



## Happening Around Crown

October 2019, 258<sup>th</sup> Edition

Published by Crown Management Company

Edited by Kirstie Wilson

### Crown Mission Statement

To attract and retain the best team of associates by providing the environment for each to reach their personal and professional potential, to create a loyal and enthusiastic customer base, and to energize our communities with inspirational impact and influence.

**Message from Crown Management by: Jim Myers, President & COO**

#### **Part of Something Bigger!**

The Tampa Bay Business Journal recently listed Crown Automotive group as the 9<sup>th</sup> largest private company based in the Tampa Bay area. That is a great accomplishment, and a reflection of our outstanding Crown team of associates from Dublin, OH all the way through Tennessee, Tallahassee and into St. Petersburg. Congratulations!

While it is nice to be part of something big, it is even better to be part of something bigger. While sales and service is our lifeblood, being part of something bigger is measured by what we give back. As we enter the 4<sup>th</sup> quarter, it is fantastic to see the good things our group and team of associates are doing. We seek opportunities to give back to our communities, and to engage our associates and customers alike whenever possible. There is nothing like working hand-in-hand to accomplish something for the good! I attended an event for a non-profit that helps homeless high school students recently. One of the students commented, **"If you aren't doing something to help someone else, what are you accomplishing?"** Nothing could be more true!

Our company was recognized recently for helping others. Here is an excerpt from an announcement email we received from LiFT Academy and LiFT University:

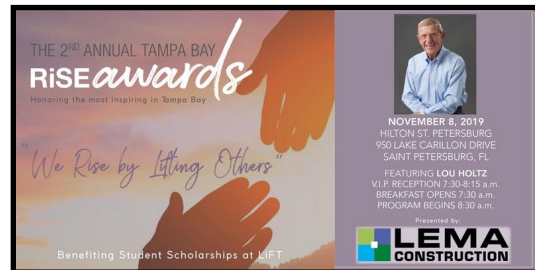
## *LiFT RiSE Award for Commitment*

I am thrilled to inform you that Crown Automotive Group has been selected as one of the Finalists for the LiFT RiSE Award for Commitment!

*“The RiSE Awards celebrate inspirational leaders, role models and mentors in the Tampa Bay area. These individuals and businesses are honored for their outstanding contributions and remarkable service to our community. Through their acts of courage, compassion, and commitment, these distinguished citizens RiSE above the status quo to LiFT and inspire others. The RiSE Award for Commitment/Large Business will be presented to a large business that demonstrates outstanding community commitment through executive/employee involvement, financial support, and volunteerism. By their example, the award recipients inspire and motivate other businesses to take leadership roles in philanthropy and community service. The Commitment Award for Large Business of the Year is headquartered in Tampa Bay, with more than 100 local employees.*

*Crown has accepted the nomination and will attend the 2019 RiSE Awards breakfast which will be held on November 8th at the Hilton Carillon Park in St. Petersburg, with proceeds to benefit student scholarships at LiFT. The event is sold out with 500 attendees! The Keynote Speaker is Lou Holtz, legendary former Notre Dame football coach. All guests at the awards will receive an autographed copy of his most recent book, *Three Rules for Living a Good Life.*”*

If you would like more information about LiFT, the 2019 RiSE Awards please visit [www.liftacademy.org](http://www.liftacademy.org) and click on the RiSE Awards button at the top of the page.



Here are some examples of current or recent Crown team efforts:

- In July the Pinellas County dealership's undertook their first Annual Month of Giving where we did a Hygiene Drive for St. Petersburg Free Clinic and a Food Drive for Florida Dream Center.
- Crown's Dublin OH dealerships held a school supply drive and donated 100 backpacks and lots of school supplies to their local schools.
- Crown recently sponsored the Habitat for Humanity Blueprint Gala
- Crown will be the presenting sponsor at the *Under The Umbrella* Gala on October 5th which will also be hosted at Crown Eurocars and supports the *Dysautonomia Project*.
- Crown Eurocars recently partnered with the Tampa Bay Rays and hosted a flag giveaway for Rays fans
- At the Rays vs Yankees game on July 7th Crown took part in the on-field celebration and check presentation for *Starting Right, Now*; a local non-profit.
- Crown also recently sponsored a Gala to benefit *Guardian Ad Litem* organization .

We serve an important need for the public in representing our manufacturers with professionalism in the sales and service of fine automobiles and trucks. But is nice to be part of something bigger—helping those desperately in need, and making our communities a better place to live. I am thankful to be part of a team of people and company that is about more than making profits, that also has a heart for giving and serving!

I look forward to a strong finish to 2019, as we work together to set records in sales and also in giving back!

**By *Jim Myers***

**President & COO**



# Crown Success Stories

Each month we highlight a Crown Team Member whose career has progressed during their tenure at Crown.

This month's Crown **Success Story** is **Dottie Steele**, Administrative Assistant at Crown Dublin.

Dottie Steele has been with Crown in Dublin OH for 25 years. (She likes to say "25 down 25 to go!"). She attended THE Ohio State University and began her career at Crown as an A/P accounting clerk. She has done A/R, titles, deal booking, and payroll. After a brief period as office manager she is now in her current position of administrative assistant. Dottie says this "simply means I use all of this experience and do a little of everything!" Dottie has seen the addition of 3 buildings and many remodels in her tenure. She says her work philosophy is simply to follow the golden rule of "I'm here to help".

Dottie has been blessed with two wonderful children. Andy is 28 and still comes home weekly to have his Mom make him dinner and binge watch Netflix with. (Dottie added "ok, he also does do laundry but it's me he's really there to see!"). Daughter Emily is 24 and still spends most weekends with Mom. The two are travel buddies. Much to Dottie's dismay there are no grandchildren yet... none even in the works! Dottie says she will continue to patiently wait. Andy and Emily are both graduates from OSU – they are definitely a Buckeye family! 3 years ago a sister who had been adopted at birth found Dottie and, she says, "we had an instant connection and I'm having a great time getting to know her better". This means that Dottie has 7 siblings so there is usually something always going on with her family.

Dottie is active in her church and enjoys working with the kids. She has been on mission trips to Jamaica, Cuba and the Philippines. She says "what a humbling and eye opening experience. We are truly fortunate to live in this wonderful country!" Dottie enjoys traveling with her partner Ian or Emily and her latest adventures have been to Virginia, Nashville, LA, Las Vegas, St. Louis, Florida, Savannah and Niagara Falls. She says "I'd love to be able to someday say I've been to all fifty states (I've only got 22 in – guess I need to up the pace if I want to get that goal done!). Maybe do an European tour or a cruise." In her free time Dottie has been known to make her own gifts and she recently went to a felting class and made a pumpkin out of wool. Her latest project is attempting to make a leather purse.



↑ L to R

- Celebrating Emily's 21st at an OSU game
- Andy's OSU graduation
- Easter with the kids



← L to R

- Celebrating Ian's birthday at a Lakers game
- Meeting my new sister Kandi for the first time

**Congratulations on being the October 2019 Crown Success Story Dottie!**

*Happening Around Crown, October 2019*





## Crown Acura and Crown Nissan Listed in the Top 100 Dealerships in the 2019 Automotive Reputation Report

Congratulations to Crown Acura and Crown Nissan on being listed as a Top 100 Dealerships list in the Reputation.com 2019 Automotive Reputation Report.

Dealership Name	City	State	Reputation Score
D'ELLA Honda of Glens Falls	Queensbury	NY	898
Bob Tomes Ford	Mckinney	TX	897
Autosaver Ford	Comstock	NY	896
AutoNation Lincoln Clearwater	Clearwater	FL	896
Libertyville Lincoln	Libertyville	IL	896
Shaker's Family Ford Lincoln	Watertown	CT	895
Jack Kain Ford	Versailles	KY	894
Suburban Ford	Sandy	OR	893
Sunbury Motor Company	Sunbury	PA	893
Tom Peck Ford of Huntley	Huntley	IL	892
Miller Motor Sales Inc	Burlington	WI	892
Planet Hyundai	Golden	CO	891
Hendrickson Chrysler Dodge Jeep Ram	Monticello	IN	890
White Bear Mitsubishi	White Bear Lake	MN	890
Kimber Creek Ford	Pine River	MN	889
McCoy and Mills Ford	Fullerton	CA	889
Wagner Subaru	Fairborn	OH	889
Ray Dennison Chevrolet	Pekin	IL	888
Royal Nissan	Baton Rouge	LA	888
Heritage Toyota Owings Mills	Owings Mills	MD	888
Finnin Kia	Dubuque	IA	888
Heritage Mazda Bel Air	Bel Air	MD	887
<b>Crown Nissan</b>	<b>St. Petersburg</b>	<b>FL</b>	<b>887</b>

Dealership Name	City	State	Reputation Score
Seelye Kia of Kalamazoo	Kalamazoo	MI	881
<b>Crown Acura</b>	<b>Clearwater</b>	<b>FL</b>	<b>881</b>
BMW Southpoint	Durham	NC	881
John Lee Nissan	Panama City	FL	881
Crest Ford	Center Line	MI	881
Jaguar Palm Beach	West Palm Beach	FL	881
Riley Ford	Chazy	NY	880
DeVoe Cadillac	Naples	FL	880
Mainer Ford	Okarche	OK	880
Toyota of Wausau	Wausau	WI	880
Paoli Ford	Paoli	PA	880
Classic Hyundai	Mentor	OH	880
Flammer Ford of Spring Hill	Spring Hill	FL	880
Pauli Ford	Saint Johns	MI	879

You can download the full report here: <https://www.reputation.com/resources/report/auto-reputation-report/>

# Crown Life

## Kia has Best Ever Retail Sales Month

From **Vinny Cafiero**, General Manager, Crown Kia

I am very proud of the whole Crown Kia team for this well-deserved recognition from KMA . My sincere appreciation to our management team **Khamphong "KK" Keovongsa**, **Justin Callahan** and **Mike Clark** for leading the charge.



**Vinny** and **KK** with the banner from Kia Motors signed by **Michael Cole** (COO), **Sean Yoon** (President and CEO) and **William Pepper** (VP Sales)

# Crown Life

## Jaguar #2 in the US for Sales in August

Jaguar St. Petersburg was #2 in the entire US for sales!

### SALES SEPT HIGHEST SELLING NEW CAR RETAILERS



Jaguar - New			Land Rover - New		
Rank	Retailer Name	Actual	Rank	Retailer Name	Actual
1	Ray Catena Jaguar of Edison	43	1	Land Rover Encino	119
2	Jaguar St. Petersburg	39	2	Land Rover North Dade	117
3	Jaguar Fort Lauderdale	38	3	Land Rover Newport Beach	109
4	Warren Henry Jaguar	36	4	Land Rover Paramus	100
5	Hennessy Jaguar	34	5	Land Rover San Diego	99
5	Jaguar Carlsbad	34	6	Land Rover Buckhead	94
7	THE COLLECTION	33	7	Land Rover Manhattan	93
8	Jaguar North Atlanta	31	8	Land Rover Fort Lauderdale	87
9	Jaguar Palm Beach	29	9	Land Rover Dallas	83
9	Jaguar Paramus	29	10	Hornburg Land Rover Los	82
			10	Land Rover South Dade	82

*Congratulations to Michal Niezbecki (GM),  
Bud Hawkins (Sales Manager),  
Brittany Redenz (Pre-Owned Sales Manger),  
Jeff Joiner (Internet Sales Manager),  
and the entire Jaguar Sales Team!*



# Crown Life

## Jessica Hamilton Promoted to Office Manager

From **Charlie Reyes**, Controller

Congratulations to **Jessica Hamilton** who has been promoted to Office Manager with the Accounting Team servicing Audi, Jaguar, Land Rover, Mercedes Benz and Volvo. Jessica began her career with Crown in August of 2008 working in the BDC department. Jessica moved to the Accounting Department in June of 2012 and has successfully worked numerous accounting positions. Jessica will be working closely with Theresa Milanovitch to train, lead and mentor the accounting team. Please join in a congratulations to Jessica as she continues her career with Crown.



*Congratulations Jessica!*



# Crown Life

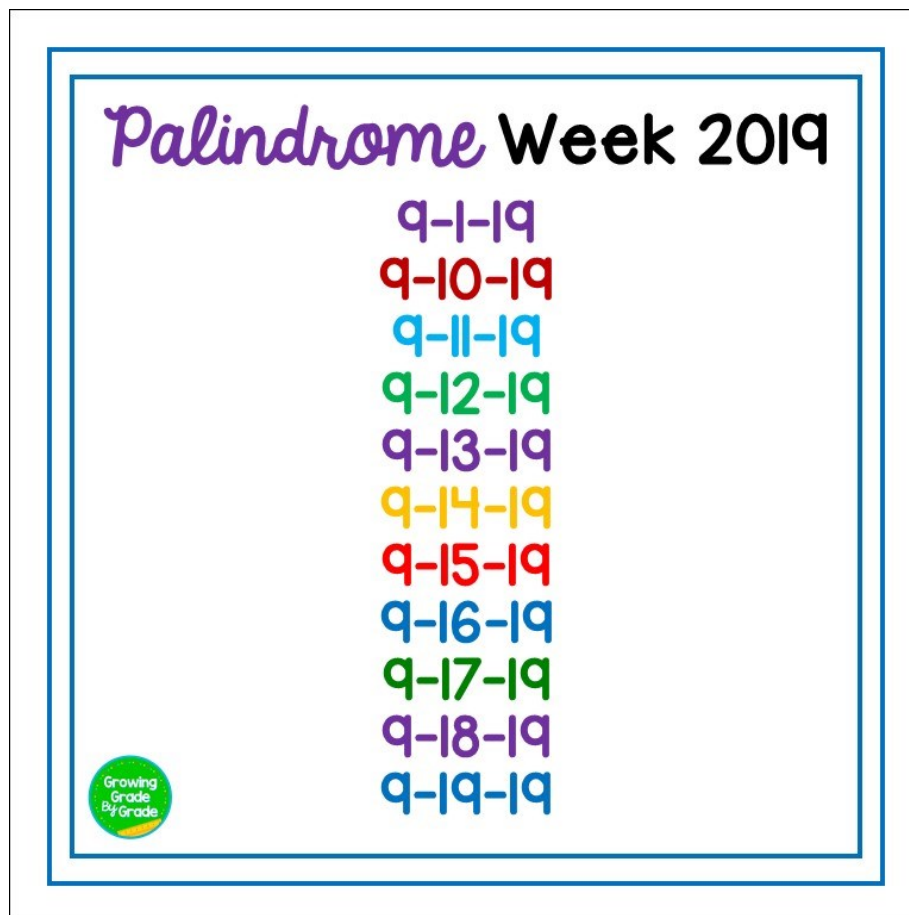
## September 2019 Has A Palindrome Week

September had Palindrome Weeks! The definition of palindrome is "a word, phrase, or sequence that reads the same backward as forward, e.g., madam or nurses run".

The number-fun actually lasts more than just one week. Tuesday is 9-10-19, which backward is... 9-10-19. That formula continues with 9-11-19, 9-12-19, 9-13-19, 9-14-19, 9-15-19, 9-16-19, 9-17-19, 9-18-19 and finally, 9-19-19.

The pattern doesn't hold if you write your dates with the day first, as the Brits and Aussies do, but they'll have to make their own palindromes. "Tacocat" works, or "A Santa Lived As a Devil At NASA," if you want to get creative about it.

There's been a Palindrome Week every year since 2011, but enjoy this one while you can. As Time and Date notes, "every century has nine years with 10 Palindrome Days in a row. These years are always in the second decade of the century." The next time this neat number game appears is in 2021. It'll involve 12-1-21 and the days after that.



Source: <https://www.cnet.com/news/enjoy-palindrome-week-because-there-wont-be-another-until-2021/>

# Crown Life

## David and Jayden Jacovides Attend Rays “Big Leaguer For A Day” Event

In August **David Jacovides** and his son and **Jayden** attended The Rays “Big Leaguer For A Day” event at Tropicana Field.



Haley Lehmann (Coordinator, Corporate Partnerships at the Tampa Bay Rays) told me “Our Big Leaguer for a day event is a hospitality event that the Rays Corporate Partnerships department hosts for our partners each year. Attendees have the opportunity to be a Big Leaguer for the day by being outfitted in a full head-to-toe personalized Rays uniform during an authentic MLB Clubhouse experience. They participate in on-field drills, batting practice, and a game. This year our special guests were alumni players, Tony Perez, Bret Saberhagen and Fred McGriff. We also spent the day with Christopher McDonald who played Shooter McGavin in Happy Gilmore. It’s a fun event for both our partners and our staff!”

# Crown Life

## Justin and Danielle Callahan Welcome Baby Faith

**Justin Callahan**, Sales Manager at Crown Honda, and his wife **Danielle** welcomed baby Faith on September 19th.

Faith was 7lbs 2oz and 20" long.



*Congratulations Danielle  
and Justin*

## Johnathan and Lauren Schroeder Welcome Baby Ellie

**Johnathan Schroeder**, Financial Services Manager at Crown Acura, and his wife **Lauren** welcomed baby Elliot Katherine Schroeder on July 23rd at 2:21AM. She will be called Ellie and was 7lbs and 13oz.



*Congratulations Lauren and Johnathan*



# Crown Life

## Brooks Falzone Marries Giselle

**Brooks Falzone**, Service Advisor at Crown Honda, married girlfriend **Giselle** on September 3rd. The couple met through mutual friends and have been together 2 years.



Brooks and Giselle



Brooks with daughters Brooklyn and Teagan

*Congratulations Giselle and Brooks*

## Derrick Smith and Daughter Ava Attend Rays Game

On Thursday September 5th **Derrick Smith**, Sales Manager at Crown Volvo, and his daughter **Ava** attended the Rays game against the Toronto Blue Jays.

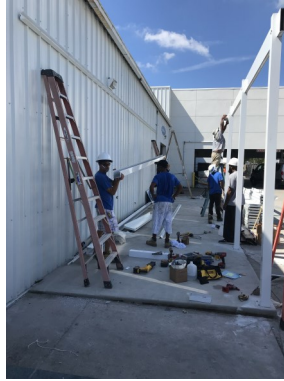




# CONSTRUCTION UPDATES

## Honda Construction Update

9/16 demolition and compressor oil room construction



9/17 Progress on the new fixed ops oil-air Honda service





# CONSTRUCTION UPDATES

## Honda Construction Update Continued

9/17 The new Honda service garage starting to take shape



9/17 Latest aerials

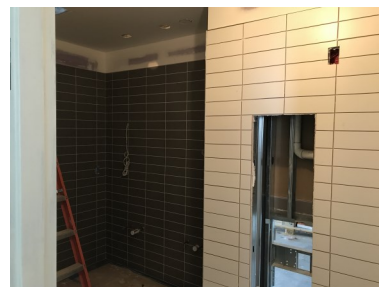
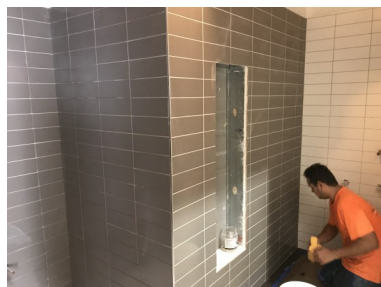
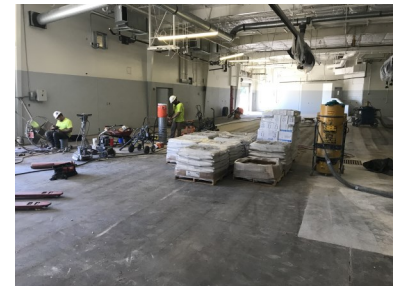
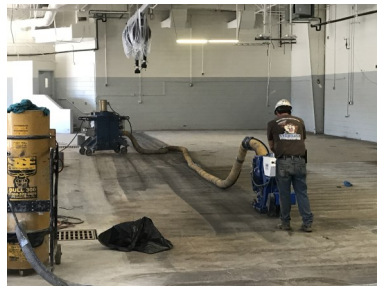




# CONSTRUCTION UPDATES

## Volvo Construction Update

9/16 progress photos.





# CONSTRUCTION UPDATES

## Volvo Construction Update Continued

9/17 Latest aerials





# September Reviews

Surveys and comments from just a few of our happy customers

## PINELLAS

### Crown Acura

#### **Kyle Vannes, Sales Consultant**

Sales Associate Kyle Vannes did a great job reviewing the M DX product characteristic . He was extremely knowledgeable and enthusiastic when discussing the product and made the buying experience very comfortable

*By Gigzee, Edmunds*

#### **Julian Bitar, Service Advisor**

Julian Bitar was a tremendous help! He was very thorough in the questions he asked and relaying updates with my vehicle. I would recommend crown Acura and would suggest asking for Julian as your service agent!

*By Alan Tyber, Google*

### Crown Audi

#### **George Rangelov, Sales Consultant**

We had a great experience with George Rangelov! We always dread buying a new car and George made the experience an enjoyable one. He was extremely focused on our wants and needs and made sure we left the lot with the car we wanted. We LOVE our new Audi Q8 and we are soooooo happy! We will ALWAYS use George for any future purchases, he takes great care of our family and is super fun to work with!

*By Joanna Toomey, Google*

#### **Justyn Ross, Service Advisor**

Took my car in for a simple software update and while at the desk i mentioned something minor going on with the AWD system of my car. Justyn Ross quickly brought out the Lead tech to take a test drive. The tech thought it was worth investigating. During the maintenance they performed a recommend TSB that was posted against the car and decided it was still not right. They further investigated until they found the fix in the rear differential and returned the car in perfect working order. I have absolutely no complaints about my experience. I highly recommend taking your car Justyn. Based on the forums not all dealers go to this level to find the correct solution.

*By oharao2, DealerRater*

### Crown Buick/GMC

#### **Chris Rockefeller, Sales Consultant**

Chris Rockefeller was patient with me and got me into the truck i wanted not what was available. I really appreciate the time

*By William Splitt, Google*

#### **Bill Hevel, Service Advisor**

Bill is very professional and has handled all of my oil changes at the dealership. As always, he is very engaging and provides exceptional service.

*By William, DealerRater*

## Crown Collision Center

### **Tatijana Zitz, Estimator**

Titijana and her team were the best professional Mercedes representation of knowledge and respect, first class treatment from start to finish.

*By Joy Hyland, Google*

## Crown Eurocars

### **Larry Chapman, Sales Consultant**

One again Larry Chapman and the Crown Eurocars team delivered a great vehicle along with top-tier service and knowledge. Larry made the process simple and speedy. He knew how and when to deliver. He answered all questions and accommodated us with every need to deliver the vehicle. Family friendly service once again.

*By Rey, Edmunds*

### **Thomas Cammarata, Service Advisor**

Tom Cammarata is a Crown Eurocars STAR! If you demand "First Class Service" at Crown call TOM!!

*By Les Muma, Google*

## Crown Honda

### **Dominic Albanese , Sales Consultant**

Dominic Albanese our salesman made this purchase very easy. The Pilot was detailed and fueled up ready for my trade in the next morning. I would recommend Crown Honda and Dominic to anyone looking to purchase a new or used vehicle.

*By Andrea Shields, Google*

### **Danny Mick, Service Advisor**

Dan Mick was super helpful and informative! He tried his absolute best to help me out and went out of his way! I work in customer service myself. He treated his customers the way they should be treated and even went above and beyond. Thank you!

*By Sarahjames, DealerRater*

## Crown Hyundai

### **Connor Groot, Sales Consultant**

Came a test drove the Hyundai Palisade with Conner G. What an excellent service. Very knowledgeable and super friendly. Created a very relaxing atmosphere. Highly recommended.

*By Allan Berggrein, Google*

### **Thomas Burkart, Service Advisor**

Tomm in the service department provided cordial and efficient service. It was a pleasure doing business with Crown Hyundai.

*By Valerie V, Google*

## Crown Jaguar

### **Joe Maksimowicz , Sales Consultant**

Thank you Joe Mack and everyone else for helping us into a new E-Pace.

*By Crystal, Edmunds*

### **Gary Sunley, Service Advisor**

I took my 2011 Jaguar in for service to check my battery. Gary Sunley my service advisor explained to me the bays were full but he will see what he can do. He not only fitted me in I was in and out in an hour. Thanks to Gary I did not have to rent a car and I was back at work in no time. That is service.

*By Romeowill, DealerRater*

## Crown Kia/Mitsubishi

### **Anik Islam, Sales Consultant**

Anik Islam was Very easy going yet assertive in a good way. Informative and no pressure. A great salesman. Will recomend to others

*By Mos Mef, Facebook*

### **Curtis McCool, Service Advisor**

Curtis McCool was very patient and informative. Had good people skills. All the representatives at Kia service dept. are very helpful and patient. Thank you!

*By Diane Walker, Google*

## Crown Nissan

### **Wade Werner, Sales Consultant**

Wade worked diligently to find me the right car at the right price. He was honest me with throughout the entire process, and most importantly never made me feel pressured (as most experiences in the car-buying industry). I would work with him again in a minute. He made process as smooth and quick as possible.

*By Mary P, Yelp!*

### **Timothy Marshick, Service Advisor**

Tim Marshick assisted with my oil change which took less than 45 minutes and he assisted me immediately. He made me feel very welcome and he was really pleasant. Its always a professional experience when I go to Crown Nissan.

*By Giselle Ycaza, DealerRater*

## Crown Volvo

### **Mary Mattingly, Sales Consultant**

I just picked-up my second car from Mary today. She is straight forward and does not hide anything. Additionally, does everyting in her power to get you the absolute best deal possible with no hassel. Finally, she is the owner dealership associate that remembers her customers and actually reaches out on. Your purchase/lease anniversary.

*By Josh Rich, Google*

### **Brian Tessitore, Service Advisor**

I brought my XC60 to Crown Volvo for service on Tuesday, August 20 and worked in the waiting room while the car was being serviced. My experience was, as always, excellent. My service representative, Brian Tessitore, had clearly explained the work to be done, as he always has over the years.and kept me posted on progress. The waiting room was comfortable and conducive to getting lots of work done while my car was being services. I have always enjoyed working with Brian Tessitore and look forward to working with him in the future. I greatly appreciate his attentive, knowledgeable treatment

*By Doug345, DealerRater*



## TALLAHASSEE

### Capital Mercedes-Benz

#### **Jacob Salomon, Sales Consultant**

Shop with Jacob Solomon! But I DO NOT RECOMMEND THE SERVICE DEPARTMENT HERE!!! They tell you that your warranty covers your airbags. Yay! But you have a WHOLE ENGINE PROBLEM! \$630 down the drain and still no car. OK PERFECT!!!!

*By Brittany Jackson, Google*

#### **Parke Stafford, Service Advisor**

Parke has been at Capital for over 20 years. He makes service easy. His knowledge is unmatched. As busy as he is he always makes you feel you are the most important customer. He is a reason to buy a Mercedes!

*By Mhaskelo, DealerRater*

### Capital BMW

#### **Jeremy Christoph, Sales Consultant**

This was my first time meeting and dealing with Jeremy and he was totally professional and answered all my questions and concerns. The result was the purchase of a new, special order, 2020 BMW X5 M-Sport, via a factory delivery. If you are looking for an honest vehicle sales professional, contact Capital BMW and ask for Jeremy Christoph.

*By Jr378, DealerRater*

#### **Ian Wyre, Service Advisor**

Excellent and professional customer service provided by Ian Wyre at all times. Always curious and professional. Honest with the customer's best interest in mind.

*By maverick, DealerRater*

### Capital VW-Volvo-PorscheB

#### **Brionna Burke, Sales Consultant**

I test drove about 9 vehicles over two days and had buyers orders for several of the vehicles drawn up to compare costs. Brionna Burke was amazing and patient as we spent hours in the sun in search of my perfect VW. She and the VW team made sure to beat other dealers sale prices without a hassle. In the end, my out the door price on a brand new SEL vehicle was less expensive than the used model I originally came in to see. This dealership also offered the best trade in value on my old vehicle, very close to the value reported by KBB. When I asked them for a sales price online they immediately sent to me and didnt try to use any gimmicks to get me in the door like some other brand dealerships. Amazing experience. First new VW. I will definitely be back!

*By AW, Edmunds*

#### **Dustin Wheeler, Service Advisor**

I had an service appointment for my VW TDI on Tuesday September 17, 2019. My service professional was Dustin Wheeler, he exemplifies a professional. I have had a few service appointments over several years, with several different VW Beetles at Capital Volkswagen and Dustin has always been the VW service professional. He is and has always been knowledgeable, courteous, cordial and truly helpful with any concern that I had with regard to my volkswagen. He is one of the reasons I continue to return to Capital Volkswagen for service!

*By Doc Wallace, Google*



## OHIO

### Crown Eurocars

#### **Frank Salierno, Sales Consultant**

Wow, the best service I've ever had in any state I've ever bought a Mercedes. Frank Salierno helped me from my first phone call he understood that my time was valuable and made the leasing process as smooth and time efficient as possible. Thank you Mercedes crown euro cars for such a great experience. I highly recommend coming here for your next purchase or lease.

*By FiFi Holly, Google*

#### **David Kohler, Service Advisor**

David Kohler represents best in class service by Mercedes Benz. Over the last 12 months, Dave has assisted with both minor and major resolutions in same day turn around. His efforts help represent Crown Mercedes Benz in the best fashion by upholding it's reputation and brand. Keep it going David!

*By Curt, DealerRater*

### Crown Chrysler Dodge Jeep Ram

#### **Billy Ra Pruitt, Sales Consultant**

Billy-Ra Pruitt and the rest of the staff went above and beyond staying after hours getting me into a used Jeep Wrangler. Great help and service!

*By Nathan Hartley, Google*

#### **Dustin Litteral, Service Advisor**

Superb customer service and extremely knowledgeable service rep. Dustin Litteral's knowledge and customer service was phenomenal. They id'd a fuel pump sensor relay overheating in my Jeep Grand Cherokee and replaced it. I was having a no start issue that was occurring occasionally. Even though they could not replicate it, they id'd the overheating of it and replaced it. In addition, they kept the vehicle another day for additional testing to ensure there were not additional causes for safety reasons. I had taken my vehicle to another dealership initially due to proximity, Dave Dennis in Dayton, they never id'd the issue and have poor customer service. Highly recommend Crown Chrysler/Jeep and highly do NOT recommend Dave Dennis Jeep dealership in Dayton. Thanks again Dustin for your superb service!!

*By Superb Service Dustin Litteral, DealerRater*

### Crown Kia

#### **Dallah Abdelmajid, Sales Consultant**

Great experience with Dallah!

*By Gonzalo L, Google*

#### **Peyton Seay, Service Advisor**

Peyton Seay was an extremely helpful staff person who helped with my new vehicle. Highly recommended.

*By Gilbert Michaud, Google*

## TENNESSEE

### Chattanooga

#### **Cullen Clabo, Sales Consultant**

This was the best experience I've ever had with a dealership. they truly listened to my terms and respect it my terms as well as respecting me as a person. they were not just trying to sell me a vehicle they were really trying to help me figure out what would work best for me. Cullen is the best car dealership salesman I've ever come across. He listen to my needs he even let me talk out the details and my concerns and help make the best decision possible for myself. Basically he allow me to think out loud, crunch numbers, and look at it from every angle to determine the best course of action. this is the best dealership I've ever been to and even if I move out of state I will come back to it to get my next truck.

*By Joseph Peel, Edmunds*

#### **Jeff Honeycutt, Service Advisor**

I took my new Ram in for a check engine light and the problem was diagnosed and repaired relatively quickly. Jeff Honeycutt was my service advisor and he was very friendly and communicated to me what they found and what the repair was. Very pleased with Jeff and everyone at Crown.

*By Dprolltide, DealerRater*

### Cleveland

#### **Jordan Craig, Sales Consultant**

Planned on looking for a wrangler to replace my husbands and.walked out with a wrangler for him and a grand Cherokee for me !!! Jordan feels like family ! We will be back !

*By Jeep, DealerRater*



# Crown Winner's Circle August

## PINELLAS

Acura

Gary Scott

Audi

Brett Levy

Buick-GMC

Tammy Wagner

Eurocars

Mo Esseghir

Honda

Enver Bekric

Hyundai

Ryan Gibb

Jaguar

Joe Maksimowicw

Kia

Blake Rexford

Mitsubishi

Chris Jensen

Nissan

Cathy Voogd

Volvo

Mary Mattingly

## CAPITAL EUROCARS

MB

Claude Rabbath

BMW

Trey Purvis

VW

Kemar Edwards

## DUBLIN, OH

Eurocars

Melisa Greenberg

CDJR-FIAT

Darius Skinner

Kia

Peyton Seay

## TENNESSEE

Chattanooga

Lance Brown

Cleveland

Charles Mullins

Thank you for a job well done!



# Internet SOM August

## GROUP

Zoltan Kremaszky

### PINELLAS

Acura

Gary Scott

Audi

Vasili Barlamas

Buick-GMC

Anthony Crevello

Eurocars

Zoltan Kremaszky

Honda

Jason Gomez

Hyundai

Ryan Gibb

Jaguar

Joe Maksimowicz

Kia

Blake Rexford

Mitsubishi

Chris Jensen

Nissan

Cathy Voogd

Volvo

Mary Mattingly

### CAPITAL EUROCARS

MB/BMW

Trey Purvis

VW/Volvo/Porsche

Kemar Edwards

### DUBLIN, OH

Eurocars

Melisa Greenberg

CDJR

Darius Skinner

Kia

Peyton Seay

FIAT

Juan Hernandez

### TENNESSEE

Chattanooga

Lance Brown

Cleveland

Tammy Holt

**Thank you for a job well done!**



# October birthdays

## MANAGEMENT COMPANY

Pedro Rodriguez - Buyer Coordinator - 10/6  
 Chris Wardrum - Corp. Controller - 10/8  
 Joe Lamphier - Exec VP & CRO - 10/10  
 Donna Pencosky - Accounting Ops Manager - 10/12  
 David Simches - Used Car Group Director - 10/14  
 Robert Shaw - Sales Manager - 10/18  
 Leah Bischoff - Accounting Ops Manager - 10/26  
 Dennis England - Network Administrator - 10/27  
 Sheryl Shearer - HR Manager/Payroll Supervisor - 10/30

## PINELLAS COUNTY

### Acura

Gurudatta Kissoon - Service Technician - 10/3  
 Julian Bitar - Service Advisor - 10/18  
 Reynard Akuffo - Sales Manager - 10/21  
 Jimmy Edgil - Service Porter/Driver - 10/23

### Audi

George Rangelov - Sales Internet - 10/2  
 Vantuil Cabral Herrera - Salesperson - 10/12  
 Vasilena Tsekova - New Car Sales - 10/13  
 Brett Levy - Salesperson - 10/23  
 Andrew Walker - Service Advisor - 10/30

### Buick-GMC-Collision-Detail-Recon

Sandra Kellstrom - P/T File Clerk - 10/3  
 David Dalton - Service Advisor - 10/3  
 Conner Hicks - Lot Porter - 10/3  
 Michael Clark - Lot Porter - 10/13  
 Bryan Eng - B/S Technician- Recon - 10/19  
 Tatijana Zitz - B/S Estimator - 10/28

### Eurocars

Andrew Waite - Mobile Service Technician - 10/1  
 Jessica Scarboro - F&I Manager - 10/2  
 Debra Wilson - New Car Sales Admin - 10/3  
 Phyllis Doctor - Scanner/Warranty Clerk/Cashier - 10/4  
 Marc Israel - F&I Manager - 10/11  
 Michael King - Detailer - 10/11  
 Dimitre Todorov - Parts Ship/Receiver - 10/16  
 Joselito Serrano - Parts Counter - 10/23  
 Criseria Arriola - Service Warranty Clerk - 10/25

William James - Pt Lot Porter - 10/28

### Honda

Kevin Butler Jr - Express Technician - 10/4  
 Richard Heilig - Service Technician - 10/4  
 Beth Knowles - Controller - 10/10  
 Eduardo Diaz - Express Drive Coordinator - 10/13  
 Paul Velardi - Salesperson - 10/18  
 Luisa Harris - Accounting Clerk - 10/23  
 David Schmalzried - Service Technician - 10/24  
 Rafael Rosado Zapata - Lot Porter - 10/24

### Hyundai

Joie Costa - Service Technician - 10/5  
 Steven Dennis - Service Van Driver - 10/11  
 Joshua Saltz - Sales Manager - 10/14  
 Lajoi Sinclair - BDC Receptionist - 10/16  
 Ryan Murray - Service Advisor - 10/28

### Jaguar

Michael Constantine - Parts Manager - 10/15  
 Rafael Reyes - Apprentice Service Technician - 10/16

### Kia/Mitsubishi

Kara Winston - Accounting - 10/2  
 Brendan Stoufer - Lot Porter - 10/2  
 Craig Osorio - Sales - 10/8  
 Dominick Gervato - Express Advisor - 10/13

### Nissan

Kenneth Larrison - Service Technician - 10/6  
 Kim Glazener - Controller- Nissan - 10/8  
 Craig Heller - Service Technician - 10/13  
 Shawn Meehan - Service Manager - 10/15  
 Kevin Ryan - Service Technician - 10/16  
 Thomas Quillin - Sales Person - 10/18  
 William Hawkins - Secretary/Treasurer - 10/18  
 Christopher Derby - Service Technician - 10/22  
 Jon Waterhouse - Service Advisor - 10/24  
 Mila Martz - Edit Clerk - 10/28  
 Angel Pla - Express Technician - 10/29



# October birthdays

## Volvo

Kenneth Feck – General Manager - 10/10

## CAPITAL EUROCARS

Tricia Clifton - Title Clerk - 10/2

Ryan Miskin - Technician - 10/4

Jacob Salamon - Salesperson - 10/4

Jeremy Christoph - BMW Genius - 10/11

Derrick Frazier - Technician - 10/12

Joe Gruen - Service Director - 10/14

Beth Boyd - Billing Clerk - 10/14

Parke Stafford - Service Advisor - 10/17

Dan Cruz - Technician - 10/24

Lee Woodruff - Service Advisor - 10/25

## DUBLIN, OH

### Eurocars

Nick Marlatt - Technician - 10/1

Jason Flood - Technician - 10/5

Abdulahi Ahmed - Service Porter - 10/12

Rich Renner - Sales Manager - 10/13

Shane Moody - Sales Porter - 10/17

Craig Brooks - F&I Manager - 10/19

David Spencer - Technician - 10/28

Mike Lyons - Service Advisor - 10/31

### CDJR-KIA-FIAT

Alex Greenland - Service Advisor - 10/4

Noah Orr - Parts Counter - 10/11

Juan Hernandez - Salesperson - 10/13

Stevan Johnson - Sales Porter - 10/20

Tom Grout - Sales Porter - 10/24

Aidan Placek - Lube Technician - 10/27

Eddie Vargo - Salesperson - 10/31

## TENNESSEE

### Chattanooga

Lance Brown - Salesperson - 10/2

Donna Standridge - Human Resources/Payroll - 10/19

Karen Stevens - Accounts Payable/Receivable - 10/21

John Bricker - Technician - 10/22

Cameron Martin - Car Washer - 10/23

Benny Hamby - Sales Manager - 10/28

### Cleveland

Frankie Qualls - Service Manager - 10/4

David Souders - Pt - Dealer Trade Driver - 10/15





# October

## EMPLOYEE ANNIVERSARIES

### MANAGEMENT COMPANY

David Fetkenher - CFO - 10/12/2015 - 4 yrs  
Amy Spiegel - Group Marketing Director -  
10/14/2015 - 4 yrs  
David Simches - Used Car Group Director -  
10/18/2016 - 3 yrs

### PINELLAS COUNTY

#### Acura

Stephanie Barry - Warranty Administrator -  
10/1/1995 - 24 yrs  
John Pearson - Sales Manager - 10/12/1994 - 25 yrs  
Scott Martin - Counter - 10/20/2017 - 2 yrs  
Daniel Montrone - Service - Detailer -  
10/22/2007 - 12 yrs

#### Audi

Karl Clarke - Loan Car Coordinator - 10/4/2018 - 1 yr  
Matthew Temple - Service Technician - 10/10/11 - 8 yrs  
Joshua Price - Detailer - 10/25/2016 - 3 yrs

#### Buick-GMC-Collision-Detail-Recon

Terrance Brown - Detailer - 10/3/2011 - 8 yrs  
Dorothea Pack - Salesperson - 10/6/2018 - 1 yr  
Tammy Wagner - Salesperson - 10/7/2013 - 6 yrs  
Michael Mathis - Sales Manager - 10/8/2012 - 7 yrs  
Selena Packett - Wholesale Parts Counter -  
10/16/2017 - 2 yrs  
Romeo Pelletier - Service Detailer - 10/17/2018 - 1 yr  
Dewayne Shively - Detailer - 10/18/1990 - 29 yrs  
Bill Hevel - Service Advisor - 10/20/2014 - 5 yrs  
Monica Hanson - Sales Admin - 10/23/1996 - 23 yrs  
Luis Aldana - Detailer - 10/27/2014 - 5 yrs  
Andrew Venezia - B/S Tech- Recon - 10/27/2004 - 15 yrs

#### Eurocars

Victoria McGraw - A/P Clerk - 10/2/1991 - 28 yrs  
Wes Harris Jr - Sales Manager - 10/2/2013 - 6 yrs  
Raymond Bedell - Service Tech-Shop Foreman -  
10/3/2014 - 5 yrs  
William James - Lot Porter - 10/5/2016 - 3 yrs  
Eduardo Cintron - Product Technician Specialist -  
10/7/2016 - 3 yrs  
Charles Apple - Service Advisor - 10/9/2013 - 6 yrs

Jessica Scarboro - F&I Manager- 10/20/2016 - 3 yrs  
Steven Wilson - Service Technician - 10/30/2018 - 1 yr

#### Honda

Amanda Allen - BDC Operator - 10/2/2018 - 1 yr  
Nicholas Feliciano - F&I Manager - 10/3/2018 - 1 yr  
Luisa Harris - Accounting Clerk - 10/4/2011 - 8 yrs  
Wayne Sebring - F&I - 10/7/2016 - 3 yrs  
Cary Forney - Sales - 10/10/2013 - 6 yrs  
Jonathan Murray - Parts Counter - 10/10/2011 - 8 yrs  
Lori Glenn - Accounting Clerk - 10/10/2016 - 3 yrs  
Deborah Dietrich - BDC Operator - 10/25/2011 - 8 yrs

#### Hyundai

Joseph Nuesi - Service Technician - 10/2/2017 - 2 yrs  
Brennan Steinig - Service Porter - 10/10/2016 - 3 yrs  
Nicholas Black - New Car Sales - 10/22/2018 - 1 yr

#### Jaguar

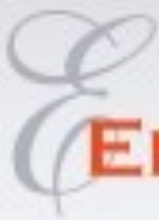
Billie Jean Shelton - Service Cashier/Warranty -  
10/9/2018 - 1 yr  
Michael Donovan - New Car Sales - 10/12/2018 - 1 yr

#### Nissan

Thomas Quillin - Sales Person - 10/3/2016 - 3 yrs  
James Lauttenbach - Service Technician - Porter -  
10/13/1980 - 39 yrs  
Danny Touch - Express Service Advisor - 10/14/14 - 5 yrs  
Kenneth Arnold - Parts Manager - 10/14/2002 - 17 yrs  
Christopher Derby - Service Technician - 10/15/18 - 1 yr  
Daniel Wacker - Service Technician - 10/19/2009 - 10 yrs

#### Volvo

George Guirguis - New Car Sales - 10/4/2018 - 1 yr  
Bryan Conley - Internal Service Advisor - 10/23/18 - 1 yr



**October**

# **EMPLOYEE ANNIVERSARIES**

## **CAPITAL**

Ozell Williams - Parts Advisor - 10/5/2005 - 14 yrs  
Josh Braden - Technician - 10/18/2011 - 8 yrs  
Beth Boyd - Billing Clerk - 10/24/2011 - 8 yrs  
Michael Felton - Salesperson - 10/1/2013 - 6 yrs  
Joe Trozzo - Service Advisor - 10/24/2016 - 3 yrs  
Jessica Wade - Salesperson - 10/9/2017 - 2 yrs  
Jack Brookshaw - Sales Porter - 10/16/2017 - 2 yrs  
Eric Orman - Valet Driver - 10/26/2017 - 2 yrs

## **DUBLIN, OH**

### **Eurocars**

Jason Flood - Technician - 10/3/2011 - 8 yrs  
Tyler Long - Technician - 10/8/2008 - 11 yrs  
Bill Tippie - F&I Manager - 10/10/2018 - 1 yr  
George Stevens - Service Greeter - 10/13/2003 - 16 yrs  
Jeremy Virts - Technician - 10/16/2018 - 1 yr  
CJ Sexton - Sales Manager - 10/26/2015 - 4 yrs

### **Chrysler Dodge Jeep RAM-KIA-FIAT**

Damon Clark - Service Director - 10/1/2008 - 11 yrs  
Don Meyncke - Salesperson - 10/1/2015 - 4 yrs  
Kevin George - Technician - 10/7/2015 - 4 yrs  
Jerry Byrd - Technician - 10/8/2018 - 1 yr  
Joe Melfe - F&I Manager - 10/9/2013 - 6 yrs  
Colton Clark - Service Porter - 10/13/2018 - 1 yr  
Scott Duncan - Parts Manager - 10/16/1996 - 23 yrs  
Dominick Siclari - Sales Manager - 10/19/2015 - 4 yrs  
Jarrod Auten - Sales Manager - 10/21/2013 - 6 yrs

## **TENNESSEE**

### **Chattanooga**

Toney Hicks - Parts Driver - 10/15/2018 - 1 yr  
Robert Monk - Parts Counter - 10/31/2011 - 8 yrs

### **Cleveland**

Jayme Harris - Sales Manager - 10/5/2018 - 1 yr  
Margaret Hewitt - Warranty Clerk - 10/17/1995 - 24 yrs  
David Edney - Parts Driver - 10/21/2013 - 6 yrs

**WELCOME**  
TO THE  
**TEAM**

# NEW EMPLOYEES

## AUGUST 2019

### MANAGEMENT COMPANY

#### ALLSTATE

Anthony Carson II - Allstate Sales Rep - 8/12  
Wilma Roman - Allstate Sales Rep - 8/19  
Shea Parsons - Allstate Sales Rep - 8/20

### PINELLAS COUNTY

#### Acura

Ashley Husarenko - Service Drive Concierge - 8/28

#### Audi

Blake Smith - Car Washer - 8/5

#### Buick-GMC-Collision-Detail-Recon

Paris Bunch - New Car Sales - 8/12  
Ronald Overman - Parts Counter - 8/13  
Joseph Johnson Jr - Detailer - 8/20  
Marla Hairston - B/S Receptionist - 8/29

#### Eurocars

Bruno Onetti - Service Advisor - 8/1  
Shelly Frye - New Car Sales - 8/5  
Victor Brignoni Torres - Service Technician - 8/19  
Neville Barnett - New Car Sales - 8/19  
Gregory Ulm - Preowned Sales Manager - 8/29

#### Honda

Timothy Peavler - F&I Manager - 8/1  
Richard Heilig - Service Technician - 8/6  
Andre Lima - New Car Sales - 8/12  
Leslie Kopkau - BDC Operator - 8/13  
Chad Stephens - F&I Manager - 8/19  
Darrell Kendall - F&I Manager - 8/19  
Owen Swain - Salesperson - 8/26

#### Hyundai

Jennifer Irvin - New Car Sales - 8/23

#### Jaguar

Reid Richardson - Service Advisor - 8/19  
Christopher Rykaczewski - Salesperson - 8/30

#### Kia/Mitsubishi

Jeffrey Gautier - Service - Van Driver - 8/13  
Luke Treadwell - New Car Sales - 8/15  
Brandon Stevens - Sales Person - 8/19

#### Nissan

David Derby - Service Technician - 8/5  
Maxwell Ritch - Express Technician - 8/12  
Larry Noder - Parts Shipper/Receiver - 8/12  
Joseph Andolina - Service Advisor - 8/26  
Lara Hatch - Concierge Service Drive - 8/28

#### Volvo

Zachary Koester - Salesperson - 8/26

### CAPITAL EUROCARS

Alex David - Technician - 8/14  
Andrew Kinloch - Shipper/Receiver - 8/26  
Donzell Williams - Painter - 8/26

### DUBLIN, OH

#### Chrysler Dodge Jeep RAM-KIA-FIAT

D'Angleo Mawell - Sales Porter - 8/24

### TENNESSEE

#### Chattanooga

Trevor Gant - Technician - 8/5  
Charleston Faulknor - Salesperson - 8/26


#### Cleveland

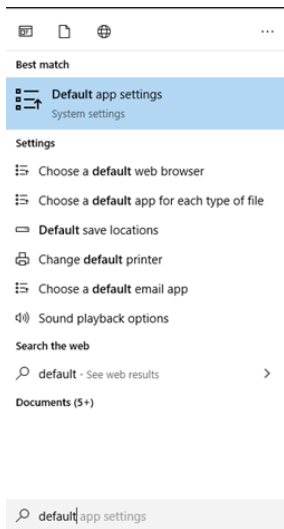
Chris Chapman - Service Porter - 8/23



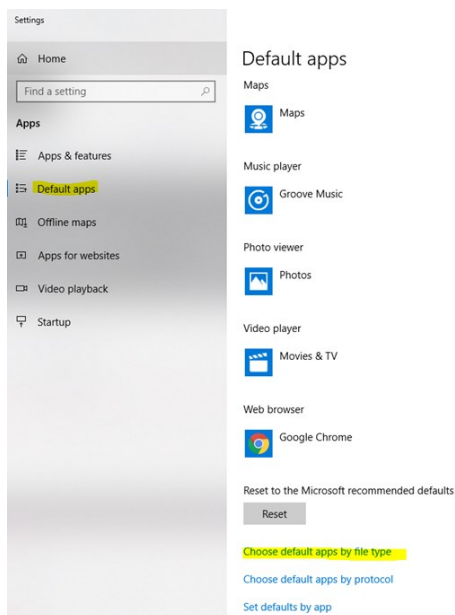
## Windows 10 is New and can be Tricky

Do you have trouble **printing Adobe (.pdf) documents on your PC using Windows 10**? Follow these instructions to set up your Adobe documents to open in Adobe Acrobat instead of Microsoft Edge. Printing from browser Microsoft Edge is problematic.

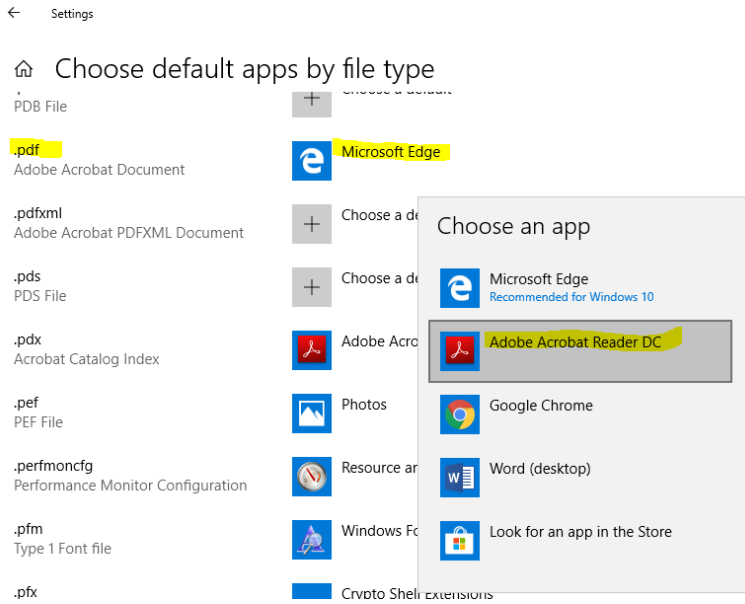
- Click on the Windows icon in the bottom left corner of your screen - 
- Type the word "default" and you will see Default app settings highlighted in blue under Best match. Click on it.



- Next Click on **Default apps**. Select **Choose default apps by file type**.



- Scroll down the list until you find the **.pdf** file type.
- Click on the Default app which may display *Choose a default* or *Microsoft Edge*. Select Adobe **Acrobat Reader DC** or whatever version you have installed from the window labeled **Choose an app**.




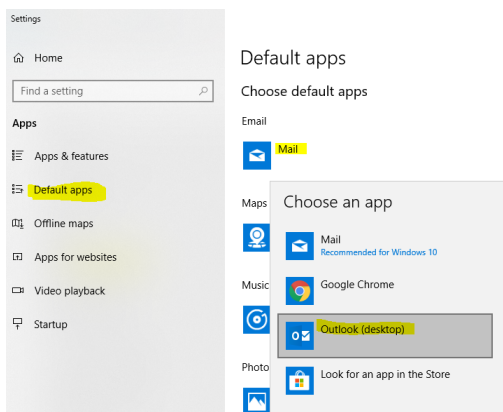
- After that change, the screen will display like this:

### Associate file types with specific apps


Name	Default app
.pdf Adobe Acrobat Document	 Adobe Acrobat Reader DC

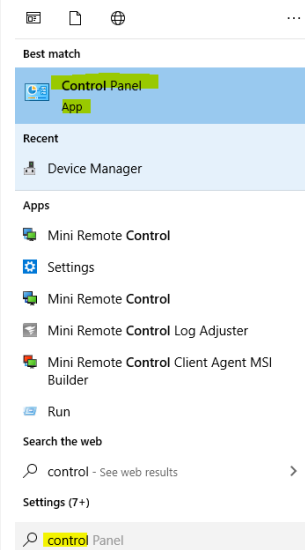
When sharing a document after creating it, does it open your Crown email using the Microsoft Outlook application? If not, **follow these instructions to set Outlook as your default email app:**

- Click on the Windows icon in the bottom left corner of your screen - 
- Type the word "default" and you will see **Default app settings** highlighted in blue under Best match. Click on it.
- Click on **Default apps**, and then **Mail**, under Default apps.
- Choose **Outlook (desktop)** in the Choose an app window.

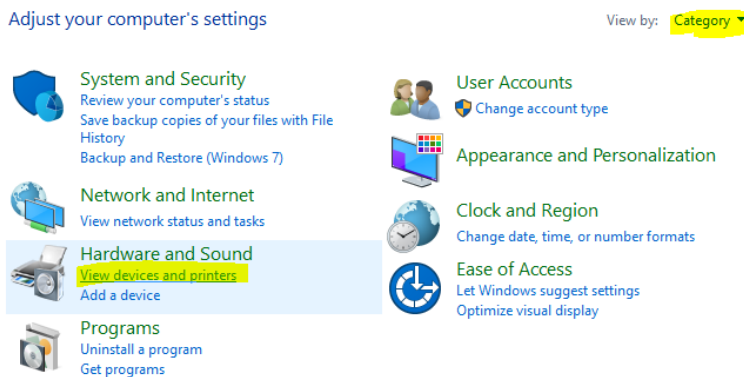


## How to change your default printer using Windows 10:

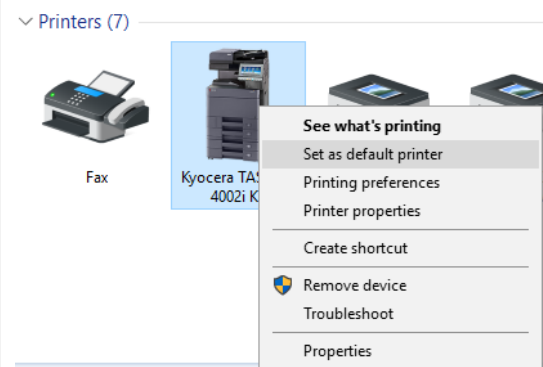
- Click on the Windows icon in the bottom left corner of your screen - 
- Type the word "control" and you will see **Control Panel App** highlighted in blue under Best match. Click on it.



- Change **View by** to **Category**, then click on the **View devices and printers** line under the **Hardware and Sound** section



- From the list of printers, right click on the one you want to use, and choose Set as Default printer.





# SAFETY FIRST

## ***October is Fire Prevention Month—10 Home Fire Safety Tips***

The [U.S. Fire Administration](#) reports that fires kill more than 4,000 Americans each year and approximately injure 20,000 more. U.S. fire departments respond to nearly 2 million fires each year, with three-quarters of them occurring in residences.



A home is often referred to as a safe haven. This month, make sure your home is protected from (and your family is prepared for) a fire. Here are 10 simple tips to help you avoid fires and reduce the risk of injury should one occur:

- 1) **Smoke Alarms** – These are still a very important addition to your home. Smoke alarms are widely available and inexpensive. Install a smoke alarm on every level of your home and test it monthly.
- 2) **Prevent Electrical Fires** – Don't overload circuits or extension cords. Cords and wires should never be placed under rugs or in high traffic areas. Avoid loose electrical connections by checking the fit of the plug in the wall outlet. If the plug loosely fits, inspect the outlet right away. A poor connection between the plug and the outlet can cause overheating and can start a fire in minutes.
- 3) **Keep Plugs Safe** – Unplug all appliances when not in use. Follow the manufacturer's safety precautions and use your senses to spot any potential disasters. If a plug is overheating, smells strange, shorts out or sparks – the appliance should be shut off immediately, then replaced or repaired.
- 4) **Alternate Heaters** – Make sure there is ample space around any portable heating unit. Anything that could catch fire should be at least three feet away. Inspect your chimney annually and use fire screens to help keep any fires in the fireplace.
- 5) **Fire Safety Sprinklers** – When combined with working smoke alarms, home fire sprinklers greatly increase your chance of surviving a fire. Sprinklers are affordable and they can increase property value and lower insurance rates.
- 6) **Create An Escape Route** – Create and practice your escape plan with your family from every room in the house. Practice staying low to the floor and checking for hot doors using the back of your hand. It's just like a routine school fire drill – but in your home.
- 7) **Position Appliances Carefully** – Try to keep TV sets, kitchen and other appliances away from windows with curtains. If there is a wiring problem, curtains can spread a fire quickly. Additionally, keeping your appliances away from water sources (like rain coming in from windows) can help prevent wiring damage which can lead to a fire.
- 8) **Clean Dryer Vents** – Clothes dryers often start fires in residential areas. Clean the lint filter every time you start a load of clothes to dry or after the drying cycle is complete. Make sure your exhaust duct is made of metal tubing and not plastic or foil. Clean the exhaust duct with a good quality dryer vent brush to prevent blockage & check for lint build up behind the dryer at least twice a year.
- 9) **Be Careful Around the Holidays** – If you fill your home with lights during the holiday season, keep them away from anything that can easily catch fire. Check all of your lights prior to stringing them up and dispose of anything with frayed or exposed wires.
- 10) **Conduct Regular Inspections** – Check all of your electronic equipment and wiring at least once a month. Taking a little time to do this each month can really pay off.

# October Happenings Quiz

**Ology Words Quiz: Of what are the following the study?**

1. Clonology
2. Felinology
3. Trichology
4. Rhinology
5. Plutology
6. Cardiology
7. Heliology
8. Orology
9. Allergology
10. Formicology

**Car Quiz - Which manufacturers make/made the following models?**

1. Rogue, Micra, Pulsar
2. Panda, Brava, Argo
3. 307, 407, 207 Spider
4. Aslan, Elantra, Tucson
5. Twingo, Scenic, Espace
6. Corolla, Aygo, Yaris
7. C4, C1, C-Zero
8. Tiguan, Passat, Arteon
9. Picanto, Rio, Sorento
10. Accord, Civic, Jazz

# September Happenings Quiz Answers

## Brand Acronyms Quiz

1. How many millilitres are there in twenty litres?

*20 thousand*

2. If you weighed 8 stone, what would that be in kilograms?

*51 (accept answers within 3)*

3. What is 735.7 cm rounded to 3 significant figures?

*736cm*

4. How many feet are there in a fathom?

*6*

5. How many millimetres are there in 80cm?

*800*

6. What fraction of a litre is 200ml?

*one fifth (1/5)*

7. Which number is represented in binary as 1000?

*8*

8. How many centilitres are there in 5 standard sized bottles of wine?

*375 cl (One wine bottle holds 75 cl)*

9. What is a 'decametre'?

*A unit of length equivalent to ten metres*

10. St. Paul's Cathedral is 365 feet tall. How tall is it in metres?

*111 (Accept answers within 3)*



# October's Recipes

Fun October Food Holidays include National Pumpkin Month, Pumpkin Pie Day, National Pumpkin Cheesecake Day, National Frappe Day, National Gumbo Day, Yorkshire Pudding Day & National Caramel Apple Day

## Libby's Famous Pumpkin Pie

### Ingredients

3/4 cup granulated sugar  
1 teaspoon ground cinnamon  
1/2 teaspoon salt  
1/2 teaspoon ground ginger  
1/4 teaspoon ground cloves  
2 large eggs  
1 can (15 oz.) LIBBY'S® 100% Pure Pumpkin  
1 can (12 fl. oz.) NESTLÉ® CARNATION® Evaporated Milk, (Or substitute with equal amount Lactose-Free or Almond Cooking Milk)  
1 unbaked 9-inch (4-cup volume) deep-dish pie shell  
Whipped cream (optional)



### Directions

1. MIX sugar, cinnamon, salt, ginger and cloves in small bowl. Beat eggs in large bowl. Stir in pumpkin and sugar-spice mixture. Gradually stir in evaporated milk.
2. POUR into pie shell.
3. BAKE in preheated 425° F oven for 15 minutes. Reduce temperature to 350° F; bake for 40 to 50 minutes or until knife inserted near center comes out clean. Cool on wire rack for 2 hours. Serve immediately or refrigerate. Top with whipped cream before serving.

## Pumpkin Pie Cheesecake

### Crust Ingredients:

1 1/2 cups graham cracker crumbs about 16 crackers worth  
1/4 cup butter melted  
2 tablespoons light brown sugar

### Pie Ingredients:

24 ounces cream cheese softened  
1 tablespoon vanilla  
3/4 cup pumpkin puree  
Optional topping: Vanilla Whipped Cream

3/4 cup white sugar  
3 eggs  
1 tablespoon pumpkin pie spice mix



### Directions

1. Preheat oven to 325 degrees. Stir together the crust ingredients and press into 2 pie pans. Beat the cream cheese and sugar together with a mixer until smooth. Add the vanilla and the eggs and beat again.
2. Pour 1/3 of this mixture over each pie crust. (This was approximately 1 1/3 cups of the filling.) Stir the pumpkin puree and the spices into the remaining filling and beat until well combined. Divide the pumpkin mixture between the two pies and use a spatula to smooth it across the cheesecake layer.
3. Bake for 35-40 minutes, until the center looks almost set. A knife inserted should come out mostly clean. Cool at room temperature and then refrigerate for 2-3 hours or overnight. Top with whipped cream, just before serving.

# Good New Orleans Creole Gumbo

## Ingredients

1 cup all-purpose flour  
3/4 cup bacon drippings  
1 cup coarsely chopped celery  
1 large onion, coarsely chopped  
1 large green bell pepper, coarsely chopped  
2 cloves garlic, minced  
1 pound andouille sausage, sliced  
3 quarts water  
6 cubes beef bouillon  
1 tablespoon white sugar  
salt to taste  
4 bay leaves  
1/2 teaspoon dried thyme leaves  
1 (14.5 ounce) can stewed tomatoes  
1 (6 ounce) can tomato sauce  
2 teaspoons gumbo file powder  
2 tablespoons bacon drippings  
2 (10 ounce) packages frozen cut okra, thawed  
2 tablespoons distilled white vinegar  
1 pound lump crabmeat  
3 pounds uncooked medium shrimp, peeled and deveined  
2 tablespoons Worcestershire sauce  
2 teaspoons gumbo file powder  
2 tablespoons hot pepper sauce (such as Tabasco(R)), or to taste  
1/2 teaspoon Cajun seasoning blend (such as Tony Chachere's(R)), or to taste



## Directions

Make a roux by whisking the flour and 3/4 cup bacon drippings together in a large, heavy saucepan over medium-low heat to form a smooth mixture. Cook the roux, whisking constantly, until it turns a rich mahogany brown color. This can take 20 to 30 minutes; watch heat carefully and whisk constantly or roux will burn. Remove from heat; continue whisking until mixture stops cooking.

Place the celery, onion, green bell pepper, and garlic into the work bowl of a food processor, and pulse until the vegetables are very finely chopped. Stir the vegetables into the roux, and mix in the sausage. Bring the mixture to a simmer over medium-low heat, and cook until vegetables are tender, 10 to 15 minutes. Remove from heat, and set aside.

Bring the water and beef bouillon cubes to a boil in a large Dutch oven or soup pot. Stir until the bouillon cubes dissolve, and whisk the roux mixture into the boiling water. Reduce heat to a simmer, and mix in the sugar, salt, hot pepper sauce, Cajun seasoning, bay leaves, thyme, stewed tomatoes, and tomato sauce. Simmer the soup over low heat for 1 hour; mix in 2 teaspoons of file gumbo powder at the 45-minute mark.

Meanwhile, melt 2 tablespoons of bacon drippings in a skillet, and cook the okra with vinegar over medium heat for 15 minutes; remove okra with slotted spoon, and stir into the simmering gumbo. Mix in crabmeat, shrimp, and Worcestershire sauce, and simmer until flavors have blended, 45 more minutes. Just before serving, stir in 2 more teaspoons of file gumbo powder.



## The BBC's Best Yorkshire Puddings

Yorkshire pudding is a common English side dish consisting of a baked pudding made from batter consisting of eggs, flour, and milk or water. It is a versatile food that can be served in numerous ways depending on the choice of ingredients, the size of the pudding, and the accompanying components of the dish.

### Ingredients

140g plain flour  
4 eggs  
200ml milk  
sunflower oil, for cooking

### Directions

1. Heat oven to 230C/fan 210C/gas 8.
2. Drizzle a little sunflower oil evenly into two 4-hole Yorkshire pudding tins or two 12-hole non-stick muffin tins and place in the oven to heat through.
3. To make the batter, tip 140g plain flour into a bowl and beat in 4 eggs until smooth.
4. Gradually add 200ml milk and carry on beating until the mix is completely lump-free. Season with salt and pepper.
5. Pour the batter into a jug, then remove the hot tins from the oven. Carefully and evenly pour the batter into the holes.
6. Place the tins back in the oven and leave undisturbed for 20-25 mins until the puddings have puffed up and browned.
7. Serve immediately. You can now cool them and freeze for up to 1 month.



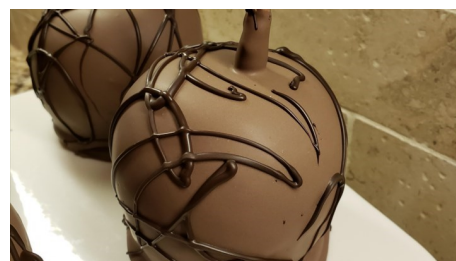
## Caramel Apples

### Ingredients

8 large tart apples  
8 wooden chopsticks for handles  
1 cup butter  
2 cups packed brown sugar  
1 cup light corn syrup  
1 (14 ounce) can sweetened condensed milk  
2 teaspoons vanilla extract

### Directions

1. Bring a large saucepan of water to a boil. Dip apples in boiling water for a few seconds, then dry with paper towels to remove any wax from the peels. Set apples aside; when completely cool, insert a wooden chopstick firmly into the bottom of each apple for a handle.
2. Line a baking sheet with parchment paper.
3. Stir butter, brown sugar, corn syrup, and sweetened condensed milk together in a saucepan over medium-high heat. Bring to a boil, stirring constantly, and reduce heat to medium. Cook until a candy thermometer reads 248 degrees F (120 degrees C), 25 to 30 minutes; stir constantly to prevent burning. A teaspoon of the syrup, dropped in a glass of cold water, should form a firm ball. Remove caramel from heat and stir in vanilla extract.
4. Working quickly, dip each apple into the hot caramel to completely coat the apple and about 1/2 inch of the wooden handle. Sprinkle apples with any desired toppings while still hot. Let caramel apples cool on the parchment paper. Use caution, caramel is very hot.







# **It's YOUR newsletter**

**What do you want to see?  
We appreciate *ALL* of your responses and  
input to our newsletter.**

**If you think of anything that you would like to see in  
next month's edition, please contact me at ext. 2216  
or [kwilson@crowncars.com](mailto:kwilson@crowncars.com).**

**The closing date for articles for next month's newsletter is  
*Monday October 21st***

**Thanks!**

Kirstie Wilson  
Group eCommerce Specialist  
& Newsletter Editor