

May 2023

# Horizons

A Golden West Customer Newsletter

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# Skogen Kitchen

Honored chef finds purpose  
and influence in Custer

 **Golden West**  
We're everywhere people connect.



The high-end restaurant is well-known for its comfort food mixed with elegant ingredients, resulting in appealing and attractive dishes.

# Skogen Kitchen

## Honored chef finds purpose and influence in Custer

Joseph Raney grew up, attended culinary school and worked for multiple prestigious chefs in southern California. He met his wife Eliza there, and the couple eventually moved to Custer.

Joseph attended culinary school at the Hollywood Kitchen Academy, where one of his instructors was Chef Eric Greenspan. Chefs Florent Marneau, Nick Weber, and Joachim Splichael were among the other top chefs who have also influenced Joseph's career.

"My wife is from a small town in Minnesota, and she just wanted to find that again," Joseph says. "We were ready for a new adventure."

Joseph made an offer on a home in Custer during his first visit to South Dakota. Eliza had never been to Custer either but was unable to accompany him on the trip.

The couple spent the first year getting to know their new community. Eliza did some substitute teaching and

worked at Black Hills' Burger and Bun. Joseph was still looking for purpose in Custer when the couple began planning to open their own restaurant in the burger place's original location.

This month marks their sixth year of serving some of the Black Hills finest cuisine at Skogen Kitchen. Custer residents, business owners, and tourists have responded positively to the high-end restaurant, which can be booked with reservations weeks in advance. Recently Joseph was named a Midwest semi-finalist for the prestigious 2023 James Beard Award.

"We wanted something universal, and we realized the people here were a lot more down-to-earth," Joseph says. "We just began cooking what we love to cook and serving guests the way we know how."

### James Beard Award Semi-Finalist

A national chef award like the James Beard Award draws a lot of attention to Skogen Kitchen and the small town

of Custer. While Joseph appreciates the honor, more than anything he is thankful for the team effort involved in receiving such a highly honored award.

"If people aren't showing up for work or working hard, and the cooks aren't putting everything they have into the dishes, then who am I?" shares Joseph.

The James Beard Foundation is a non-profit organization with a mission to support and celebrate those behind the scenes of America's food culture. The annual James Beard Award is determined and voted on by a committee of professionals and former award recipients.

"It's great for Custer because it draws more attention to the community," Joseph says.

### Stick To What You Love

The word "Skogen" is Norwegian for "the forest." Joseph's Norwegian heritage paid tribute to an appealing and appropriate name for the ▶

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## Honored Chef

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restaurant. And appealing is exactly what they aim for with their menu. Customers can find Joseph experimenting with different foods and flavors, deciding what could possibly go well together.

"We really try to just constantly change things," says Joseph.

When first opening Skogen, Joseph and Eliza faced many questions about having a higher-end restaurant in Custer. Joseph says Skogen has influenced those in the community of Custer and everyone who experiences their small, elegant restaurant.

"I think that's what Skogen has done. (It has) influenced people to just go for it and not have any perceptions of what they think – to really choose what you love and do that. Don't choose what you think others will love. Focus on what you like," he says.

### Sparkling Custer's Culinary Scene

Joseph and Eliza initially served breakfast and evening dinner at the restaurant. As business picked up, they found the pace too hectic. After about a year they eliminated the breakfast option, but customers kept asking about it. The Raney's welcomed their son Roark to the family in June 2021.

Eventually Joseph and Eliza attracted friends and family to the area, which further expanded Custer's culinary scene. Eric Hjortnaes, a brother of Joseph's best friend, and Camillia Belland, Eliza's younger sister, were without jobs during the pandemic. Both came to work at Skogen Kitchen. Eric was previously a teacher and film writer from California, while Camillia came from the Twin Cities.

A year ago Eric and Cami opened a new restaurant in Custer called HJEM A.M., which means "home" in Danish. As the A.M. implies,

the new restaurant serves breakfast, including many of Skogen's previous breakfast entrees. Eric and Cami will be married in October.

### Technology Helps Business Succeed

Joseph understands the value of using technology within the food industry. A restaurant is a low-margin industry, he says, and technology can help employees, improve service for guests, and increase profits.

He and Eliza are thankful for the quality service and reliable connections Golden West provides. He says it helps them successfully run their business.

"Since the fiber upgrade, my internet works better here than it ever did in California," Joseph says.

"Since the fiber upgrade, my internet works better here than it ever did in California."

- Chef Joseph Raney



If you experience issues with your Golden West cable TV service, trying these four things could save you a call to the Golden West Help Desk.

#### ■ Are both your cable TV set-top box AND your TV powered on?

Your Golden West remote may become out of sync with your TV or cable set-top box. Here's the possible solution:

- Make sure the cable TV set-top box AND TV are powered on. The set-top box shows a blue light when it's on, and a red light when it's off.
- Refer to your TV manufacturer's guide to determine if your TV is powered on. You can turn the TV on and off using the original remote that came with it – not the Golden West cable TV remote – or using the power button on the TV.
- If your set-top box and TV are both powered on, but there's a "No Signal" message, unplug the power to your set-top box and then plug it back in.

#### ■ Check Your Input

To view things on your TV other than Golden West cable TV, such as watching a movie on a DVD player, you may have switched the input setting. When this happens, some TVs display a "No Signal, No Source, or No Input" error.

- Double-check that your TV input matches with your Golden West set-top box.
- The input can be changed using the remote that came with your TV. Pressing the input option will repeatedly cycle

through the available inputs (HDMI1, HDMI2, CABLE, AV1/AV2, COMPONENT1/COMPONENT2).

- Often, your set-top box is connected to an HDMI port, so try all HDMI options.

#### ■ Maybe it's your remote?

A dead battery in your remote control may be the problem. If your batteries are functional, but your remote still isn't working properly, you can:

- Press "STB" at the top of the remote.
- Then, press Guide or Channel Up/Down to verify the remote is controlling the set-top box properly.

#### ■ Are all your TVs experiencing the same issue?

If all TVs connected to your cable TV are affected, check to see if your Golden West internet or phone service are working.

- If the internet is out, but the phone is working, your Golden West equipment board may have lost power. Confirm the outlet the board is plugged into is working. If it isn't, check that a circuit breaker is not tripped either on the outlet itself or inside the breaker box. Battery backups only operate phone services.
- If all other services are working or if you don't have other services, call the Help Desk for assistance.



One of these four things could be the solution to your problem and save a call to the Golden West Help Desk. If the issue isn't resolved after trying these steps, technicians are available 24/7/365 to help keep you connected. Call 1-855-888-7777, option 1, or visit the website to chat with a Help Desk technician as needed.

# DIGITAL GAMES CAN SHARPEN THE MIND

Studies have shown online gaming and computer actions can be beneficial for all ages, including older adults.

Digital games use principles and concepts often applied in extended learning opportunities. While these games were designed for entertainment and competitive purposes, growing evidence shows they can also improve cognitive skills.

For example, gaming can be a social activity. It can connect you with people who have similar interests and strengthen friendships. Gaming can also keep your mind sharp by improving hand-eye coordination and boosting brain activity. Finally, digital gaming encourages you to learn how to use the latest technology and then keep up with it.

Another nice part about digital games is that they are portable and adaptable. They can be played anywhere on a mobile device, and there are multiple games to choose from with most offering different difficulty levels. Players can start at lower levels and gradually increase the difficulty after achieving success.

Overall, digital gaming could stimulate creativity, focus, and visual memory. That's in addition to the great friendships that can be made and the technological skills that can be gained.

All of the games in this article can be downloaded and played digitally on a smartphone, tablet, or computer. There are free versions of each, although advertisements may be involved. Visit the Apple Store, Google Play, or Microsoft Store to browse the options and choose something to get started.

(Sources: National Institutes of Health, Age-Well NCE, and ResearchGate)

Here are some digital games that may help retain and build certain skills, such as improving memory, calculation abilities, and more.



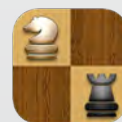
## MAHJONG

This straightforward tile-matching game may help players improve their planning, memory, and calculation skills. Cognitive ability is enhanced, and as the player advances in the game, they can improve their ability to recall and find items.



## SCRABBLE

Scrabble is the perfect game for word lovers or someone who loves a word challenge. This is another game that may help improve memory and increase language skills.



## CHESS

Chess offers different variations of play. The game can be short or long, easy or challenging. The game requires both sides of the brain to strategize as well as engage in critical thinking and analysis.



## WORDLE

When a full Scrabble game is too time consuming, try Wordle. This is a daily word game, where the player must guess a five-letter word in as few guesses as possible. There aren't many clues upfront, so it helps the player exercise specific brain functions, such as visual memory and attention.

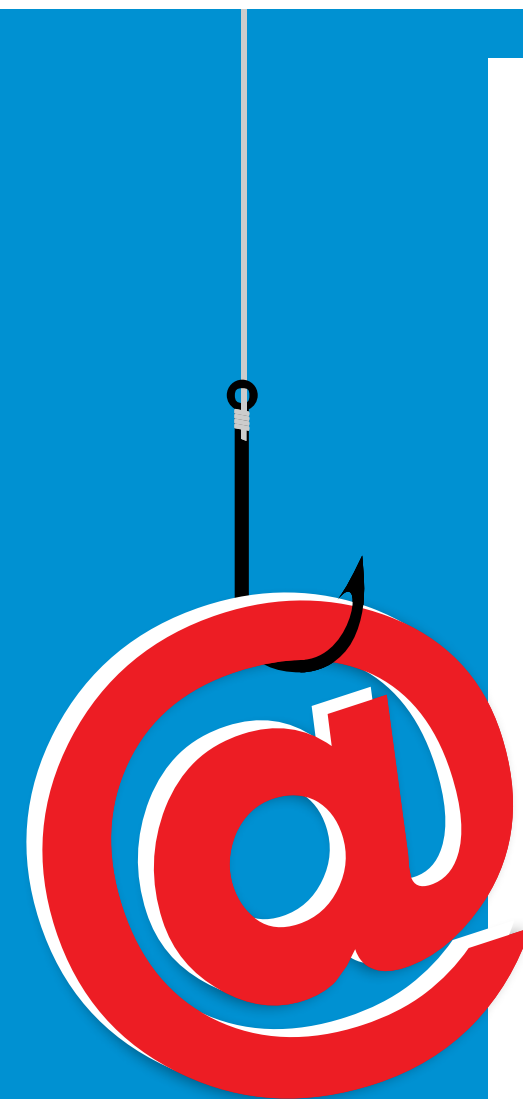


## SOLITAIRE

Solitaire helps improve mental skills, such as memory, reflexes, and mood. There are over 500 variations from which a player can choose. The goal is to arrange cards in some kind of systematic order or to pair them off to discard them.

# Protect yourself with The SLAM Method

Golden West strives to give you the best tips and information to protect you and your online accounts. At first glance phishing emails can appear legitimate, so it's important to learn to identify phishing messages to keep yourself and your accounts safe. A great tool for doing this is the SLAM method, which stands for Sender, Links, Attachments, and Messages.



## SENDER

Look closely at the email address from which the message was sent – not just the display name. For example, a previous phishing message that appeared to be from Golden West showed a display name of “Account Management,” but the message was sent from “goldenwestmail@t-online.de” as the email address. Stay away from messages that come from an unfamiliar email address; do not trust the display name.

## LINKS

Scrutinize the links within an email message. If a link is unrecognizable, don't click on it. If the displayed link doesn't match where the link leads or the link may be hiding alternate characters, don't click on it. Hover over a display link (without clicking on it) to see the actual URL to which the link leads to determine if it's authentic or suspect.

For example, the Golden West link is “https://www.goldenwest.com.” A scammer may send you a link with alternate characters, such as “https://www.g0idenw3st3.com” or maybe something even harder to distinguish like “https://www.g01denwest.com.” The best practice is to avoid clicking on supplied links. Instead, visit a company's site directly by typing goldenwest.com into your browser.

## ATTACHMENTS

Don't open any attachments except those you are expecting to receive. Clicking on unfamiliar attachments may install malware, such as viruses or spyware, on your device.

## MESSAGE

Double check the body of the email for odd language or typos, along with anything that seems off about the message. Grammar and spelling errors are signs of a phishing message. Those that appear to come from Golden West sometimes misuse the name as “Goldenwest” in one word, for example.

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Golden West internet speeds may vary based on network infrastructure and service availability. Golden West certifies speed using company equipment at the wired point where the service enters the home or business. Factors that can limit speeds inside your home or business include the age and features of the equipment you use, multiple devices connected simultaneously, interference from other wireless devices, your home's structure or layout, and the wireless router's location.

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