can't be enforced! As a U. S. DoJ report noted in 2004, the only way a universal background check law can be enforced is with a universal gun registration system. Ask Canada how that worked out for them back in the early 2000's. They spent about 5 years and almost as many billions of dollars on one, only to shut it down and eat the cost when they concluded it was an unworkable idea. That was Canada, which only had about 32 million people then, and far less guns than that. The U. S. currently has about 320 million legal people, and more guns than that in circulation. But that is part of their plan, you see: Come back in a few years, lament that it isn't working because there is no way of knowing who has guns, and demand universal gun registration. That is the Left's end game.

The other constitutionally problematic bill that was passed, and signed into law by the Governor as this is written, was AB 291, which started out as an anti-statewide pre-emption bill but, when that met much stronger and more widespread opposition than expected, was changed into a Red Flag law. This bill allows law enforcement, on its own or at the complaint of a citizen to, without meaningful evidence and without due process before it happens, to confiscate firearms on the pretext that the gun owner in question is a threat to himself or others. The bill allows what's called an *ex parte* hearing before a judge. *Ex parte* hearings are those conducted for the benefit of one party. Translated, this means you don't get to be at the hearing when the judge decides the cops can take your guns, nor do you get to have a lawyer and argue against the idea, or see the evidence against you and challenge it. That only happens after your door is broken down and your firearms taken at gunpoint. That's when you get to beg and plead for a judge to allow you to have your guns back. That's called "lack of due process." Even the Nevada ACLU was against the Red Flag language, though they didn't have the stones to go public with their opposition, instead being officially neutral when push came to shove. That's called "party line discipline."

2. The Good News

The 2019 Nevada legislation session could have been much, much worse for the Second Amendment. We have much to be thankful for the bad legislation that did not pass.

Also, all 17 Nevada county sheriffs have signed onto a statement supporting the Second Amendment, even the ones who were neutral or supportive of the new Red Flag law. Go figure!!

The best news is that statewide firearms pre-emption, the crown jewel of NVFAC's efforts in the 2015 legislative session, was saved, along with the Castle Doctrine strengthening we achieved that session. When push came to shove, no one, except Tic Segerblom and Justin

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(Fight - Continued from Page 7)

Jones, two famous gun-grabbers now gracing the Clark County Commission, really wanted the end of statewide pre-emption, not even the Bloomberg anti-gunners. When strong and widespread opposition surfaced to it, the gun-grabbers gave up pre-emption - BUT demanded the Red Flag law in its place, and got it. By the way, the Red Flag bill, AB 291, won the prize for most opposed piece of legislation this session: of 3760 opinions total, 3511 were opposed, and 249 were in support of AB 291.

A fuller report will follow later. Meanwhile, we

need to gear up for the 2020 election and the 2021 legislative session, when the gun-grabbers will come back to inflict as much damage as they can on the Second Amendment - if we let them!!

We can't fight for your rights without ammunition. Please consider giving to our NVFAC-PAC. Every penny goes to defending YOUR gun rights.

CLICK HERE TO DONATE TO THE NEVADA FIREARMS COALITION PAC TO SUPPORT OUR LEGISLATIVE OUTREACH

YOURS IN LIBERTY

Duncan Rand Mackie, Vice-President
NVFAC-PAC Legislative Affairs Division



Once it gets started, it's difficult to stop.
I suggest you start giving a damn.

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