



Front row l-r: WCC Board member Hobie Davis, Allison Phillips, WCC Foundation executive director; Dr. Jeff Cox, WCC president; SkyLine President R.C. Mitchell, SkyLine/SkyBest CEO Kim Shepherd, SkyLine Board members Sharon Kasel, D.C. Smith and Jerry Roten.

Back row l-r: Chris Robinson, WCC Ashe Campus director; SkyBest Board members Haskell McGuire and Dennis Gambill; SkyLine Board members Tommy Joe Ward, Kenneth McQueen, Bill Bureson, Joe McNeil, and Jim Shepherd.

SkyLine/SkyBest Supports WCC Ashe Campus Campaign

SkyLine Membership Corporation and its subsidiary SkyBest Communications, Inc. have committed to supporting Wilkes Community College's capital campaign to expand the Ashe Campus through a four-year pledge totaling \$50,000.

"Wilkes Community College continues to make a far-reaching impact in the areas of education, workforce training and economic development here in Ashe County," said SkyLine/SkyBest CEO Kim Shepherd. "We value the partnerships between our organizations and recognize the ongoing efforts this college has either led or actively engaged in to support continued economic growth through business and industry development, innovative programs designed for greater student success and its readiness to create customized training solutions for local business and industry. We view the Ashe Campus of Wilkes Community College as one of our county's greatest assets and gladly support its commitment toward this campus expansion which will serve our county and citizens for decades to come."

"SkyLine has been a corporate leader in Ashe County since its inception in 1951, and their gift to our capital campaign continues that progressive tradition," said Chris Robinson, Vice President of WDCE and the Ashe Campus. "We value our ongoing partnership with SkyLine/SkyBest over the years and are extremely grateful for their efforts to allow us to serve current and future generations of students. We are particularly appreciative of Kim's leadership and the board of directors for supporting the continued growth of the Ashe Campus and Ashe County as a whole."

The project includes two new buildings with over 37,000-square-foot combined, which will expand opportunities for students in Ashe County and the service area to include criminal justice, Associate in Science degree, horticulture, and HVAC. The expansion will include additional classroom space, expanded computer labs, state-of-the-art technology which will include a healthcare simulation lab and much more. The Ashe Campus Expansion is projected to cost \$12 million and construction is expected to be completed in 2021.

Ashe Chamber Honors the Best in Customer Service

Sponsored by SkyLine/SkyBest

The Ashe Chamber of Commerce's 11th Annual "Outrageously Good" Customer Service Awards Breakfast was held on October 9th at Winner's Circle Restaurant in Jefferson, and SkyLine/SkyBest continued its annual sponsorship of this popular event. The awards program seeks nominations from customers who experience an extraordinary level of customer service at local businesses.



Chamber Member Services Committee Chair Rita Schaefer recognizes business winner Bohemia, represented by manager Crystal Miller, with SkyLine PR Administrator Karen Powell.

Congratulations to this year's winners! Special thanks to those in attendance to give a warm appreciation to all the recipients for going above and beyond in delivering exceptional customer service.

Business Award: Bohemia (received by Crystal Miller)

Individual Awards: Selma Quintero (Havana Cafe); Kristell Fulbright (Blue Ridge Movie Lounge); Katrina Calhoun, Stella Revis and Darlis Farmer (Roten Insurance Agency); Amber Shinn (Ashe Rental Agency); Marc Boston (Ashe Memorial Hospital); Marna Napoleon (Ashe County Public Library); Josh Roten (Appalachian Legacy Funeral Service).

Nominations for "Outrageously Good" Customer Service awards may now be submitted year-round, so when you experience stellar customer service, take time to contact the Ashe Chamber to make your individual or business nomination. Send those to: ashechamber@sky-best.com.



Pictured left to right: Marna Napoleon, Darlis Farmer, Josh Roten, Kristell Fulbright, Marc Boston, Crystal Miller, Katrina Calhoun and Stella Revis.

Directory Publisher Extends Directory to 15-Month Schedule

The directory publisher for SkyLine's regional telephone directory, Thryv (formerly known as DexYP), has extended the current directory to a 15-month schedule. This change means that the new 2020 regional directory will be published in March 2020 and run through May 2021.

As we learn more details about the 2020 Directory Sales campaign, we'll pass that information on to you. With the directory delivery schedule moved to spring 2020, the annual Directory Collection Drive will commence after the new directory is published.

NEED TO CONTACT US?

CUSTOMER SERVICE

LOCAL
118

TOLL-FREE

1-800-759-2226

REPAIR SERVICE, 24/7

LOCAL
611

TOLL-FREE

1-877-475-9546

Additional Local Repair Service Numbers:

ALLEGHANY
336-372-4444
(10-DIGIT DIALING)

ASHE
336-982-3111
(10-DIGIT DIALING)

AVERY
898-9250

WATAUGA
297-4811

JOHNSON
739-4500

LENOIR
929-2872

INTERNET TECH SUPPORT, 24/7

TOLL-FREE

1-866-759-7591

WORTH NOTING:

Wednesday, Dec. 25
Wednesday, Jan. 1
SkyLine Customer Service Centers Close for Christmas and New Year's Day

STAFF:

Kim Shepherd
Chief Executive Officer

Brian Tester
Chief Operations Officer

Angie Poe
Customer Service Manager

Jamey Jenkins
Retail Sales Manager

Karen P. Powell
Public Relations Administrator & Editor



www.facebook.com/SkyLineSkyBest



In Alleghany, SkyLine staff load and deliver 333 pounds of breakfast food items to Solid Rock Food Closet in Sparta. Deliveries to four other pantries across the region also took place last month, and we'll highlight those efforts in next month's newsletter.

"Rise & Shine" Food Drive Nets Over 1,850 Breakfast Items

Thanks to your direct involvement, our sixth annual "Rise and Shine" Breakfast Drive, held in September and October, collected more than 1,850 breakfast items this year to share with area food pantries. SkyLine/SkyBest also presented corporate donations and cash donations from customers to each of the five area food pantries sponsored in this drive, totaling just over \$500.

Watauga County Spelling Bee Champion Recognized



Watauga County Schools district spelling bee winner Clara Lappan with SkyLine PR Administrator Karen Powell

Congratulations to Hardin Park sixth-grader Clara Lappan, who correctly spelled "Marathon" and "Autumn" to secure victory in the Watauga County Schools district-wide spelling bee held Oct. 18.

The top-speller in each school representing grades four through eight was invited to attend the competition held

at the WCS central office. This year's contestants were: Liliana Wyatt of Bethel, Iris Westerman of Blowing Rock, A.J. McAulay of Cove Creek, Zeke Walker of Green Valley, Clara Lappan of Hardin Park, Mark Spaulding of Mabel, Ben Baublitz of Parkway and Grant Painter of Valle Crucis. The 2019 district spelling bee was sponsored by SkyLine/SkyBest and Carolina West Wireless, with several other businesses donating prizes for each contestants.

"SkyLine is delighted to be a co-sponsor of this annual event with Carolina West Wireless, and we're proud of each and every student who competed," said SkyLine PR Administrator Karen Powell. "It's also worth noting that last year's district winner, Sam Nystrom, won the Regional Spelling Bee in Winston-Salem in March and competed at the Scripps National Spelling Bee in National Harbor, Maryland in May. "Congratulations to Sam and Clara on these significant achievements!"

For the Holidays

The recipes we feature in our monthly newsletter come from SkyLine's commemorative cookbook.

This latest edition includes more than 500 recipes submitted by members, customers and employees from our five-county service area, a cookbook stand insert, tabbed dividers and more. At just \$15 each, they make great Christmas presents, and when you buy a cookbook, know that you are helping others in your community, as all proceeds will support area food banks.

Visit our website (www.skybest.com) or call SkyLine at 118 to order yours today.



2020 SkyLine Calendar

The 2020 SkyLine calendar, available while they last at all SkyLine/SkyBest Customer Centers, features art, courtesy of Florence Thomas Art School.

The art school is named in memory of Ashe County artist Florence Thomas, and two of Thomas' works are highlighted, including the inside cover, "Retired," from 2003.

Florence Thomas Art School is a 501c3 nonprofit, and its mission is to provide resources for instruction, exhibition and experience in the fine arts and heritage crafts for Ashe County and the region. www.florenceartschool.org

Recipe of the Month

Mexican Fruit Cake

Cake:

- 2 cups plain flour
 - 2 cups white sugar
 - 1 20 oz. can crushed pineapple
 - 2 eggs
 - 2 tsp. baking soda
 - 1 tsp. almond flavoring
 - 1 cup chopped pecans
- Mix all ingredients together.
Grease 9x13 dish. Bake for 35 to 40 minutes at 350°.

Icing:

- 2 cups powdered sugar
 - 1 stick butter or margarine, melted
 - 1 pkg. (8oz.) cream cheese
 - 1 tsp. almond flavoring
- Beat together and pour over cake while hot. Enjoy!

Submitted by Sherry Shoun of Johnson Co.



FROM THE BOARD OF DIRECTORS AND STAFF OF SKYLINE MEMBERSHIP CORPORATION & SKYBEST COMMUNICATIONS



SkyBest Security

Surveillance | Automation Security Systems

Save money by switching your security system to SkyBest Security.

Contact us for a FREE consultation today!

skybest.com 1-800-759-2226

*Restrictions apply. Available in N.C. only.