



Happening Around Crown

December 2019, 260th 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

Giving Thanks

Tomorrow we celebrate Thanksgiving, which might be my favorite holiday, since it is time when everyone is focused on giving thanks, and being grateful for the blessings we enjoy.

This is a great opportunity for me to say a heartfelt “thank you!” to each of you. You make our company strong, our reputation golden, our customers happy, and my job a true privilege and pleasure.

Thanksgiving began in 1621, when the Plymouth colonists and Wampanoag Indians shared an autumn harvest feast that lasted 3 days, giving thanks for their first harvest after the treacherous journey across the Atlantic. Today it is a one day family, food and football festival, filled with revered traditions and preparations for the next day shopping frenzy.

Amidst all this, let’s be sure to pause and reflect on our blessings, and carry this gratitude through not only the Holidays, but the entire year to come!

Carl Mitchell

One thing I am most thankful for is the opportunity to have known and worked alongside of Carl Mitchell. Carl passed away on November 13th after a long and courageous battle with cancer and leukemia. He was an example of remarkable strength, Christian faith, commitment to his family and his job, and toughness throughout his 4 years of radiation and chemo treatments.



In Carl's 11 year career at Crown, he served as preowned manager at Crown Hyundai, Crown Acura, and most recently was Assistant Director of the Crown Used Car team. He was a wonderful blessing to all of us, and will be deeply missed. Please see the page we have dedicated to Carl's obituary. And I am sure Carl would be happy knowing that you said "thank you" to one of your coworkers today whom you especially appreciate!

The New Crown Volvo Cars Opens

Continuing with giving thanks, I am thankful that the new home of our Crown Volvo Cars team is finished, and looks absolutely fantastic! (add a few pics of showroom and service shop) See more pics in the construction section of the newsletter. Thanks to Tim Reid, our I.T. team and Les Craft and Dealership Solutions for a super job in building this new dealership!

Dwayne Hawkins Honored as Lightning Community Hero

Finally, I give thanks for the year we have had celebrating Dwayne Hawkins' 50th Crown anniversary. Last month we listed many of the honors received, and now we have one more to add to the list as Dwayne will be recognized at an upcoming Tampa Bay Lightning game as a Community Hero. Dwayne receives a \$50,000 grant from the Lighting Foundation for this honor, which he has designated to be shared by 4 local charities (Mt. Dora Children's Home, Florida Dream Center, St. Pete Free Clinic, and Starting Right, Now). Way to go, Dwayne!

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.
If you have a nominee for this article, please submit them to Kirstie Wilson at kwilson@crowncars.com.

This month's Crown **Success Story** is **Phil Turner**, Shop Foreman at Chattanooga.

Phil joined the Crown family on January 5, 2017, as an electrical technician. He was promoted to Shop Foreman in September 2018 based on observed leadership qualities.

When he was 16, for Christmas Phil's father gave him a Craftsman tool box and told him his present was parked in the driveway, but that he had to get it running! The "present" was a 1965 Rambler with a blown head gasket. That started Phil on his path to be a technician and he graduated from Chrysler's Motech School in 1983. Prior to Crown, Phil has worked as a Service Advisor, Shop Foreman and a Service Manager.

Phil is a widower with 3 children; 2 daughters Kiera and Kandis, and one son Shayne. Shayne is autistic and loves doing puzzles, cardboard side up!

During his spare time he enjoys Tae Kwon Do and currently holds a 3rd degree Black Belt. He has also worked as an instructor, teaching children and he used to race stock cars.

As quoted by Phil, he doesn't feel he would be in the position he is in without his team here at Crown. Phil's favorite saying is, "Wow! Just wow!"

Lance Dowdy, Cleveland GM said "Phil is great asset to our team has help us grow over the past year in his role as Shop foreman. His knowledge about vehicles and ability to diagnose issues particularly electrical ones is second to none. He has a passion to teach and assist our younger technicians, which has helped us recruit and increase their skills."



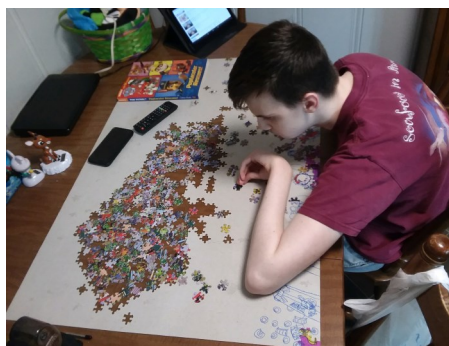
Phil with Service Manager Larry Dales and his wife Lisa



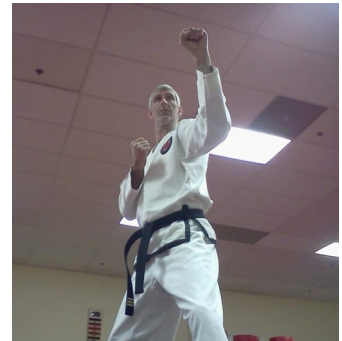
Phil at work



Kiera, Kandis and Shayne



Son Shayne doing a puzzle



Phil in his Dobok

Congratulations on being the December 2019 Crown Success Story Phil!

Happening Around Crown, December 2019

Crown Life

In Memoriam

Carl Daniel Mitchell, Jr. passed away from Leukemia on Wednesday, November 13, 2019 at the age of 58, surrounded by family and friends.

He was many things: a loving family man, devoted Pittsburgh Steelers fan, hard worker, and, unbeknownst to some, an avid Amazon shopper. Really. Even while hospitalized, his love for the giant online store was unwavering, with deliveries pouring into his hospital room on an almost daily basis. And while this little fact about him may seem inconsequential, it says a lot about the kind of man he was. He did everything he could to keep his cancer from getting in the way of the things that he loved.

Born and raised in Pittsburgh, PA on January 4, 1961, he put all of his energy into being the best possible person he could be. Throughout his life Carl held a myriad of leadership positions, including General Manager at Stone Mountain Toyota, General Sales Manager (GSM) at Clearwater Toyota, and up until his passing, Assistant Used Car Sales Director for Crown Automotive Group in St. Petersburg. It is beyond description the level of support and commitment the Crown Automotive Group family displayed towards our family.

Carl was a proud Air Force veteran honorably serving from 1984-1989 including time in the Honor Guard. He was a loyal member of South Tampa Fellowship and his community, attending services every Sunday and frequently volunteering, until he was physically unable.

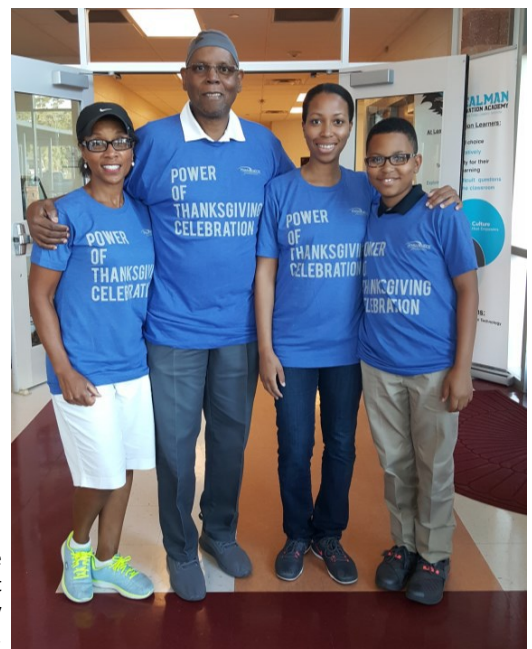
His fun-loving spirit could be seen in everything he did, from fishing with not just his grandson but BEST friend Jalen, to asking for his grand dog Kujo Kozen to be smuggled into the hospital so he could get in some extra cuddles.

And while he wasn't able to fulfill his dream of retiring and taking the family on a second road trip, we know he's in heaven, finally getting to drive that RV he always wanted.

Carl Daniel Mitchell, Jr. was lovingly survived by his dedicated wife, Miriam Mitchell, daughters Essence Aikens, Carla Kozen and her husband Kyle Kozen, and the center of his world, his grandson Jalen Aikens. He will be sorely missed by his mother Bernadine Mitchell, sisters Bernadette Cissy Mitchell, Daria Mitchell, and Carla "Rhea" Mitchell, along with countless nieces, nephews, cousins, and in-laws.

In lieu of flowers, please make gift contributions in memory of Carl to Jalen Aikens' college 529 plan at <https://www.ugift529.com/>, Ugift code is U6Q-M8F. Jalen's future was of the utmost importance to Carl.

There will be a celebration of life ceremony for Carl on Saturday November 30, 2019 at 2:00 p.m.. Location is South Tampa Fellowship Ballast Point Campus, 5101 Bayshore Boulevard, Tampa, FL, 33611.

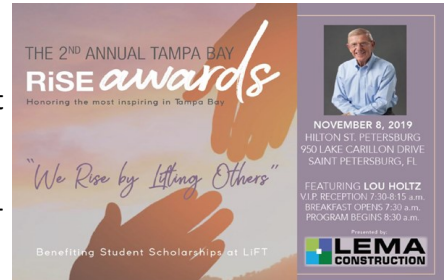


Carl and his family volunteering serving food at the 2018 Power of Thanksgiving Celebration dinner at the Lealman Innovation Academy sponsored by The Ryan Nece Foundation.

Crown Life

Crown Honored at RiSE Awards

On Friday November 8th Crown was an honoree for Community Commitment by a large company at the **2nd Annual Tampa Bay RiSE Awards** hosted by LiFT Academy and LiFT University Transition Program. LiFT is a not-for-profit educational organization dedicated to promoting the advancement of knowledge and skills in education within an inclusive setting. We assist each student to reach their potential academically and develop necessary skills for independence. It is the vision of three moms who wanted an exceptional educational program for their own children; each of whom had learning differences. They wanted an inclusive and accepting environment where children would be free from bullying so they would have the peace to learn and grow. They wanted academic expectations placed on each and every student, regardless of their abilities and learning differences. They wanted a blend of education and life skills which prepared each child for successful independence. You can find out more at <https://www.liftacademy.org/>



And The Finalists Are...

Compassion

Jeff Reynolds, Esq.
Vicki Sokolik
Bob and Kay Dillinger

Commitment (Small Business)

VIP Mexican Restaurant & Lounge
All Florida Podiatry
Cove Cay Golf Club

Courage

Kathy Champion
Telsia Espinosa
Michelle Morales

Commitment (Large Business)

Crown Automotive
Seminole Hard Rock Hotel and Casino
Dex Imaging



Emcee Kelly Ring, FOX News Co-anchor



Keynote speaker Lou Holtz, former football coach



Troy Young, Honda Sales Manager, with Lou Holtz



Crown VP Fixed Ops Walter Noppenberger & HR Development Coordinator Victoria Muzyka with Lou Holtz



Crown Life

Crown Pinellas Joining Forces with PARC for the Holiday Wishes Campaign

We are excited to join forces with PARC again this year for their *Holiday Wishes* campaign. PARC's mission is "Turning Disabilities Into Capabilities". If you wish to learn more about PARC please click on <https://www.parc-fl.org/>

PARC has provided paper wishes which will be hung on the Christmas tree in each of our Pinellas dealerships. On the back of each star is the name, age, gender and holiday wish of a PARC client. To grant the wish simply remove the star from the tree, buy the gift, wrap it, attach the wish and put the gift under the tree! We encourage all staff (and customers) to pick a wish and buy these special children and adults a gift and make their wish come true at the holidays.

PARC will also accept cash donations in lieu of gifts.

The deadline for gifts (or cash donations) is **Friday December 6th**.

**Celebrate the holidays by bringing
JOY and CHEER to a PARC individual**

Instructions for participation:

1. Choose a Holiday Wish tag off the tree. On the back of the tag, you will find the name, age (if available), and wish of one PARC individual.

(Note: Trees are optional and may be alternative decorations at the discretion of the sponsoring organization)

2. Take the Holiday Wish tag off the tree to purchase the wish request. (Removing the wish tag of your choice will ensure that the wish is not duplicated.)
3. Purchase the gift request. Don't have time? We'll take a monetary donation and do the shopping for you! A suggested value is \$25-\$30 for each gift.
4. Wrap the gift and **firmly attach the wish tag** to the wrapped package.
5. Clearly PRINT your name and your company name on the alternate side of the Holiday Wish tag. PARC's individuals love knowing who fulfilled their gift.
6. RETURN THE WRAPPED GIFT to your companies drop-off location by **December 11th**

If you would like to take a tour of PARC please contact
Andrea Castaneda at
acastaneda@parc-fl.org
or (727) 341-8929

PARC is a non-profit organization whose mission is to provide opportunities for children and adults with developmental disabilities to exercise their independence and experience life to the fullest.

PARC
Turning Disabilities Into Capabilities
Since 1953

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21, Petersburg, FL 33710
Main: (727) 345-0111
Fax: (727) 346-7150
www.parc-fl.org

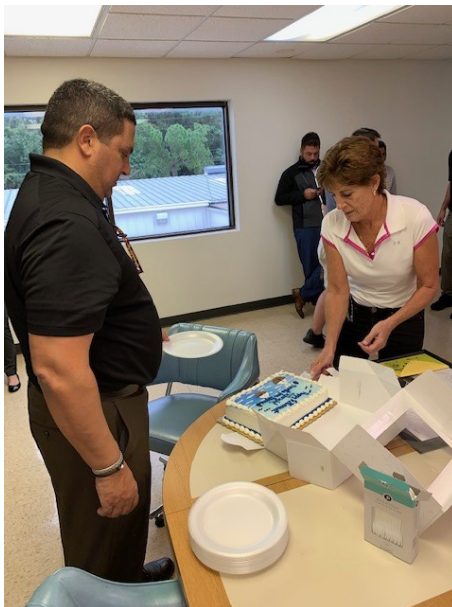
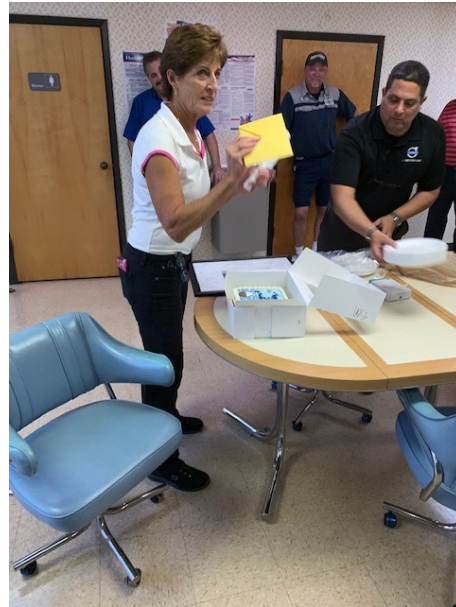
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Crown Life

Deborah Hammann Retires from Crown Volvo Cars

From **Ken Feck**, GM, Crown Volvo Cars

Deborah started in the car business in the 1980's in Maryland, and joined the Volvo team in Clearwater in 1993. She worked several years as a service writer, and was promoted to service manager in the early 2000's. She led the service team here, ever since. When Crown purchased the dealership in February of 2017 she worked diligently to integrate her team into the Crown family. In retirement, Deborah plans to travel with husband Wayne who has been retired for several years, and spend more time playing competitive softball.



Happy Retirement Deborah!

Crown Life

Dublin Holds Their Annual Chili Cook-Off and Pumpkin Carving Contest

From **Annie Miller**, HR

On October 25, Dublin held their Annual Chili Cook-Off and Pumpkin carving contest. There were 18 crock pots of chili and 7 carved pumpkins. Chili was judged by category—classic, unique and spicy.

Chili winners were **Tyler Long** (Technician) for best classic chili; **Annie Miller** (HR) for most unique chili and **Alex Greenland** (Service Advisor) for best spicy chili.

Pumpkin carvings winners were

1st place - **Josh Ward** (Service Advisor)

2nd place - **Annie Miller** (HR)

3rd place - **Brad Vance** (Technician)

4th place - **Jason Riffle** (Parts counter)

5th place - **Abbey Binz** (Accounting)

This is always a fun event to bring all the dealerships together to enjoy some great food and fun.



Chili winners Tyler Long, Annie Miller and Alex Greenland



Pumpkin carving winners Brad Vance, Abbey Binz, Josh Ward, Annie Miller and Jason Riffle



Crown Life

Crown Receives Thank You Letter From Brookwood Florida

Jim Myers, President and COO, received thank you letter from Brookwood Florida thanking him for a donation for their raffle and auction at their annual fundraising gala, held on October 12th.

Brookwood Florida, Inc. is dedicated to providing troubled teen girls with an alternative living environment and therapeutic program encompassing education, employ-ability skills, independent living training, and counseling that will prepare them for self-sufficiency or a successful family reunification. . You can learn more about Brookwood Florida here: <https://www.brookwoodflorida.org/>



October 24, 2019

Mr. Jim Myers
Crown Automotive
13525 U.S. Highway 19 North
Clearwater, FL 33764

Dear Mr. Myers:

On behalf of Brookwood Florida, its staff and its Board of Directors, I want to thank you and your company for the contribution to the raffle and auction for our Roaring 20's Gala which was held Saturday evening, October 12th.

As you are aware, Brookwood is an organization, based in St. Petersburg, but serving teenaged girls from all over the Tampa Bay area. For over 90 years Brookwood has been providing life-changing services to teen girls trying to escape from abuse, neglect, abandonment and/or homelessness.

Our Roaring 20's Fundraising Event was a success and we raised needed funds to help these young girls.

On behalf of the Board of Directors and the staff of Brookwood, I want to thank you so much for your generosity.

Sincerely,



Maida Millan
Development Manager

Brookwood Florida, Inc. 901 Seventh Avenue South, St. Petersburg, FL 33705-1998 (727) 822-4789 Fax (727) 896-4475
www.brookwoodflorida.org

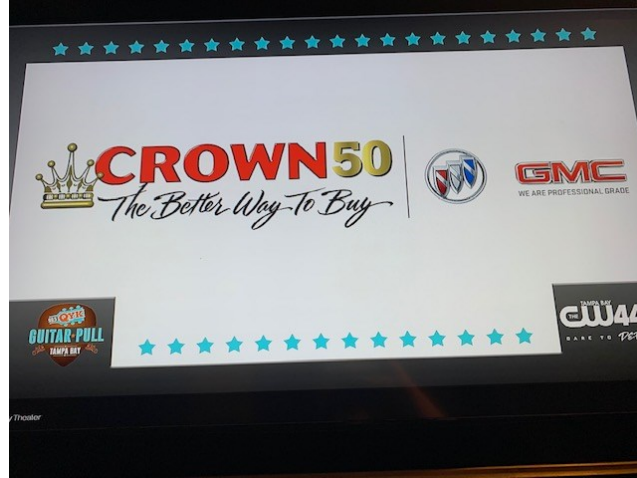


Crown Life

Crown Buick GMC Sponsors WQYK Guitar Pull Event

Crown Buick GMC once again sponsored the WQYK Guitar Pull event at the Mahaffey Theatre. This year's event was the 5th annual event and was held on Sunday, November 17th.

The event is billed as "Just the stars and their guitars" and showcases some of Nashville's New Country hit makers play acoustically together and swapping stories on stage for a truly unforgettable, intimate experience! The 2019 Guitar Pull benefits multiple charities including Bill Edwards Foundation for the Arts.



Product Specialist Tammy Wagner with Internet Manager Lora Calhoun



Tammy Wagner with husband Bill



Tammy Wagner with Bekah Connor



GM Harley Schrock with wife Shannon



Sales Manager Cole Connor with wife Bekah

Crown Life

Dublin Holds Animal Shelter Drive

From Annie Miller, HR

In October, Dublin hosted an Animal Shelter drive. Employees donated lots of food, toys, treats, litter and bedding for those animals at the county shelter. This picture does not do justice as you can't see all the items behind the front row of the picture. Thank you for making such a successful drive for the animals awaiting adoption!



Crown Life

Accounting Halloween Lunch

On October 31st the Accounting department hosted their annual Halloween luncheon.



The entire accounting department



The Audi-Euro-JLR-Volvo team as dominos



The Audi-Euro-JLR-Volvo team as dominos



The Kia-Mitsubishi-Nissan team dressed in 80s theme



The Controllers as referees and Assistants dressed in sports themed costumes.



The Controllers as referees and Assistants dressed in sports themed costumes.



Monica and Melanie in 80s gear



Jim Myers!



Donna as a farmer and Donald as Captain Obvious.

Crown Life

More Halloween Fun!

The BDC had a great potluck and fun dressing up.



And **Lynette Ogden** (Honda Dealer Trade Coordinator) dressed as a witch!



Crown Life

Joe Lamphier and daughter Katie attend Land Rover's Off Road Experience in Carmel Valley California.

On 128 acres in Carmel Valley just 5 miles from the Monterey Coast, Land Rover has extensive test trails to teach Land Rover owners just how to drive in extreme conditions. The trails are set through dense forest up and down hills and valleys. Its not unusual to see deer walk across the trail as they are used to the Land Rovers and the drivers. The trails include descents that are almost straight down, then up hills that have such elevation you can't see the ground on the other side of the top.

Joe Lamphier (CRO, EVP) and daughter **Katie** took the Heritage Tour for 3.5 hours , using a 1994 Land Rover Defender 90, this 1900 mile vehicle has never been titled and is in like new condition despite having been used at this off road school since it was new. Then drove a 2019 Range Rover that was more capable than the Defender 90 for almost 4 hours.

Joe's daughter Katie drove most of the time and was undeterred by even the most extreme trails, at one point almost sliding down straight on an extreme descent. The pictures don't adequately describe the depth of holes, or the angles encountered.

Our family loves Land Rovers so this was the perfect way to spend the day!



Crown Life

Doris Smith Celebrates 70th Birthday

On Monday November 11th **Doris Smith**, Buick-GMC Service Cashier, celebrated her 70th birthday in the dealership with cake!



Happy 70th Doris!

Titan Scollo's VPK Christmas Photo

Titan Scollo, son of **Samantha Scollo** (Service Advisor at crown Volvo Cars) recently had his VPK Christmas photo taken. Titan is 4 years old.



CONSTRUCTION UPDATES

Crown Volvo Cars Construction Nearing Completion!

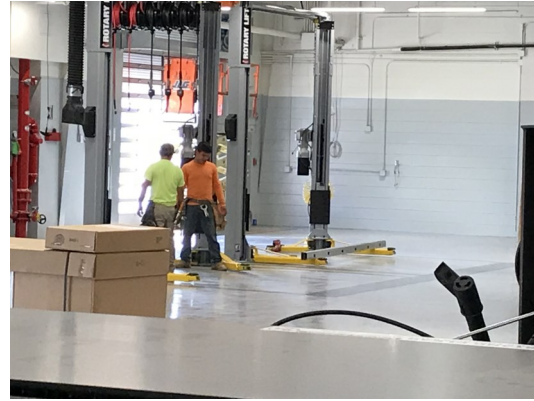
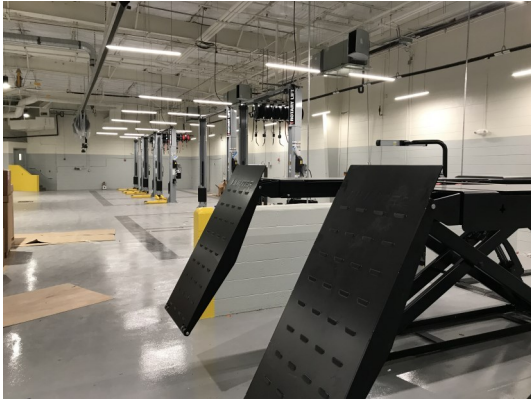
The week of November 11th sees the landscaping work being finished. The week of the 18th will see the building finals to wrap up.

November 13th updated exterior and interior photos.



CONSTRUCTION UPDATES

Shop photos from November 13th



Interior photos from November 22nd—almost ready to move in!



CONSTRUCTION UPDATES

Latest Volvo aerials from November 19th



CONSTRUCTION UPDATES

Honda Construction Continues!



CONSTRUCTION UPDATES

Latest Honda aerals from November 19th



November Reviews

Surveys and comments from just a few of our happy customers

PINELLAS

Crown Acura

John Shaw, Service Advisor

John Shaw helped me get my car serviced. I was in and out, John explained to me all the services that were performed. I highly recommend Acura services here.

By Charles, DealerRater

Gillian Barnes, Sales Consultant

On Thursday Nov. 7th, I went to Acura for a routine oil change for my 2017 Acura ILX. I had met Gillian Barnes at the dealership on prior occasions and met her again in the showroom. We began talking about my current ILX and she showed me a few of the newer models and their updated features. I was very impressed by the new ILX and Ms. Barnes. She work very diligently with me and and I decided to purchase a brand new ILX. Ms. Barnes was very professional, took the time to explain in detail the features and assisted me to set them to my preferences. I would definitely work with Ms. Barnes again and recommend her to my family and friends.

By Debey David, Google

Crown Audi

Jessica Geneva, Service Advisor

Jessica Geneva was professional, courteous, & pleasant when I took my car in to be serviced! She texted me as soon as car was ready to be picked up, & I was thrilled it was within the time frame she quoted! Jessica is a top notch service advisor!

By AudiA3, DealerRater

Brett Levy, Sales Consultant

Brett Levy, helped me find the perfect Audi that fit my needs and budget. He was professional from start to finish and I will absolutely come back for future purchases.

By Ian Lorentz, Google

Crown Buick/GMC

Bill Hevel, Service Advisor

Today I took my car in for a recall and service William greeted me as I pulled up with a smile. He handled things quickly and professionally. My car was done is less than two hours. It was a quick check out and I was on my way. Top notch service!

By johnrull73, DealerRater

Joshua Pantazelos , Sales Consultant

Joshua was fantastic

By Gerald Erwin, Google

Crown Collision Center

David Thach, Estimator

David was excellent. He was able to expedite the repairs on my car. He would update me twice weekly with the status of the car. I am very happy with the service provided.

By Vikesh, DealerRater

Crown Eurocars

Charlie Apple, Service Advisor

charlie apple is always courteous and very reliable to get the job done and keep you aware of the process. Thank you
By Alan R Lowell, Google

Zoltan Kremaszky, Sales Consultant

I leased a GLC300 thru Zoltan, last night! I have to say that this was the most professional, efficient car buying/leasing experience that I have EVER encountered. Zoltan exudes the upmost courtesy, professionalism and genuine desire to make the customer happy. From the moment I reached out with the desire to purchase a vehicle, he answered every question that I had and ensured clarification. I've purchased many vehicles for myself and children.... this was the best experience by far. It's no surprise to see that he's earned sales person of the year! Zoltan has earned a life long customer with us.
By Michelle, DealerRater

Crown Honda

Brooks Falzone, Service Advisor

I was very pleased with the service that was provided by Crown Honda. As usual Brooks always explains the service and goes over every detail
By Robert J Straub, DealerRater

Enver Bekric, Sales Consultant

Enver Bekric exceptional salesperson. Very personable, knowledgeable and professional. Helped me find and buy me dream car. No pressure. No buyers remorse. Happy, happy customer @
By Janice, DealerRater

Crown Hyundai

Raymond Park, Service Advisor

Thank you too ray for helping me today nicest guy ever. A for service
By Tashnaia Anderson, Google

Connor Groot, Sales Consultant

Connor Groot was amazing. He helped me a lot to find the right car. I had been searching for an affordable car and he helped me to make it. Really appreciated!!!
By Quyen Nguyen, Facebook

Crown Jaguar

Reid Richardson, Service Advisor

Reid Richardson was so kind and helpful. I had a real problem and he was able to help in spite of being swamped.. I made the biggest mistake possible and had body work done at Dayton Andrews on 66th St. . The window and locks on the drivers door wouldn't work when I picked up my Jaguar. They forced the window up and broke the actuator just to deliver it.. I drove directly to Crown and Reid took care of the problems. Will never make that mistake again, only Jaguar dealers in the future.
By Clark Leips, Google

Michael Donovan, Sales Consultant

We had the please to work with, Michael Donovan who went above and beyond our expectations! This experience was one of the smoothest vehicle purchase transactions to date! The customer service was outstanding and would definitely recommend this company.
By Lauren Doyle, Google

Crown Kia/Mitsubishi

John Heil, Service Advisor

John Hiel was awesome as usual. As a great experience. He was through upfront and followed up in a timely manner. He also assisted me in saving money on my service.

By mrlperson4, DealerRater

Blake Rexford, Sales Consultant

Blake was super helpful in our car search and really went above and beyond to accommodate us. We will definitely go back to him when we need a car! Thanks Blake!

By Minicooper, DealerRater

Crown Nissan

Rob Zoffer, Service Advisor

Rob Zoffer was my contact . He was vey courteous, professional and kept me updated on the progress of the work being done to my Versa. Went in for an oil change and regular checkover. He called my attention to some work that needed to be done now/others in the future. Took his advise and had the work he suggested be done then. He's a great asset to Nissan.

By Carol Mott, Google

Paris Cordero, Sales Consultant

During a recent visit to Crown Nissan we were so fortunate to have Paris Cordero as a salesperson. He took the time to listen to our needs, financial parameters and help get to our price point. The entire experience was so enjoyable & accomplished in a timely manner. Unfortunately we needed a special type of car for my mother's accommodations and we didn't buy from Nissan, but Paris was the epitome of what great customer service should be. We will definitely share our positive experience with friends & family. Thank you Paris!!!

By Lizzy Moya, Google

Crown Volvo

Brian Tessitore, Service Advisor

Greate service department. All stars to service manager Brian Tessitore. For sure you can hand over your car to him and everything will be done to highest satisfaction.

By Karl Hognefelt, DealerRater

Mary Mattingly, Sales Consultant

Mary Mattingly was really helpful...she was informative, not pushy and genuine. These are great qualities to find and it's hard to find nowadays! We love our new used car! Thanks Mary for your help.

By Anita Kirk, Google

TALLAHASSEE

Capital Mercedes-Benz

Joe Trozzo, Service Advisor

We met Joe Trozzo for the first time. He was pleasant and professional. He serviced our car quickly and recommended preventative items that we decided to do. We dropped the car off early and it was completed early. We will certainly work with Joe in the future.

By Larry Norton, Google

Claude Rabbath, Sales Consultant

Excellent Services by Mr. Claude he's been a great sales person Since I know him for last 15 years It's been so great awesome keep it up thank you I will send some more people on your way you're doing great

By Mp71383, DealerRater

Capital BMW

Ian Wyre, Service Advisor

Ian Wyre is an excellent professional that seeks to provide the very best in customer service. He makes the service trip to BMW a pleasure!

By NWF Reach, Google

Jeremy Christoph, Sales Consultant

Jeremy Christoph was very helpful and professional. He is an asset to your business.

By John Turner, Google

Capital VW-Volvo-Porsche

Dustin Wheeler, Service Advisor

Called for recall appointment for our VW got it for two days later at a good time for me. Arrived a little early and was asked if anything else was needed and if I wanted a car washed. Complete recall and was out and back on the road in short order. Very happy with this service call.

By Scheffig, DealerRater

Brionna Burke, Sales Consultant

She was absolutely terrific!! She worked very hard and overtime to ensure I got exactly what I wanted. She is super funny and super accommodating. Buy a car from her you won't regret it!!

By Calthurman, DealerRater

OHIO

Crown Eurocars

Michael Lyons, Service Advisor

Mike Lyons was very helpful and efficient in getting my MB Sprinter 3500 the required service.

By Kent Larsson, Google

Tim Tassell, Sales Consultant

I had purchased MB GLC 300 from Crown Dealership on this Sep 2019. Sales staff Mr. Tim Tassell have helped me a lot to find out the right car under my budget. It was really nice to work with him in getting my dream car. Thanks Tim for providing your assistance to purchase the car and I will recommend this dealership to my friends.

By Saravanan V, Google

Crown Chrysler Dodge Jeep Ram

Josh Ward, Service Advisor

I'm always treated well at Crown Ram in Dublin. Josh Ward In the service dept is outstanding and does everything he can to make your experience pleasant. Honest, friendly and knowledgeable and could not ask for a better person to deal with.

By Tim Malone, Google

Everett McSavaney, Sales Consultant

Left with my first Jeep after working with Everett McSavaney - it was a wonderful experience, he was incredibly helpful and I couldn't be happier with my Compass - Everett and management really worked with me on pricing so that I felt comfortable driving off in a car I've wanted for ages. 10++++++

By Lindsey Breitfeller, Facebook

Crown Kia

Peyton Seay, Service Advisor

We we're very impressed with Crown Kia of Dublin dealership and with the outstanding customer service provided by our sales person, Peyton Seay. Peyton went above expectations on meeting our schedule needs.

By Amandaklaiber, DealerRater

Kaiwan Jackson, Sales Consultant

Kiawan Jacskon, was awesome!

By Anna Shields, Google

TENNESSEE

Chattanooga

Jeff Honeycutt, Service Advisor

Traveling from NC to AL, when we had a breakdown. Jeff Honeycutt went above, and beyond the call to see we were well taken care of, and safely back on the road. He will always be appreciated!

By BowTech50, DealerRater

Cullen Clabo, Sales Consultant

Super friendly team! Cullen was able to direct me straight to what I was searching for and answer all my questions. I won't ever go anywhere else.

By Callie Michael, Google

Cleveland

Thristian Sallows, Sales Consultant

Had a great experience with our salesman "Toot". He came in on his off day and brought the Jeep to Chattanooga for us to drive and finalize our decision to purchase. His outgoing personality made our first experience with this dealership a positive one. We would recommend him!

By 3bears, DealerRater



Crown Winner's Circle October

PINELLAS

Acura

Gillian Barnes

Audi

Brett Levy

Buick-GMC

Tammy Wagner

Eurocars

Mo Essenghir

Honda

Enver Bekric

Hyundai

Ryan Gibb

JLR

Michael Donovan

Kia

Blake Rexford

Mitsubishi

Brandon Stevens

Nissan

Wade Werner

Volvo

Michael Grace

CAPITAL EUROCAR'S

MB

Jeremiah Franklin

BMW

Trey Purvis

VW/Volvo/Porsche

Kemar Edwards

DUBLIN, OH

Eurocars

Koni Chumak

CDJR

Darius Skinner

Kia

Dallah Adbelmajid

TENNESSEE

Chattanooga

Lance Brown

Cleveland

Charles Mullins

Thank you for a job well done!

Internet SOM October

GROUP

Wade Werner

PINELLAS

Acura

Gary Scott

Audi

Vasi Barlamas

Buick-GMC

Anthony Crevello

Eurocars

Omar Rodriguez

Honda

Michael Wolf

Hyundai

Ryan Gibb

JLR

Michael Donovan

Kia

Blake Rexford

Mitsubishi

Brandon Stevens

Nissan

Wade Werner

Volvo

Michael Grace

CAPITAL EUROCARS

MB/BMW

Trey Purvis

VW/Volvo/Porsche

Kemar Edwards

DUBLIN, OH

Eurocars

Melisa Greenberg

CDJR

Darius Skinner

Kia

Dallah Adbelmajid

FIAT

Don Meyncke

TENNESSEE

Chattanooga

Cullen Clabo

Cleveland

Charles Mullins

Thank you for a job well done!



December birthdays

MANAGEMENT COMPANY

Jeffrey Outwater - Porter-Courier - 12/3
 Teresa Mchann - It Director - 12/4
 Marty Syers - Bdc Ctr - Manager - 12/4
 Nancy Thomas - Executive Assistant - 12/16
 Norman Appleby - Maintenance - 12/29

PINELLAS COUNTY

Allstate

Robert Nicholas - Allstate Sales Rep - 12/16
 Anthony Carson II - Allstate Sales Rep - 12/16

Acura

Troy Commissiong Roman - Service Porter - 12/1
 Elishia Johnson - Service Cashier - 12/4
 John Pearson - Sales Manager - 12/6
 Ashlee Proefke - N/C Salesperson - 12/6
 Kyle Noble - N/C Salesperson - 12/10
 Darren Hutchinson - Gen Mgr - Acura - 12/21
 John Schnepf - Service Manager - 12/29
 Xoi Xuyen - Service Tech - 12/31

Audi

Mark Milanovitch - Parts Counter - 12/3
 David Jacovides - General Manager - 12/10
 Blake Smith - Car Washer - 12/12
 Robert Kimball - N/C Sales - 12/19
 Andrew Kanaris - N/C Sales Person - 12/19
 Nihad Balihodzic - Service Tech - 12/22
 Joshua Price - Detailer - 12/31
 Trevor Martorana - Booker/Flagger - 12/31

Buick-GMC-Collision-Detail-Recon

Debbie Tucker - Wholesale Edit Clerk - 12/1
 Christopher Piper-Wang - Parts Counter - 12/1
 Ermin Nadarevic - Detailer - 12/1
 Patti Buchhalter - Group Detail Admin Coordinator - 12/1
 Raymond Gilmore - Detailer - 12/3
 Joshua Byrd - Detailer - 12/6
 Patrick Novak - Body Shop Technician - 12/8
 Anthony Crevello - N/C Salesperson - 12/13
 Michelle Graham - Edit Clerk - 12/21
 Brian Hartford - Service Tech - 12/22

Harley Schrock - General Manager - 12/26
 Denis Pereira Ciampone - Service Tech - 12/29

Eurocars

James Smith - U/C Sales - 12/2
 Thomas Cammarata - Service Advisor - 12/4
 Junior Henry - N/C Lot Porter - 12/8
 Christopher Gray - Loaner Car Coordinator - 12/9
 Jessica Hamilton - Assist. Office Mgr - Euro - 12/12
 Jithin Joseph - New Car Sales - 12/14

Honda

Andre Lima - New Car Sales - 12/4
 Darrell Kendall - F&I Manager - 12/7
 Carole Hoss - Bdc Operator - 12/11
 Devi Ramsomye - Bdc Operator - 12/18

Hyundai

Mark Bowen - F & I Svcs Mgr - 12/19
 Nam Lai - F & I Manager - 12/20
 David Baron - Service Porter - 12/24
 Barbara King - P/T Service Cashier - 12/25

Jaguar

Reid Richardson - Service Advisor - 12/6

Kia/Mitsubishi

Austin Vielhauer - Express Tech - 12/3
 Sherry Vieira - Service Advisor - 12/25
 Jeffrey Gautier - Service - Van Driver - 12/30

Nissan

Hung Dinh - Service Tech - 12/4
 Daniel Wacker - Service Tech - 12/8
 Teresa Cook - Nissan /Mitsu Title Clerk - 12/8
 Timothy Marshick - Service Advisor - 12/25
 James Lauttenbach - Svc Tech - Porter - 12/26
 Joseph Andolina - Service Advisor - 12/30

Volvo

Christopher Lowry - New Car Sales - 12/12



December birthdays

CAPITAL EUROCARS

Paul Peters - Service Porter - 12/8
Jon Hasty - Detailer - 12/9
Kaylee Goodson - Mb Cashier - 12/12
Erik Pearce - Parts Advisor - 12/12
Bryan Huey - Service Advisor - 12/16
Lenny Hope - Car Wash - 12/20
Bill Gilkes - Service Advisor - 12/25
Jeremy Corniel - Fsm - 12/25
Margarita Reyes - Ar/Ap - 12/30

DUBLIN, OH

Eurocars

Abbey Binz - Accounting - 12/3
Mike Johnson - Parts Counter - 12/11
Stephen Revard - Salesperson - 12/15
Debbie Barmore - Title Runner - 12/17
Greg Petry - Technician - 12/19
Ida Lacour - Accounting - 12/23
Justin Dixon - Salesperson - 12/26
Jj Johnson - Technician - 12/30

CDJR-KIA-FIAT

Jerry Fogle - Dealer Trade Driver - 12/6
Jason Stull - Salesperson - 12/7
Dustin Litteral - Service Advisor - 12/23
Josh Ward - Service Advisor - 12/28
Steve Carlson - Technician - 12/29

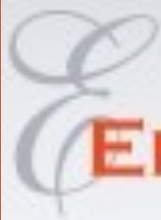
TENNESSEE

Chattanooga

Megan Robinson - Service Porter - 12/5
Steve Zachry - Technician - 12/8
Charly Gentry - Service Advisor - 12/9
Toney Hicks - Parts Driver - 12/21
James Crosss - Technician - 12/23
Shelby Newt - Salesperson - 12/28
Jacqueline Livingston - Title Clerk - 12/29

Cleveland

Jayne Harris - Sales Manager - 12/15
Dustin Winder - Salesperson - 12/15
Margaret Hewitt - Warranty Admin - 12/21



EMPLOYEE ANNIVERSARIES

December

MANAGEMENT COMPANY

Stephen Parent - E-Commerce Internet Director -
12/4/2017 - 2 yrs

Christopher Wardrum - Corp. Controller -
12/16/1996 - 23 yrs

Pedro Rodriguez - U/C Buyer Coordinator -
12/29/2010 - 9 yrs

PINELLAS COUNTY

Acura

Kathryn Lally - Sales Admin Assist - 12/26/2018 - 1 yr

Audi

James Lambis - Service Technician - 12/10/2018 - 1 yr

Stephen Yeager - Salesperson - 12/17/2012 - 7 yrs

Neil Otis - Service Tech Apprentice - 12/19/16 - 3 yrs

Moises Hernandez - Sales Porter - 12/19/2011 - 8 yrs

Buick-GMC-Collision-Detail-Recon

Robert Patterson - Sales Manager - 12/18/2014 - 5 yrs

Jeffrey Barnes - Service Technician - 12/31/2018 - 1 yr

Eurocars

Aletha Baron - Edit Clerk - 12/2/1996 - 23 yrs

Nicole Quezada - Internet Sales Manager - 12/12/18 - 1 yr

Drazana Beljan - Accounting Clerk - 12/19/2016 - 3 yrs

Youssef Attaalla - Express Technician - 12/26/2018 - 1 yr

Honda

Dante Caviness - Sales - 12/3/2018 - 1 yr

Hyundai

Giovany Rowe - Service Porter - 12/4/2017 - 2 yrs

Lisa Scheck - BDC Reservationist - 12/4/2018 - 1 yr

Connor Groot - Sales - 12/10/2018 - 1 yr

Anel Saric - Internal Service Advisor - 12/11/2017 - 2 yrs

Jaguar

Joseph Maksimowicz - Sales - 12/13/2018 - 1 yr

Kia/Mitsubishi

Dillon Ramsoomye - Billing Clerk - 12/1/2015 - 4 yrs

Miles Spinelli - Shipper/Receiver - 12/10/2018 - 1 yr

Joseph Aaronson - Service Technician - 12/13/10 - 9 yrs

Zoranco Kirovski - Sales - 12/19/2011 - 8 yrs

Christian Jensen - Sales - 12/27/2011 - 8 yrs

John Heil - Service Advisor - 12/30/2013 - 6 yrs

Nissan

Teresa Norman - Asst. Office Manager - 12/12/16 - 3 yrs

Anthony Horton - Sales - 12/14/2018 - 1 yr

Michael Leonard - Sales Manager - 12/22/2016 - 3 yrs

Volvo

Kenneth Feck - General Manager - 12/22/2008 - 11 yrs

CAPITAL

Danny Junkins - Parts Manager - 12/1/2003 - 16 yrs

Eric Jennings - Roadside Technician - 12/14/2015 - 4 yrs

Willie Ellis - Shuttle Driver - 12/20/2018 - 1 yr

DUBLIN, OH

Eurocars

Mike Smith - Technician - 12/1/1999 - 20 yrs

Gwen Reilly - Accounting - 12/14/2003 - 16 yrs

Chris Scheeres - Parts Driver - 12/1/2009 - 10 yrs

Jarid Shearn - Technician - 12/1/2010 - 9 yrs

TENNESSEE

Chattanooga

Taralynne Stricklin - Financial Services Director -
12/4/2012 - 7 yrs

Jacqueline Livingston - Title Clerk - 12/19/2016 - 3 yrs

Karen Stevens - Accounts Payable/Receivable -
12/11/2017 - 2 yrs

Thomas McPherson - Pt - Dealer Trade Driver -
12/29/2014 - 5 yrs

Cleveland

Sheila Shannon - Lot Porter - 12/8/2017 - 2 yrs

Thristian Swallows - Salesperson - 12/10/2018 - 1 yr

Andrew Blair - Service Advisor - 12/17/2018 - 1 yr

WELCOME
TO THE
TEAM

NEW EMPLOYEES

OCTOBER 2019

PINELLAS COUNTY

Acura

Diana Nesbit - Billing/Edit Clerk - 10/28

Audi

Daniel Rounding - Car Washer - 10/30

Buick-GMC-Collision-Detail-Recon

Dong Vu – Body Shop Technician - 10/14
Fellipe Das Chagas - Body Shop Technician - 10/14
Jamie Dickinson - New Car Sales - 10/18
Anthony Matthews - Body Shop Estimator - 10/21
Ermin Nadarevic - Detailer - 10/21
Debbie Potter - Service Cashier - 10/24
Johnathan Grundon - Internal Service Advisor - 10/28

Eurocars

Natan Soroka - New Car Sales - 10/7
Taylor Mcdeavitt - New Car Sales - 10/7
Danny Roman - Service Technician - 10/9
Sameh Youssef - New Car Sales - 10/16
Tristen Wethington - Billing Clerk - 10/24

Honda

Daniel Ryan - Salesperson - 10/15
Maria Diaz - Service Cashier - 10/21
Roberta Terranova - New Car Sales - 10/28

Hyundai

Rami Said - New Car Sales - 10/1
Daniel Schirripa - New Car Sales - 10/7
Michael Goree - New Car Sales - 10/10

Kia/Mitsubishi

Benjamin Hunsucker - Express Technician - 10/11
Mark Reid - New Car Sales - 10/15
Joseph Galbraith - Parts Manager - 10/16
Francisco Merejo Avila - Shipper/Receiver - 10/21
William Burns - New Car Sales - 10/22

Nissan

Andrew Sine - New Car Sales - 10/7
John Riddlebarger li - Service Advisor - 10/10
John Edge - New Car Sales - 10/14

Victor Gonzalez Cesar - New Car Sales - 10/14
Michael Hill - New Car Sales - 10/14

Volvo

Jacob Pryor - Service Technician - 10/2

CAPITAL EUROCARS

Savanna Recoy - Sales Lot Porter - 10/7
Jessica Carbaugh - BMW Cashier - 10/23

DUBLIN, OH

Eurocars

Justin Dixon - Salesperson - 10/28

Chrysler Dodge Jeep RAM-KIA-FIAT

Kevin Kelly - Service Advisor - 10/7

TENNESSEE

Chattanooga

Shelby Newt - Salesperson - 10/14
Sean Manske - Salesperson - 10/14
Brittany Higginbotham - Service Advisor - 10/25
Colton Givens - Lube Tech - 10/25
Mason Meeker - Salesperson - 10/28
Charly Gentry - Service Advisor - 10/28

Cleveland

Neisha Taveras - Salesperson - 10/22
Kayla Neal - Service Advisor - 10/30




But First
Let Me Take
an #ELFIE


Technology and Humor can Mix

As in most retail environments, our one constant is change. We've changed the way we shop, pay, track, and communicate drastically in the last decade, and technology is not slowing down. We find ourselves adapting and learning and even occasionally helping others be aware and comfortable with the latest devices and apps. Embracing change is harder for some people than others. Be considerate and offer a helping hand to others not as well versed as you. And don't forget, life is so much easier with a sense of humor.

At the IT Help Desk, we have to keep our sense of humor. Yes, sometimes you, our callers, are funny, sometimes you are mad and upset, and many times you are happy to find someone who can help. Humor usually can ease a caller into a more peaceful conversation, and everyone takes a breath and gets more comfortable.

When you call the IT Help Desk, it is important for you to tell us the symptoms and details so we can offer the best solution or options to consider. The IT Help Desk staff all appreciate that your job 11 years ago was in IT and you just want to tell us how to fix your issue without going into details about the actual issue, but it's always best to give us the details and we can respectfully work together on the best solution.


Even found a funny CDK Case recently, protecting the Crown employee's name to protect the innocent. We got a great laugh from this one, and it made our day. Thank you CM... you know who you are. ;-)

 Case #129720224


it be jamming 1940 ep15

robert_lester_bln

10/22/2019 8:44:04 AM


What is the Model and serial number of the printer?

10/22/2019 8:22:02 AM


the printer keeps jamming all the time and it looks like a toaner came apart when it prints. we have cleaned and reset the settings already

Password Security and Password Strength

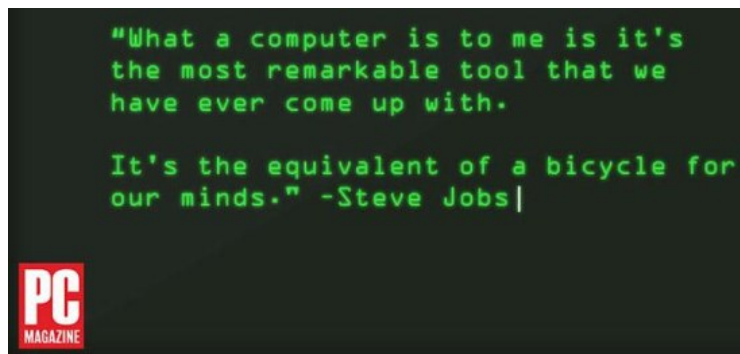
When you have too many passwords to keep them straight, a **password manager** app can help. HowToGeek.com recommends [Dashlane](#) because it integrates with every web browser and it's free to use the basic features. To sync between different devices, you have to upgrade to a premium account.

Always keep your most important accounts such as banking, 401k, and bill paying **protected by a separate and unique password**. Even a slight password variance that you can keep straight between your accounts always ups the security strength, and if one password is leaked or hacked, it will not affect most of your online accounts.

A **passphrase** is much better than a password, and when you integrate numbers and CaPiTaL letters, it becomes a good password.

The strongest passwords are a mix of unrelated words, numbers and symbols at least 15 in length.

As we trend toward tighter security, don't be surprised to hear that our network passwords require a capital letter or number.



SAFETY FIRST

Consumer Product Injuries

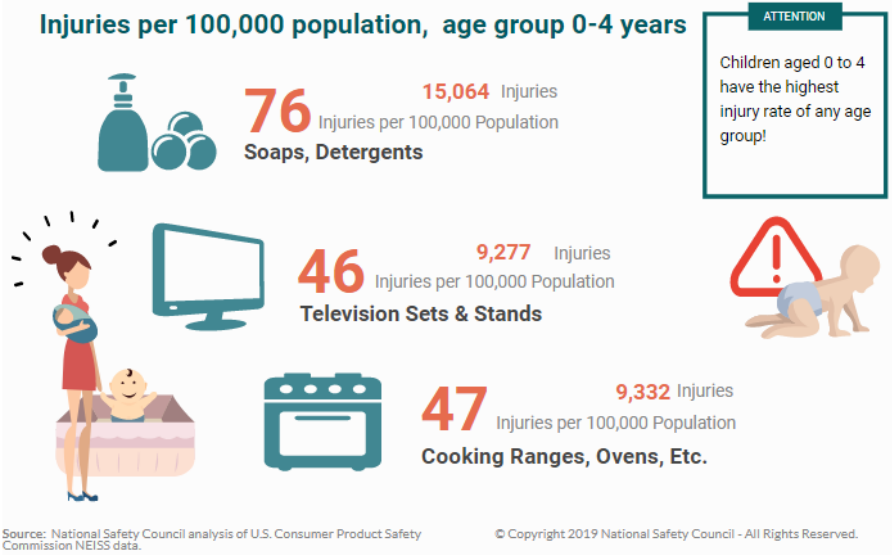
In 2018, nearly 14 million people were treated in emergency departments for injuries resulting from consumer products. Most of the injuries involve everyday products often assumed to be safe. Many of these injuries occur to our most vulnerable populations, older adults and [young children](#). Common products such as [televisions](#), [household cleaning products](#) and even [beds](#) can pose risks. The infographic includes a summary of consumer product injuries in 2018. Explore the data details page for more information and trends over the last six years.



Top 3 consumer product-related injuries



Injuries per 100,000 population, age group 0-4 years



Source: National Safety Council analysis of U.S. Consumer Product Safety Commission NEISS data.

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December Trivia Quiz

Which of the following awards are normally handed out in December?

- a. Academy Awards b. Nobel Prizes c. Grammy Awards d. Juno Awards

What is the birthstone for December?

- a. Garnet b. Turquoise c. Opal d. Emerald

If you were born on the 26th of December, what would your zodiac sign be?

- a. Gemini b. Cancer c. Capricorn d. Libra

What is the recognized flower for December?

- a. Gardenia b. Narcissus c. Petunia d. Lady's Slipper

What infamous event occurred on the seventh of December?

- a. The bombing of Pearl Harbor b. The sinking of the Titanic
c. John F. Kennedy was shot d. Start of the civil war

What piece of land did the United States acquire on the 20th of December, 1803?

- a. Louisiana b. Florida c. Alaska d. Manhattan

What day in December is national chocolate day?

- a. The 27th b. The 3rd c. The 15th d. The 18th

What famous modern piece of sports equipment was invented on the 29th of December?

- a. The downhill ski b. The bowling ball c. The golf club d. The badminton racquet

Which day in December is considered by some to be the unluckiest day of the year?

- a. The 28th b. The 4th c. The 15th d. The 22nd

What event took place in the United States on the 16th of December?

- a. The Mayflower landed b. George Washington was born c. The Boston Tea Party
d. The end of WWII

Which American President was born on the 28th of December?

- a. Andrew Johnson b. Gerald Ford c. Bill Clinton d. Ronald Reagan

What medical procedure was completed on the 3rd of December 1967?

- a. Heart transplant b. The first x-ray c. The first blood transfusion
d. The first time an artificial lung was used

If you were born on the fifth of December, what would your astrological sign be?

- a. Libra b. Sagittarius c. Pieces d. Taurus

Which famous music icon was murdered on the 8th of December?

- a. Freddy Mercury b. John Lennon c. Kurt Cobain d. Elvis Presley

Which famous comedian died on Christmas Day?

- a. John Belushi b. Charlie Chaplin c. John Candy d. Bill Murray

What famous first occurred on the 17th of December, 1903?

- a. First flight b. The first steam engine c. The first light bulb
d. The first person swam the English Channel

November Quiz Answers

Thanksgiving Quiz

- Thanksgiving occurs on the:
1. Fourth Thursday in November 2. Third Thursday in November 3. November 26 each year
- The first Thanksgiving lasted:
1. One day 2. Two days **3. Three days**
- Which of the following was NOT served at the Pilgrims Thanksgiving meal?
1. Cranberries, corn, and mashed potatoes 2. Rabbit, chicken, wild turkey, and dried fruit
3. Venison (deer meat), fish, goose
- Which Indian tribe taught the Pilgrims how to cultivate the land and were invited to the Thanksgiving meal?
1. Apache **2. Wampanoag** 3. Cherokee
- Approximately how many turkeys are eaten each year on Thanksgiving in the United States?
1. 100 million **2. 280 million** 3. 500 million
- Which southern state was the first to adopt a Thanksgiving Day in 1855?
1. South Carolina **2. Virginia** 3. Georgia
- What is a snood?
1. The loose skin under a male turkey's neck. 2. A hat worn by a Pilgrim
3. A hot cider drink served at Thanksgiving.
- What utensil was not used by the Pilgrims to eat Thanksgiving dinner?
1. Knife **2. Fork** 3. Spoon
- The best place to put the meat thermometer in the turkey is:
1. The breast 2. The middle of the back **3. The thigh**
- Which president is believed to be the first to pardon a turkey and start this annual tradition?
1. President Lincoln in 1863 2. President Roosevelt in 1939 **3. President Harry Truman in 1947**
- The Pilgrims came to the New world seeking religious freedom and were also called:
1. The Puritans because they wanted to purify the teachings and ceremonies of the Church of England.
2. The Great Explorers 3. The Wanderers
- Today, our Thanksgiving is the fourth Thursday of November because
1. It is the date the Pilgrims landed in the New World.
2. This was the date set by President Franklin D. Roosevelt in 1939 and approved by Congress in 1941.
3. It was the date people voted to have it on.
- What is a baby turkey called?
1. A chick 2. A nestling **3. A poult**
- It has been estimated that how many Americans eat turkey at Thanksgiving.
1. 88% 2. 50% 3. 75%
- A full grown turkey has about how many feathers?
1. A million 2. Too many to count! **3. 3,500**

December's Recipes

Fun December Food Holidays include National Egg Nog Month, National Biscuits and Gravy Day, National Comfort Food Day, National Bacon Day and National Champagne Day

Homemade Eggnog

Ingredients

6 large egg yolks
1/2 cup granulated sugar
1 cup heavy whipping cream
2 cups milk
1/2 teaspoon ground nutmeg
pinch of salt
1/4 teaspoon vanilla extract
ground cinnamon , for topping

Directions

Whisk the egg yolks and sugar together in a medium bowl until light and creamy.
In a saucepan over medium-high heat, combine the cream, milk, nutmeg and salt. Stir often until mixture reaches a bare simmer.
Add a big spoonful of the hot milk to the egg mixture, whisking vigorously. Repeat, adding a big spoonful at a time, to temper the eggs.
Once most of the hot milk has been added to the eggs, pour the mixture back into the saucepan on the stove. Whisk constantly for just a few minutes, until the mixture is just slightly thickened (or until it reaches about 160 degrees F on a thermometer). It will thicken more as it cools.
Remove from heat and stir in the vanilla.
Pour the eggnog into a pitcher or other container and cover with plastic wrap.
Refrigerate until chilled. It will thicken as it cools. If you want a thinner, completely smooth consistency, you can add the entire mixture to a blender with 1 or 2 tablespoons of milk and blend until smooth.
Serve with a sprinkle of cinnamon, and fresh whipped cream, if desired.
Store homemade eggnog in the fridge for up to one week.



Classic Champagne Cocktail

Ingredients

1 sugar cube
Angostura bitters
Champagne
Lemon or orange twist, for garnish

Directions

Soak the sugar cube in Angostura bitters and drop into a champagne flute. Top with a luxury champagne or a sparkling wine. Garnish with a lemon or orange twist.



Homemade Biscuits and Gravy

Buttermilk Biscuits

Ingredients

2 cups all-purpose flour
2 teaspoons baking powder
1 teaspoon salt
1/4 teaspoon baking soda
3/4 cup cold buttermilk
2 tablespoons buttermilk for brushing
7 tablespoons unsalted butter, chilled in freezer and cut into thin slices



Directions

Preheat oven to 425 degrees F (220 degrees C).
Line a baking sheet with a silicone baking mat or parchment paper.
Whisk flour, baking powder, salt, and baking soda together in a large bowl.
Cut butter into flour mixture with a pastry blender until the mixture resembles coarse crumbs, about 5 minutes.
Make a well in the center of butter and flour mixture. Pour in 3/4 cup buttermilk; stir until just combined.
Turn dough onto a floured work surface, pat together into a rectangle.
Fold the rectangle in thirds. Turn dough a half turn, gather any crumbs, and flatten back into a rectangle. Repeat twice more, folding and pressing dough a total of three times.
Roll dough on a floured surface to about 1/2 inch thick.
Cut out 12 biscuits using a 2 1/2-inch round biscuit cutter.
Transfer biscuits to the prepared baking sheet. Press an indent into the top of each biscuit with your thumb.
Brush the tops of biscuits with 2 tablespoons buttermilk.
Bake in the preheated oven until browned, about 15 minutes.

Sausage Gravy

Ingredients

1/2 lb. ground pork or Italian sausage, casings removed
2 tbsp. all-purpose flour
2 c. whole milk
kosher salt
Freshly ground black pepper
Pinch of cayenne
Biscuits, for serving



Directions

In a medium skillet over medium heat, cook sausage until no pink remains, 8 to 10 minutes.
Sprinkle with flour and cook 1 minute. Add milk and bring mixture to a boil. Reduce heat and simmer until thick, about 5 minutes. Season with salt, pepper, and cayenne.
Remove from heat and serve with biscuits.

Bacon Pizza

(Pizza is the #1 comfort food in the US!)

Ingredients

1/2 yeast crust recipe or 1 Boboli® crust
1 tablespoon oil
2 onions (chopped)
3 cloves garlic (minced)
1/4 teaspoon paprika
1 tablespoon flour
1/8 teaspoon pepper
1/3 cup sour cream
1 teaspoon dried thyme leaves
1/2 teaspoon dried marjoram leaves
2 tablespoons Dijon mustard
1/2 to 1 pound bacon (cooked crisp, drained on paper towels and crumbled)
1-1/2 cups shredded cheddar cheese
1 cup shredded mozzarella or Muenster cheese
1/4 cup grated Parmesan cheese

Directions

Heat oven to 425 F. Make and prebake yeast crust if using. Prebake the crust for about 5 to 7 minutes even if you buy one from a pizza place.

Heat oil in a large skillet and saute onions and garlic until tender, about 6-7 minutes.

Add paprika and flour and cook and stir for 3 minutes. Add sour cream, thyme, and marjoram leaves and cook until thickened, about 1-2 minutes longer. Stir in mustard.

Spread this sauce over the prebaked crust and top with bacon and cheeses.

Bake at 425 F for 9-15 minutes until crust is golden brown and cheese is melted. Cut into squares or wedges and serve.



Easy Homemade Pizza Dough

Ingredients

2 1/2 cups warm water	1/4 cup sugar
3 teaspoons instant yeast	1/4 cup vegetable oil
6 cups all-purpose flour	2 teaspoons salt



Directions

In the bowl of a stand mixer, combine the water, sugar and yeast. Allow the mixture to sit for a few minutes until frothy. Add in the vegetable oil.

In a bowl, combine the flour and the salt. Add the flour to the yeast mixture, 1/2 cup at a time, mixing well between additions. Continue adding the flour until the dough can be pulled away from the sides of the bowl with a spatula, but the dough will still be quite sticky. You may need to add in a little bit more or less flour, but the key is to remember that the dough will still be sticky and will stick to your fingers when you try to pull it apart.

Grease a large bowl, then scrape the dough into the bowl. Turn the dough to coat it in oil. Cover the bowl with plastic wrap or a towel and let the dough rise at room temperature until doubled, about 1 hour.

Turn the dough out onto a well-floured work surface. Pull the dough around to the bottom, stretching it to create a smooth ball. Cut the dough into 3 equal portions. Each ball will be approximately 1 pound of dough.

Roll out the dough to use in your favorite pizza recipe, or refrigerate until needed. (I have refrigerated it for several hours, up to overnight, but the dough will continue to rise, even in the refrigerator, so I try to use it before 24 hours.)

To bake, preheat a pizza stone in the oven as hot as you can go for at least 30 minutes. (I usually go between 475°F and 500°F.)

Prepare your pizza with your desired toppings and bake until the crust is golden, 8-10 minutes.



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.**

**The closing date for articles for next month's newsletter is
*Wednesday December 18th***

Thanks!

Kirstie Wilson
Group eCommerce Specialist
& Newsletter Editor