

Minnesota **Resorter** *Resorters Helping Resorters*

Winter 2018
Vol. 34 No. 1

Education: 2017 Resorter of the Year
Marketing: CMR Spring Workshop April 10, 2018
Legislation: DOH March 13-14, 2018



**A PUBLICATION OF THE
COMMUNITY OF MINNESOTA RESORTS**

PROUD TO SERVE CROW WING CREST LODGE IN AKELEY, MN



Crow Wing Crest Lodge required a septic system update. We designed and installed a new system that included two mound drainfields, three new tanks, and updates to existing tanks and lift stations.

Working with the owners, we developed solutions to address their needs and property, including tank and drainfield placement. They selected the options that fit them best.

An advanced designer license is required for large systems like Crow Wing Crest Lodge. There are just a handful of these in MN. **We have one of them.**

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WELCOME ^{TO OUR} NEW COMMUNITY OF MINNESOTA RESORTS MEMBERS

We'd like to take this opportunity to welcome these Resorters and Associate Members to the Community of Minnesota Resorts family! If you have the chance, please get acquainted with them.

Want to become a new CMR member? Contact Jim Wherley at 320-212-5107 with your questions, and to sign up! We look forward to having you as our newest member resort!

New CMR Member Resorts

Jesse and Melissa Hirschert
Twin Springs Resort, Hackensack

Darvin and Marjean Oelke
Bowstring Shores Resort, Deer River

Adam and Erica Nagel
Hyde-A-Way Bay Resort, Hackensack

New CMR Associate Members

Russell Schaefer
RS Sales, Backus

Sandy Drennau
Costco Wholesale, Baxter

Erik Anderson
Grandma Pants, Minnetonka

Nick Makar
Aquarius Home Services/Kinetico, Alexandria

Steve Criswell
S & L Outlet, Park Rapids

Minnesota Resorter

Resorters Helping Resorters



A Community of Minnesota Resorts Publication

Winter 2018

Vol. 34 No. 1

COMMUNITY OF MINNESOTA RESORTS

PRESIDENT

Tom Marnik
218-566-2376
tomarnik@timbertrailsresort.com

VICE PRESIDENT

Mike Schwieters
218-543-4125
Mike@BoydLodge.com

OFFICE MANAGER

Jim Wherley
320-212-5107
CMR@Minnesota-Resorts.com



EDITOR

Ann Warling
218-821-1031
ann.warling@gmail.com

LAYOUT & DESIGN

Amanda Wheece
763-412-9137
supermandee@yahoo.com

ADVERTISING

Linda Gronholz
218-543-5245
lmgronholz@hotmail.com

EDITORIAL ASSISTANTS

Karen Senger
Jennifer Bloomquist
Jennifer Bateman
Lynn Scharenbroich
Tim & Carolyn Aarsvold
Jim & Kristin Wherley

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About the cover: This beautiful sunset photograph was submitted by Clint & Patty Mueller, Balsam Beach Resort.

The Minnesota Resorter is a triannual publication of the Community of Minnesota Resorts. The opinions expressed in the articles printed herein are those of the authors and do not necessarily reflect the opinions nor the official position of the CMR nor any of its officers, directors, or members. Please address any comments or inquiries to the committee contact. The Minnesota Resorter is printed by Arrow Printing.

From Your President's Pen



President Tom Marnik
Community of Minnesota Resorts

Hello Resorters!

Today is November 10 and it was already -4°F. Last night the lake froze over. I just got done shoveling a little snow off the walkway for some arriving hunters. *The life of a resorter in MN.*

My name is Tom Marnik and I have been given the honor of becoming the 23rd Community of Minnesota Resorts' (CMR) President. I would like to thank my fellow board members for this

vote of faith in me to lead this wonderful organization. Kathy, my wife, and I joined the CMR even before we owned a resort so we could figure out if this was the right move for us. The comradery we have experienced has helped us endure some of the more trying times as a resort owner, knowing others were facing similar challenges.

I believe what is special about CMR is embodied in our motto of *Resorters Helping Resorters*. My goal is to keep this guiding principle alive and strong and enhance this organizations ability to support its members through knowledge and support.

I would like to take a moment and thank our outgoing president, Karen Senger for her past two years of leadership. The CMR Board accomplished a lot during her tenor including the major

tasks of a name change and new website. I would also like to thank outgoing board members Sue Paradeis, Su Ugstad, Jennifer Bateman, and Jamie Keller. All contributed on a volunteer basis and kept us moving forward. Welcome back to Jim and Deb Eickhorst as CMR Board of Directors. Their knowledge and experience will certainly add great value to our mission.

As a board, we have decided to get together early in 2018 for a strategic planning session. I am hopeful that what emerges from this session will be a long-term plan of action and goals which board members can use as a guide to advance the ability of the CMR to do the following:

- Provide our members with the latest tools and knowledge in marketing techniques.
- Provide information to stay on top of the ever-changing legislative environment.
- Provide general, relevant education for the membership.
- Provide encouragement to keep our numbers strong.

CMR Board Members will not be able to do this alone and I encourage all members to be active by stepping up and helping out in any way possible. There are many tasks that are needed to keep this organization moving, so please volunteer a little time, it will help tremendously. Here is just one example: maybe you created a neat craft or item for your resort - volunteer to put on a *School of Resorting*, hands-on class to show how you made it. The fun of sharing your abilities and the friendships you build will be well worth it.

Now, I have to go back out in the cold and figure out how to cover up a pontoon full of snow!!

Tom Marnik, Timber Trails Resort

**SAVE
THE
DATE!**

DAY ON THE HILL

Mark your calendar for the Community of Minnesota Resorts Day on the Hill. A day spent meeting and talking with your legislators about workplace rules, property taxes, EMT, fishing regulations and more.

March 13-14th, 2018
Join us and get on the bus!



For more information: contact CMR Legislative Chair Jim Wherley at:
(320) 212-5107 or info@sunsbay.com

Century Resort Recognition Program

Excerpts from an article submitted by Beth Schupp, Fair Hills Resort, a Century Resort



Within the Community of Minnesota Resorts, there are resorts that are new to the industry, and some who have been in existence for many years. Each has their own particular place in the resort industry. There are 12 resorts in the state of Minnesota that have reached the milestone of 100 years of continuous operation! The

significance of their contribution to tourism in the state of Minnesota, and to the memories their guests have made as they spend their vacations at these resorts, cannot be measured.

We'd like to take this time to recognize those resorts that have been in continuous operation for 100 or more years:

- ◆ Bonnie Beach Resort, Battle Lake
- ◆ Burntside Lodge, Ely
- ◆ Clearwater Historic Lodge, Grand Marais
- ◆ Fair Hills Resort, Detroit Lakes
- ◆ Grand View Lodge, Nisswa
- ◆ Linwood Resort & Campground, Osakis
- ◆ Northern Pine Lodge, Park Rapids
- ◆ Pehrson Lodge Resort, Cook
- ◆ Peters Sunset Beach Resort, Glenwood
- ◆ Ruttger's Bay Lake Lodge, Deerwood
- ◆ Ten Mile Lake Resort, Dalton
- ◆ Train Bell Resort, Merrifield

These resorts have been recognized by the Minnesota Resort and Campground Association (MRCA) via their Century Resorts Recognition Program. If you would like additional information on this program, please go to www.mnresortsandcampgrounds.org/century-resorts.html. You do not need to be a member of the MRCA to receive this designation. There is a similar program available for century campgrounds in the state. Campgrounds may enroll by visiting www.mnresortsandcampgrounds.org.century-campgrounds.html.



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Take Your Marketing to New Heights!

Aerial photos and video are a great way to show off your resort to potential visitors. Clients receive photos and finalized promotional video ready to be used on social media, website, print marketing and much more!



Aerial Advantage 360

Nate spent hours at our resort taking amazing aerial video and put together an edited promotional video that turned out fantastic! He is a pleasure to work with and delivered a first rate product quickly and at a very good price.
-Tom Kavanaugh, Kavanaugh's Resort, Brainerd

Nate Heisick | aerialadvantage360.com
 612-787-6719 | aerialadvantage360@gmail.com

Resorter of the Year Award 2017

By John and Kim Bowen, Crow Wing Crest Resort



CMR congratulates the 2017 Resorter of the Year Award recipients Jim and Kim Jamtgaard, Wildwood Resort

Every year at our fall conference, the Community of Minnesota Resorts (CMR) presents the *Resorter of the Year Award*. This award is given to resorters who exemplify the spirit and goals of the CMR. The criteria centers around the operation of a successful and progressive resort business, service to the industry both at the local and state level as well as community service in other areas. Mentoring and helping other resort owners and membership in the CMR are also part of the requirements. Nominations for this award are generated entirely by CMR members. Members are encouraged to consider their fellow resorters and

nominate peers that they feel uphold high standards and contribute to our industry.

This year's winner has been in resorting for many years and has many things to share of their growth, successes, failures, struggles, the joys and challenges of being a resort family. Like many resort owners will say, they had no clue what they were getting into, but as this couple raises their children on the resort, they said, 'There is no better environment to raise a family.' The time they spend with their kids vs the kids being in daycare with corporate jobs is immeasurable.

This couple started out in corporate America and felt the drag of life living 9 to 5 working for impersonal management and driving through daily traffic. Owning their own business was a dream and then a priority. After vacationing at a resort in their early years of marriage, a seed was planted, but finances were a hurdle for the young newly married couple. Their attempt to raise equity took them into a family business in the restaurant world, but after a short time they said, 'It turns out that we are terrible restaurant operators!'

As that reality set in, the only reasonable alternative was a resort. After six months of looking, they found their resort. With still no equity, they borrowed every dime of their down payment from family and also had a co-signer on the original loan. They strongly suggest not to go this route as this major debt has been nearly impossible to rise above.

At the time of purchase in 1999, just 3 ½ years after being married, this young couple now had nine 2-3 bedroom cabins from a resort that started in 1928 and were living in the house constructed around 1910.

So, what have they done over the past 19 years? Plenty! Of the nine cabins they had, one was an old trailer and was immediately condemned by the fire marshal. The others were in need of a lot of repair. They started out replacing flooring, which at the time they felt was a huge step forward. They next decided to tap into the, then statewide, low interest loan program for resorts and had the head of the program come and advise them. They were told to bulldoze the whole place and start over! So, in 2004, they replaced two smaller cabins to build two four-bedroom cabins. In 2007, they tore down four smaller cabins and replaced them with three big ones. In 2014, they tore down and replaced the four remaining original cabins.

In building these cabins, they also aimed to build a winter business. They feel the money is slim for the work in a winter business but does give them the needed cash flow and is the best advertising as many of them return to try

the resort in the summer. What really made them big players in the winter business was when all nine cabins became winter rentals. Now, all nine cabins are frequently rented at the same time.

Throughout the years, they also added a roll-in dock system, a large Rainbow play system, a basketball court, new boats and pontoons, a lot of water toys and a summer kids' activity program.

Their biggest struggle, other than finances, is that they are land locked and their density is maxed out. With that said, picking up some houses to rent as Vacation Rental by Owner (VRBOs) is their only current expansion option. They would love to have more land to build more things for kids to do, a better area to have guests gather and maybe add two 2-bedroom cabins. Building a new home is what they feel will ultimately complete and secure this property, but density is the challenge in building the best house with the space they have.

In tune with their wish list for the perfect resort, they feel they are stretched as far as they are comfortable when it comes to time and work. They are blessed to now have Jay's dad living on the resort and Kim's parents at the resort three months every summer, but they struggled through the early years before this happened. So, they not only had financial help and backing from family, they also have their actual backs helping with the labor! They also have their two daughters, ages 13 and 16, to help.

They are not unfamiliar with activities themselves as they have been involved in the CMR whenever time has allowed. They bought their resort in March and were at a CMR Spring Workshop that first spring. Other than one local resort owner, they found no help or support locally. CMR became a lifeline. They met so many fellow resorters that were freely willing to help in any way. While we were touring the resort, a brand new resort owner drove in with questions and in need of help and their first response other than to be willing to help was to encourage them to attend the CMR Fall Conference! They have attended Day on the Hill and helped with the vendor show for the fall conference. At the state level, they have been involved with the committee to rewrite the lodging code rules.

They feel their best contribution to the CMR is their honesty in responses to questions and help they can provide when asked. With all the work of their needy new resort and growing a family, they focused strongly on the local level of involvement to keep them close to home. They were very involved with a local resort association and also developed a vendor show for resorters in their area. Kim sits on a local marketing board for their area and has served one term on the local chamber board. She has advocated at the county level for favorable zoning for the resort community and sits on their church council. While she serves in these capacities, Jay is the back bone of the resort and family, keeping it running and her grounded. This mutual work assures them of being a strong team.

They have gone from an idea-planting honeymoon stay at a resort to hardworking, progressive, and successful resort owners for 19 years and counting. They feel if they are not moving forward, they are losing ground. They were clueless going into this journey in many ways but never realized how the people they met would affect them. Their hope is to be successful and help others but most importantly, give the glory to God. After God's grace, they attribute their success to their sincere love of this life, really hard work and a high appreciation for their guests by giving them respect, excellent customer service, and a value for their vacation. Their current plan is to go directly from the resort to a nursing home, hopefully many years from now. Their life at the resort, even though it occasionally feels like punishment, is their reward for what they hope is a life well lived and that is all the acknowledgement they need.

CMR wishes to acknowledge their efforts by presenting the *2017 Resorter of the Year* award to Jay and Kim Jamtgaard, Wildwood Resort!

Nominating Resorters for the 2018 Resorter of the Year Award

SEPTEMBER 1, 2018 DEADLINE

The Community of Minnesota Resorts (CMR) selects, through nomination by its members, one resort and resort owner that has shown a dedication to the improvement of the Minnesota Resort Industry by adopting and carrying out business policies and practices that reflect a personal pride in the industry as a whole. They also live up to the organization's motto of Resorters Helping Resorters by involvement in community activities and by displaying a willingness to help other resort owners to successfully operate Minnesota resorts.

You can go to the CMR website www.Minnesota-Resorts.com, scroll to the bottom of the home page and click on Membership. Then, by using your User Name and Password you will be in the CMS (Content Management System) of your listing. On the Dashboard tab you will find the application under Educational Materials & Applications. Click on Applications then print a copy of Resorter of the Year nomination form.



Mail the completed form to:
 Resorter of the Year Nomination Committee
 Community of Minnesota Resorts
 PO Box 61
 Dent, MN 56528

If you need further assistance please contact the CMR office by emailing CMR@Minnesota-Resorts.com or calling 320-212-5107.

2017-18 New EMT Event Grant Program Guidelines

What's new this year:

- Funds of \$900,000 have been added to Explore Minnesota Tourism's (EMT) base level funding for the continuation of the New Events Grant Program.
- Grant funds are available until June 30, 2021 or while funds remain.
- Operation grants are no longer a competitive process.
- All eligible applicants must meet a minimum point threshold to be eligible for funding.
- A grantee can receive both bid and operations funds for the same event.

Review Process and Deadlines:

- Bid and operation requests will be evaluated on an ongoing basis.
- Eligible applicants who meet the minimum threshold will be awarded grants based on time and date the application was received.
- Organizations may apply for two (2) bid and one (1) operations grant per quarter.
- Quarterly deadlines are for numbers of applications allowed per organization, per quarter. Deadlines are as follows: September 30 | December 31 | March 31 | June 30
- Marketing plan must include elements with a reach outside a 50 mile radius of the local area.
- Explore Minnesota logo must be incorporated in all marketing assets.
- Must provide proof that venue space has been reserved.
- No advancement of grant funds. All funds are on a reimbursement basis.
- Travel expenses are no longer an eligible expense.
- Increased point amount awarded to applicants that include elements of Diversity through programing, marketing and/or outreach.
- All grant applications for events over \$50,000 must supply certification of nondiscrimination (in accordance with Minn. Stat. 16c.053).

EDUCATION

CMR Fall Resort Tour

By Timberly Christiansen, Finn'n Feather Resort

The Community of Minnesota Resorts' (CMR) Fall Resort Tour was held on Sept 11th in the Tenstrike/Blackduck area. There were four participating resorts on the tour, Dunrovin Resort, Pike Point Resort, Cedar Rapids Lodge, and Kohl's Resort. It was a beautiful fall day and the tour participants represented over 27 resorts. Those taking part in the tour had so many great properties to view, it was wonderful to visit with fellow resorters, and get some fresh ideas. The tour ended at Kohl's Resort, where the group enjoyed some much-needed down time and yummy food. Thanks to all those who participated and made it another successful CMR Fall Resort Tour.



CMR Fall Resort Tour participants check out beach life at Kohl's Resort.

Dunrovin Resort - Larry and Shannon Kampa



*Dunrovin Resort on Blackduck Lake
Jeremiah, Shannon and Larry Kampa, owners*

Resort: Dunrovin Resort is located on seven lush acres on Blackduck Lake. The resort features eight cabins with plans to add three more this year! The resort is open year-round.

History of Resort: The Kampas are not exactly sure how the resort was established, but believe it was started in the late 1940s. The story goes, that the gentleman who started the resort traveled around the world and ended up on the shores of Blackduck Lake where he said he was *Dunrovin*. And the rest is history!

Prior to Resorting: Larry and Shannon Kampa had a contracting business building homes in Southern Minnesota. They had a dream to be resort owners, and raise their family up north. So, they stepped out in faith nine seasons ago! They had a vision to purchase the lots next door to the resort and build this triplex. It took a few years to purchase the land, but they bought it three years ago. The Kampas wanted to build right away, but that also took time, and they finally broke ground this fall!

Future Plans: The existing cabins on the resort are always a work in progress, and it's fun to add new amenities each year! Last year, they added the basketball court, and, this year, the Triplex. They'll have to see what next year brings!

Cedar Rapids Lodge - Marc and Jen Bloomquist



*Cedar Rapids Lodge on Medicine Lake
Jen, Nathan, Jillian, Calvin, and Marc Bloomquist, owners*

Resort: Cedar Rapids Lodge is a family fishing resort located in Tenstrike. The resort has 13 housekeeping cabins on 45 acres and 1/2 mile of lakeshore. The resort is open May through September and is the only resort on Medicine Lake. They offer many amenities including a pool, a sandy beach with water toys, and a lodge with video games where they serve short order food, pizza, and lots of ice cream! They also have a 1/4 mile Elfun Trail through the woods, a playground, Gaga pit, carpet ball, mini golf, volleyball and more!

History of the Resort: Cedar Rapids Lodge was built by Harry Archer in 1933. He was from Cedar Rapids, Iowa, which is how the resort got its name. The original cabins were whole log and were basically just bedrooms. The second owners, Ray and Norma Williams, operated the resort from 1944 to 1971 and Don and Vivian Helgeson operated it from 1971 to 1987. Pat and Steve Addler (Jen's parents) bought the resort in 1987 and added Cabin 12, turned eight into a duplex, and rebuilt Cabin 7. They owned the resort for 30 years and made many improvements. Jen was 13 when she moved here.

Prior to Resorting: This past January, Jen and Marc and their three kids purchased the resort from her parents. Marc and Jen still have their other jobs (for now). Marc is a supervisor for the Department of Corrections and Jen teaches kindergarten in Blackduck. Pat and Steve built their retirement home on the property of the resort, so they were around to help a lot. Marc and Jen are so blessed to have them here to learn from!

Future Plans: The Bloomquists recently sold Cabin 9 and had it moved off the property. They will be building a three-bedroom duplex in its place! The plans are done and hanging in the lodge. They are so thankful that the resort is already booked most of next summer. They have plans to replace the car ports on the three cabins that still have flat roofs. They will also landscape the miniature golf course and the outside of the pool fence with rock. The resort is truly the Bloomquists' little slice of heaven!

Pike Point Resort - Scott and Sue Springer



*Pike Point Resort
on the south shoreline of Gull Lake
Scott and Sue Springer, owners*

Resort: Pike Point Resort has nine cabins ranging from 1 – 3 bedrooms. The resort is located on the South Shoreline of Gull Lake in Tenstrike. This is a seasonal resort open from fishing opener and closing in mid-October.

The Springers' desire is to try to keep the ambience of the cabins like the *good ole days*. All but four cabins have been remodeled, with the exception of Cabin 6 which they rebuilt this year. The resort has three floating docks to accommodate all the guests' boats and the resort's own fleet. We enjoy having gatherings during the week from ice cream socials to potlucks to pontoon rides.

History of the Resort: Pike Point Resort was established in 1923 with all the cabins being built by the original owner from wood processed right here on the resort property. The old pictures on the walls of the lodge show what the original cabins looked like and also some of the great catches of fish back in the *good ole days*. The original owner, Ada Richardson, sold the resort after 50 years of operation. The Yearling Family owned the resort for 31 years prior to the Springers purchasing the resort. Cabin 5 was the original lodge where Ada served meals to loggers and entertained many mafia men from Chicago back in the day. The new lodge was built in 1939 down at the beach. The lodge was moved to its present location in 1976. All the furnishings inside the lodge were hand built by Ada's husband, Hi Richardson. Many treasures have been found throughout the resort and are on display in the lodge.

Prior to Resorting: Prior to moving here, the Springers were a custom home builder for almost 30 years in the northwest communities in Minneapolis. Sue also sold real estate and Scott was a land developer. Together, they had model homes and averaged building 20-25 homes per year. The resort was a perfect fit for them given their talents. This is the Springers eighth summer. They have taken ownership of their resort family of guests and wouldn't have it any other way. This is a perfect way for the Springers to retire and they have never been happier - *doing what they love*.

Future Plans: Scott and Sue are both healthy and have been told to keep doing whatever they are doing. Resorting is keeping them young. So here they are, loving every day that they can serve others and help their guests to have the best summer vacation that they could ever imagine. Scott and Sue know God brought them to their resort and here they will stay until He says it is time to move on.

Kohl's Resort - Jim and Debbie and Aaron Eickhorst



*Kohl's Resort on Big Turtle Lake Chain
(l-r) Anna Molmar and Aaron Eickhorst, managers
Debbie and Jim Eickhorst, owners*

Resort: Kohl's Resort is open year-round, located 12 miles north of Bemidji on the Big Turtle Lake Chain. The resort has 16 cabins, two poolside suites, seven condos (part of a lake association), and private lake home rentals. The resort has an indoor pool and outdoor hot tub with a small restaurant and bar establishment and is pet friendly.

History: The resort was purchased in 1948, by a fashion model and professional photographer leaving the Chicago city life behind. They packed up their two-year old son and moved to a cabin vacation property at the end of a two-rut road in northern Minnesota. During several decades, Helen and Bob Kohl developed this property on Big Turtle Lake into one of the area's finest resorts, Kohl's Last Resort. People came from all over for the grill and Helen's baked pies. In the late 70s, Rex and Kurt Kohl took the resort over from their parents. They added new Colorado style, eight-sided mini homes on the property, along with building a lodge with an indoor pool, sauna, Jacuzzi, and laundry facilities. The resort had changed hands a couple of times until 2000. Ron Mason of Iowa purchased the property and gave it a proper facelift inside and out. He built a four-unit villa along with a large family reunion cabin. He remodeled the pool and built a much-loved outdoor Jacuzzi tub.

Prior to Resorting: In the Eickhorsts past lives, they were former landscapers and campground owners in Wisconsin. They moved to Wisconsin Dells to buy a 320-site campground with 80 seasonal sites and 22 camper rentals. They built it up to 400 sites and sold it in 1998. In 2003, they moved to Bemidji to purchase Kohl's Resort. Now, they are

proud owners of this classic Minnesota resort with training as jet ski drivers, medallion hunt specialists, minnow race referees, and more – and loving it!

Future Plans: The story continues.... Last winter, the Eickhorsts remodeled and moved the office near the pool area. They now have a small beer and wine bar and kitchen. Why would they add all that work? The old office was very small and felt like a cave. They wanted better interactions with their guests. The three of them can hold conversations at the same time and the space is still comfortable. The resort's repeat guests love it and new guests say it feels as though it has always been here, as was their intent. They used lots of recycled products in their remodel. They plan to remodel more bathrooms in the condo units as well as replace windows and decking and level Cabin 5's flooring. This will create a whole remodel in that cabin as far as kitchen, living room, and bedrooms. They hope to remodel their lake home kitchen this winter.

2017 CMR Fall Conference

By Jennifer Bateman, Two Inlets Resort



Jeff Hebrink, RezStream Customer Success Consultant, discussed online booking options.

It was great to see everyone at the Community of Minnesota Resorts (CMR) Fall Conference held in Alexandria at Arrowwood Resort on October 29-31. There were 72 total attendees at the conference representing 36 member resorts. Several resort owners were attending for the first time, and they confirmed that the conference was well worth their time and money.

We had a terrific turnout for our *Fun Day* on the Saturday before the conference. It included social time at Sugarbush Lodge, a large rental at Geneva Beach Resort, and an informal tour of the resort. Later in the afternoon, we took in a couple of experiences that many of our guests probably do while on vacation - escape rooms and a sip and paint experience. We ended with a dinner at Arrowwood Resort with almost 30 resorters in attendance.

We learned many great things at the conference. The keynote speaker was Willow Sweeney, a national speaker from Top20Training who trained us how to keep our demeanor *above the line*, and how to recognize and correct it when it is *below the line*. She was terrific and kept us all laughing for a couple hours!

We also learned about Instagram dos and don'ts, Google Ad Words hints, swimming pool regulations, septic system management, child labor laws and the benefit of on-line reservation systems. CMR lobbyist Joel Carlson gave us a legislative update, and we also received a tourism update from John Edman, director of Explore Minnesota Tourism.



Community of Minnesota Resorts Fall Conference attendees shared in great educational opportunities and networking with fellow resorters.

The conference ended with a panel of resorters sharing various techniques on how they work to fill *shoulder seasons*. This information, in addition to our ever popular crackerbarrels, vendor show and silent auction made this year's conference a great learning experience!

The purpose of the conference is education. This happens both formally with scheduled speakers, and casually by networking with fellow resort owners. There was a lot of interaction and information sharing with great topics being discussed in the hospitality room. We were also treated to some great improv comedy after the Sunday evening meal. Finally, we got to see old friends and meet some new ones!

Make it a point to join in the fun and learning next year, whether you are a CMR member or not. Resorters are in the business of hospitality, and you'll find this group to be friendly and inviting!

We want to thank the Education Committee: Tina Reuper, Jennifer Bateman, Tim & Karen Senger, Timberly Christiansen, Kim Jamtgaard, Kristin Wherley, Cheryl Prosocki, Sheila Niemeyer, Lynn Scharenbroich, Jim and Deb Eickhorst, and Nancy Loren for all their hard work to put forth a fantastic fall conference! We'd also like to thank Tim and Carolyn Aarsvold for coordinating the *Fun Day* activities, and for hosting us in their fine city of Alexandria!

HEADED FOR COLLEGE?

APPLY FOR A CMR SCHOLARSHIP!



Each year the Community of Minnesota Resorts offers four \$500 scholarships to a senior in high school or a current undergraduate or technical school student. March 15, 2018 is the deadline for the scholarship application to be returned to the Community of Minnesota Resorts office. A scholarship application can be printed by going to the CMR website, www.Minnesota-Resorts.com, scroll to the bottom of the home page and click on Membership. Then by using your Login and Password you will be able to go to Applications and click on Scholarship Application and print a copy.

If you need further assistance please contact the CMR office at:
CMR@Minnesota-Resorts.com or 320-212-5107

DEADLINE TO APPLY: MARCH 15, 2018

Fall Conference Fun Day



Saturday Fun Day with Artbar 39, sip and paint participants created pine tree landscape masterpieces. The artists include: (back row: 1-R) Bob Bateman, Two Inlets Resort; Anna Malm, Kohi's Resort; Bonnie Brand, Pine Cone Lodge; Carolyn Aarsvold, Geneva Beach Resort (front row: 1-R) Sue Paracleis, Shing Wako Resort; Debbie Eickhorst, Kohi's Resort. Not pictured: Greg Bowen, Braphy Lake Resort.



Saturday Fun Day participants shared in a sip and paint event with Artbar 39 creating masterpiece quality pine tree landscapes.



Another Saturday Fun Day event was testing the powers of deduction while trying to conquer an Escape Room scenario. Escapees include (back row: 1-R) Aaron Eickhorst, Kohi's Resort; Rick Kitterman, Anchor Inn; Tom Marnik, Timber Trails Resort; Jim Eickhorst, Kohi's Resort; Karen & Tim Senger, Cedar Point Resort. (front row: 1-R) Peg Kitterman, Anchor Inn; Kathy Marnik, Timber Trails Resort; Tina Reuper, Sandy Pines Resort

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EDUCATION

- Fall Conference, Spring Workshop, Resort Tour, and School of Resorting Classes throughout the year
- Yahoo Groups Chatline – resorters sharing resort experiences
- Members ONLY online resources on CMR website (templates for boat/motor contracts, AIS Guidelines, Employee Forms, Photo Waivers, etc.)

MARKETING

- New fully redesigned and mobile responsive website
- Weekly social media postings via Facebook and Instagram
- Flash Ads, Banner Ads, TV commercials and Pay-Per-Clicks in pooled advertising opportunities on our www.Minnesota-Resorts.com website

LEGISLATION

- Full time lobbyist working specifically for/on the interests of RESORTS
- Join fellow resorters for a Day on the Hill and meet legislators to get our issues heard
- Get real time updates all year long on legislative issues which affect resorts



WHAT RESORTERS ARE SAYING ABOUT THE CMR



EDUCATION

Yo, resorters – I enjoyed meeting new faces at the CMR Fall Conference! Thanks, Education Committee – really fantastic! I had the opportunity to be a part of the discussion “Filling Shoulder Seasons.” I spoke on trying to offer retreats. The best part for me was having to really think it through in order to communicate about what we do and why it works for us. All of us on the panel are unexpectedly grateful (although initially not very enthusiastic) that we agreed to be part of it. If the education committee comes to you next time and asks you to be on a panel about something or other, we strongly encourage you to say “yes!” It was a rather validating and insightful experience.

*Toodles for now... Kim Bowen,
Crow Wing Crest Lodge - 17th season*



MARKETING

This was my first time attending the conference even though we have been members for a while. The speakers and vendor show were great. The best part was hearing from other owners and the sharing of their experiences. Great networking! I highly recommend attending. I know we will be attending! Thanks for the great conference! Hopefully next year we will be able to attend all 3 days.

*Sharon Severance,
Barrett Lake Resorts*



LEGISLATION

Resorter Recipes

By Kristin Wherley
Sunset Bay Resort

As I was looking through recipes for this issue of the magazine, I realized that there was a theme to my choices. Sure, they are all bread recipes, but more than that, they are bread recipes that come from cherished memories. That is what we do at our resorts, help guests make memories!

GRANDMA WINKLER'S CARAMEL PECAN ROLLS

My favorite memories of my maternal grandma, Grandma Winkler, involve her in the kitchen, making cinnamon and/or caramel pecan rolls. She would always cut a little piece of the dough off for me, as she knew I loved the raw dough. My mom would always scold both of us, as surely that wasn't good for me!



- 4 Tbsp softened butter
- 1 loaf Rhodes sweet roll dough, thawed
- 1/3 cup sugar
- 2 Tbsp cinnamon
- 1/2 cup brown sugar
- 1/2 cup chopped or whole pecans

Spread mixture of 1/2 cup firmly packed brown sugar, 2 Tbsp butter and 1 Tbsp water in a 9" square pan. Sprinkle 1/2 cup chopped or whole pecans over brown sugar mixture. Stretch and roll loaf of dough to a 16" by 9" rectangle. Spread rolled dough with 2 Tbsp soft butter, sprinkle with mixture of 1/3 cup sugar and 2 Tbsp cinnamon. Roll up tightly, jelly roll fashion, starting with the long edge. Cut into 16 slices. Place cut rolls on top of brown sugar mixture in pan. Cover with waxed paper or cloth. Let rise in a warm place until double in size (1 hour). Bake at 350°F for 20-25 minutes and immediately invert pan on a plate. Let stand 1 hour before removing pan.

GRANDMA ANDERSON'S BANANA BREAD

My paternal grandma, Grandma Anderson, had passed away before I was born, but her banana bread recipe is family famous. I was visiting my aunt and uncle in North Dakota a few years ago, and my aunt mentioned the recipe and shared it with me. Not long after, a cousin from Arizona was visiting us, and I offered her banana bread. She said, "Only if it's Grandma Anderson's!" Good thing it was!

- 1/2 cup butter, softened
- 1 cup sugar
- 3-4 mashed bananas
- 2 beaten eggs
- 1/3 cup water
- 2 cups flour
- 1 tsp baking soda
- 1 tsp baking powder
- 1/2 tsp salt



Mix all ingredients with a hand mixer in a large bowl. Pour into a bread pan and bake at 350°F for 1 hour, or until a knife inserted in the center comes out clean. (Sometimes I add a cup of chocolate chips and/or raisins to the batter. Don't tell anyone in my family I changed things!)

ANGELA'S MONKEY BREAD

This next recipe was given to me by one of my closest friends, Angela. I met her when we were living in Iowa and our kids grew up together. In fact, our boys were born on the same day-but in different hospitals before we knew each other. Anyway, Angela is a wonderful cook and always amazed me by being able to throw a meal together at the last minute out of whatever she had on hand. The meal was always enough for everyone. I guess it's because she grew up watching her mom do the very same thing -she is one of 12 children!



- 4 cans buttermilk biscuits
- Mix together:
 - 2/3 cup sugar
 - 1 tsp cinnamon

Cut biscuits into quarters, then roll in sugar and cinnamon mixture. Drop in a greased Bundt pan. Melt 1 stick butter, 3/4 cup sugar and 1 tsp cinnamon. Pour over biscuits. Bake at 350°F for 40 minutes. Let set for 3-4 minutes, then invert onto a large plate and remove pan.

Have a Recipe You'd like to Share?

Submit your recipes to Kristin Wherley
at 218-758-2080 or info@sunsbay.com

Do You have a Retirement Plan?

By Jim Wherley, Sunset Bay Resort



I sit and think about money a lot. Do I have enough, will I have enough when I retire? Those questions will always be on my mind. Now being self-employed owning a resort, I think even more about income protection and growth because it is all up to us - there is no paycheck coming from an employer.

You are probably familiar with traditional retirement plans like a 401K, a savings plan that allows employees to contribute a percentage of their income to a retirement account and to defer taxes until withdrawal. You can often invest in various types of funds to allow for growth.

Have you ever thought of your resort as a retirement plan? An investment vehicle that you contribute to, or invest in various types of improvements with the intention of those investments providing a return over time?

Think about it. To enable our resorts to continue to provide a return to us today via bottom line profitability (and a paycheck), and provide a return for us when we sell (possibly before or after retirement age), we need to continually invest in improvements, upgrades, amenities, additional cabins and the like so that in the end our investment grows.

If you are like us you say to yourself, *“But I have already invested tons of money just to purchase my resort, and I can’t afford to invest anymore.”* Remember, all of our resorts age, guest needs change, things wear out or break, and upgrades are a necessity so that your resort can provide you the return you expect today and when you look to possibly sell. It is just like if you were investing in a 401K, you have to weigh how much you can invest against what your expected returns are today and in the future. If you are not investing for tomorrow, when tomorrow comes there won’t be as much there as there would have if you had invested on a continual basis.

What I like about all of us owning our resorts is that when we invest in our resorts, we have a direct impact on our investment. We own, manage and operate our investment on a day to day basis. Unlike a 401K where you put the money in the account, and hope that the funds you have chosen were the *right* ones, where you have no control over

the day to day operations. When investing in our resorts, we control how much, how little, what we invest in and when we invest.

It would be great if we could sit back and just continue to collect rental income, increase rates each year, and be 100 percent occupied. However, that is not the case; or if it is, we can’t always count on it being so. In addition to our resorts aging and needing updates and replacements, the needs and wants of guests change. These all cause us to have to continue to invest into our properties to continue to be valid and to keep our guests coming back. Not all investments have a noticeable return to them via the ability to charge higher rents. However, investing in your property also helps protect the income that you are currently generating.

When I was an employee, I took advantage of my employer’s 401K program as a way to provide for my future retirement. I invested a percentage of my earnings each and every paycheck so that the earnings would grow over time. This was a difficult habit to get into because, as you know, I always wanted to take home and spend the money I earned versus putting it away for retirement. It is the same with our resort. I want to make as much as I can today, but I need to be aware of what the resort needs to enable me to protect my investment, so I may have to take home less this year than last because my investment needed a larger contribution. The thought though, is that this is an ongoing process, a marathon not a sprint, and that the earnings continue to increase over time and my investment value also increases over time to provide not only for ongoing income, but for retirement as well.

Each and every year we look at items that need to be fixed, replaced, upgraded or improved upon and place them on a list of priorities. We try to put a price tag on these items so that there is a dollar figure to them so that we can *invest* in our resort. We then attempt to place the items on a timeline so that we are not just planning for this year, but for years to come. Then we put our planning into action taking a portion of our income each year and ear marking it for *investing* into our resort. It doesn’t have to require the taking out of a loan; many years it is setting aside funds from operating income and current cash flow. In our resort, on an annual basis we look to spend between three to five percent on improvements and upgrades. This is beyond the regular repairs and maintenance items. (Remember the 401K, where you put aside a portion of earnings to invest?)

In those instances where major capital improvements have to be done, whether it is remodeling a cabin or building a new one, a loan does have to be taken out. What needs to be done then is evaluate the income you are protecting, in the case of a remodel, or the income you will receive from building a new cabin and determine if the risk is worth the reward. Again, it may not be until you sell that you realize an investment that did not make sense today, in the long run made complete sense because it allowed your original investment to grow.

Just like retirement planning, investing in your resort is not a one-time thing, and it is sometimes not easy or what we want to do. It is a process that you need to evaluate constantly, and changes over time. However, I feel the key is that to provide for our retirement, we must continually invest into our *retirement plan*, so that it provides the return on an annual basis, and when we decide to sell.

2017 CMR Vendor Show

By Kim Jamtgaard, Wildwood Resort and Tim Senger, Cedar Point Resort



A big thank you goes out to the vendors that participated in the vendor show during the 2017 Community of Minnesota Resorts (CMR) Fall Conference. This year's conference vendor show was held from 1-4 p.m. on Monday, October 30, at the Arrowwood Resort and Conference Center in Alexandria. We had 30 vendors fill Arrowwood's Tennis Center. The room was large and airy and the turnout great.

The CMR Vendor Show is important, as it helps to keep the costs down for the conference attendees. The booth fees that the vendors pay drastically offset the cost of the attendees' registration fees. So, again, thank you vendors!

As you can see from the list of vendors, we had a variety this year from clothing sales, bankers, septic installers, advertisers and reservation software to the MN Department of Health and insurance companies, and more.



In addition to vendor show specials, many of the vendors offered door prizes. During the course of the three-hour show those vendors with door prizes had the opportunity to use the speaker to introduce themselves and their company, say a few words to everyone at the show and then choose a name from all the conference attendees (must be present to win). The prizes varied from gift certificates and artwork to free product. *On a personal note, my wife Karen won a \$30 Fleet Farm gift certificate. So, in addition to show specials, we made money at the show!*

Every year, we review how the show went and determine what worked well and what we could change. Feedback from the vendors and attendees is important. We did get some very nice feedback.

Even if you weren't able to attend the conference or vendor show, you can still show appreciation to the vendors by visiting their websites or calling them. If you were able to attend and had a question, wanted to place an order, use their services or didn't have a chance to talk with them while at the show, the vendor show list follows this article.

Thank you again to our vendors and conference attendees.

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THANK YOU! A BIG THANK YOU TO ALL THE CONFERENCE VENDORS!

First Year...Why Not Build?

By Jen Bloomquist, Cedar Rapids Lodge

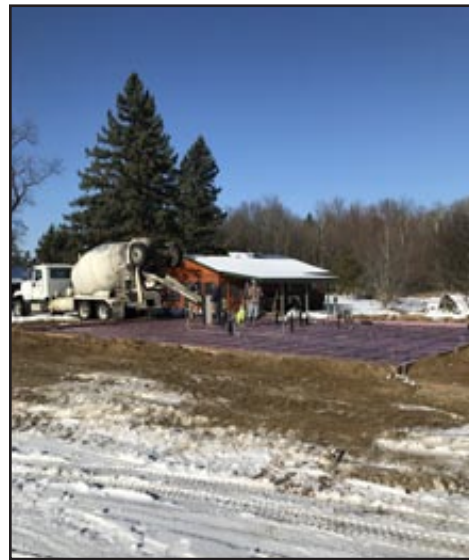
We have been asked many times what possessed us to build a new cabin our first year as resort owners. We may be crazy! When we purchased the resort from my parents, Steve and Pat Addler, we had the luxury of knowing how good the business already was, and felt comfortable making the same improvements my parents would have made. They had talked for a few years about building a larger cabin and felt that Cabin 9 was the one to replace. It was a two bedroom, and our oldest cabin. We agreed this was the best plan. We considered a large reunion cabin, but in the end decided we would build a duplex with two three-bedroom units. We have another duplex in camp and it is extremely popular. Often times both sides are rented by the same family so they can open it up, but we always have the option to just rent one side. All of our current cabins have log siding that has to be painted every few years, so we decided to go with a maintenance free siding this time and just match the color the best we could.

Once our decision had been made, we had the plans drawn up and displayed them in the lodge all summer. Guests who were already in Cabin 9 had the option to rebook one side of the duplex and we put guests on a waiting list each week for the other side. After everyone from that week went home, we sat down and reviewed the waiting list to decide who got the other side... making sure to be as fair as possible while taking lots of things into consideration. At the end of the summer the duplex was already rented for most of next summer. Having a decent amount of reservations certainly makes building a lot less scary!

We were planning to tear down Cabin 9, but at some point, in the summer it was suggested to us that we try selling it. This hadn't occurred to us, but the idea of being paid instead of paying someone else to haul it away was certainly appealing! We put the cabin on Craigslist and it sold immediately. Moving a cabin is quite the process, and proved to be a little stressful, as the man moving it didn't move it as quickly as he said he would. It was difficult until the very end as they had to cut trees along the driveway to get it out, but it is gone!



Old Cabin 9 is lifted and ready to be moved.



The concrete slab for the new duplex was the last concrete poured of the season by these contractors!

The weather also decided to work against us and cold temperatures came much earlier than expected. We were on the edge of our seats a little bit as there was snow all over the ground, the temperature was in the single digits and we still didn't have our slab poured. Knowing it was rented all next summer was making us squirm a bit. But then, in a heroic moment, the cement truck came rolling down the driveway! The guys told us we were the last pour of the season.

Whew! I have never been so happy to see concrete!

The contractor actually started construction the week of November 20th. We were pretty pumped about that. The guests have loved watching the progress as I update it on Facebook... hopefully it will make for an exciting winter! We're just hoping there are no major issues and everything gets done on time. Those of you who have built are laughing aren't you?



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2017 CMR Fall Conference Silent Auction

By Nancy Loren, Little Boy Resort and Tim Senger, Cedar Point Resort

This year's silent auction was held at the Community of Minnesota Resorts' (CMR) Fall Conference at Arrowwood Resort in Alexandria. The silent auction was a great success!



This year's auction had 66 items and generated \$3,291. Along with the auction, we had some additional donations and a fun game, that we played in efforts to raise a little-extra-dollars. So, the grand total of monies raised for our annual Day on the Hill event was \$3,827.

With the generous donations made by all of our resort families and our legislative lobbyist, Joel Carlson, we had 66 items, a little down from last year's 88 items but only a pheasant hunt away from matching last year's total donations.

As usual we had some outstanding items. Here are some of the items that had high bids:

- MN Wild tickets
- Framed Whimsical Minnesota Print
- Riccar Vacuum
- Bull Horns
- Craguns Legacy Golf Foursome
- Autographed Vikings' Jersey
- Bosch Drill

All items are valuable and add up to a great donation to go towards supporting our legislative efforts.

A few of the other donated items included: Joel Carlson brings some glass art hand made by his wife, Robin. We had other items like carmel corn, body lotion, game baskets, lamps, wall hangings, bathmats embroidered by Nancy, Beckers' Resort; and a lot more.

So, know that your donations are going to something much

more than tickets, rugs or games. The money will take us to the Capitol for the CMR Day on the Hill.

Now everyone, let's get prepared to hop on the bus, luxurious coach, and get in on the continuous cracker barrel all the way to St. Paul, where we will meet with our legislators and discuss issues concerning the resort industry.



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2018 Legislation Session May Be Like No Other

By Joel Carlson, Community of Minnesota Resorts Lobbyist

...when the legislature votes to approve their budget in the first week of session it has a very good chance of being vetoed, again.

We are now a full year past the tumultuous 2016 election – *political life has never been more trying*. Insults abound, no one wants to get along, offensive workplace conduct is being correctly called out, and progress on issues affecting us is crawling along at a turtle's pace.

After the Minnesota Supreme Court ruled Governor Dayton's veto of the legislature's operating budget was valid it's been easy to envision a bumpy 2018 legislative session. Absent an early agreement on a funding plan for the legislature – *not likely* – the House and Senate are going to start the session passing legislation that restores their \$130 million biannual budget.

The House and Senate have limped along using budget reserves and advancing operating funds from other parts of the legislature's operation – *its taking a toll*. Tempers have been short and planning for the session with interim committee tours and hearings have been curtailed.

This has left both Republicans and DFLer's at a rolling boil and Governor Dayton is the favorite target for their disappointment.

The problem confronting legislative leaders is that Dayton cut their budget to renegotiate some of the tax cuts approved in May of 2017 and the legislature is of no mind to do so. So, when the legislature votes to approve their budget in the first week of session it has a very good chance of being vetoed, again. This will be a big challenge for legislative DFLers; stand with the Governor to uphold his veto - or defend the equal legislative branch of government and approve the necessary funding to keep the House and Senate running.

If the budget is approved by overriding Governor Dayton's veto – its going to make having a productive session on other fronts difficult – *at best*. After winning the court battle, Dayton could allow the budget to become law without his signature but that is probably not the route he'd like to take in his final session.

As is common in the final year of office, Governor Dayton is seeing a lot of turnover in his staff. He will head into the 2018 session with a new chief of staff and several new commissioners. In addition to the challenges the session will present, approaching it with fresh staff will make the job slightly harder.

State Budget and Job Market Stable, for now

The State's fiscal picture has been stable for almost six years and

our jobless rate of 3.3% is at a 17-year low. Budget planners are worried about events taking place in Washington, D.C. that could adversely impact Minnesota's finances. The uncertainty will make for difficult budget choices for 2018. With tax increases all but off the table with the Republican legislature, it's possible that there is no excess revenue to make any budget adjustments or program changes in 2018.

The legislature does seem committed to working out a package of capital investments in 2018. A bonding bill has been the focus of even year sessions for decades, and with the election just around the corner it seems to make political sense to let members get their building projects funded. The size of the bill, somewhere near \$800 million, make a lot of legislators and their local communities (voters) smile.

Updating Workforce Rules

Finding summer part-time employees has become an increasing problem for many – and resorters are no exception. Even when you're successful in finding a young person to add for summer employment, the workplace rules you must follow can be confusing and sometimes restrictive.

Community of Minnesota Resorts (CMR) has been working to modernize our workplace rules for 16- and 17-year-olds when they come to work at small resorts. Untouched for almost four decades, we have embarked on a project to gain clarity over modern equipment uses for young workers. Safety and training are our guiding principles – and providing a good environment for kids to learn about resorting and tourism.

Election Already in Full Swing

Even though it seems like the last one just ended, the 2018 election is already ramped up in a big way. A large number of elected officials are seeking higher office, with the Governor's office being the big prize everyone is focused to date.

Traditional election rules would point to a backslide for the party of the President in their mid-term election. President Obama suffered big losses in 2010 and 2014. Since the early 1940s, the party of the President has lost an average of 29 seats in Congress in their first mid-term, so the losses can be substantial.

Historical trends will be coupled this election cycle with a significant number of legislators facing allegations of harassment or improper conduct with the staff, fellow legislators or lobbyists. Some legislators may choose

Budget planners are worried about events taking place in Washington, D.C. that could adversely impact Minnesota's finances.

to simply not seek reelection and avoid facing voters altogether. Minnesota will be seeing a lot of new faces in 2019!

Day on the Hill March 13 and 14, Don't Miss it!

Once again, CMR will be coming to the Capitol to have our voices heard. The legislative committee is hard at work planning another successful trip to St. Paul where we'll talk to legislators about workplace rules, property taxes, EMT, fishing regulations and more.

A constant theme we hear from legislators is that they really want to hear directly from resorters about ways they can help expand tourism and help family resorts thrive. This is our chance and we hope you say yes!

So, mark your calendar for March 13 and 14 and get on the bus!

Joel Carlson owns a Legal Research and Government Affairs business in St. Paul, MN. He has represented CMR at the State Capitol since 1997. He can be reached at jdcresearch@aol.com.

A large number of elected officials are seeking higher office, with the Governor's office being the big prize everyone is focused to date.

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Connecting via the Yahoo Chatline or attending a CMR School of Resorting Class are two great ways for you to positively affect your resort!

2018 Day on the Hill

Mark your calendar for the Community of Minnesota Resorts Day on the Hill. A day spent meeting and talking with your legislators about workplace rules, property taxes, EMT, fishing regulations and more.



**March 13-14th, 2018
Join us and get on the bus!**

For more information: contact CMR Legislative Chair Jim Wherley at (320) 212-5107 or info@sunsbay.com.

Kathy's Kraft Korner

By Kathy Marnik, Timber Trails Resort

Handprint Butterfly

This Handprint Butterfly is a great craft for the younger kids. These handprints are made out of paper and are less messy.

Trivia: A butterfly's lifecycle is made up of four parts, egg, larva (caterpillars), pupa (chrysalis) and adult.

Supplies

- Markers, crayons or colored pencils
- Construction paper, card stock or foam sheets
- Glue
- Scissors
- Pipe cleaner

Keeping your fingers together, trace (four times) around your hand and cut out. Glue the hand cut-outs behind the body as wings. Decorate. Trace around lids and spools to make a bunch of circles and glue to the wings to decorate. Fold a pipe cleaner in half. Curl the ends to shape like antennae. Glue behind the butterfly's head.



Kathy's Kraft Korner

Submitted by Shelia Blanford, Tamarac Resort & Campground

We have lots of fun with our young (and older) guests with these simple inexpensive craft projects.

Fruit Loop Necklaces & Bracelets

We use Fruit Loop cereal to make necklaces or bracelets.

We get the starchy craft string in the craft section and a box of Fruit Loop cereal. Cut the string to the length desired determined by the which project they choose and their size. You should see the kids' faces who are doing this for the first time as they see me taking bites out of my necklace! They can hardly get theirs done fast enough. It really is fun!

Koozie & Visors Decorating

You buy can koozies in bulk and inexpensive foam visors at craft stores. Also, purchase anything to glue on, foam shapes, jewels, and a pack of fabric pens.



2017-2018 CMR BOARD MEMBERS

Administration

CMR President

Tom Marnik, Timber Trails Resort
218-566-2376
tommarnik@timbertrailsresort.com

CMR Vice President

Mike Schwieters, Boyd Lodge
218-543-4125
Mike@BoydLodge.com

Secretary

Timberly Christiansen, Finn 'N Feather Resort
218-335-6598
finnfeather@hotmail.com

Treasurer

Tim Aarsvold, Geneva Beach Resort
320-763-3200
TJA@GenevaBeachResort.com

Past President

Karen Senger, Cedar Point Resort
218-832-3808
cedarpoint@bigfork.net

Education Chairperson

Karen Senger, Cedar Point Resort
218-832-3808
cedarpoint@bigfork.net

Education Committee Members

Timberly Christiansen, Finn 'N Feather Resort
218-335-6598
finnfeather@hotmail.com

Vince & Cheryl Prososki, Northern Lights Resort
218-758-2343
nlr@northernlightsresort.com

Tina Reuper, Sandy Pines Family Resort
218-947-4467
vacation@sandypinesresort.com

Lynn Scharenbroich, Black Pine Beach Resort
218-543-4714
lynn@blackpinebeach.com

Sheila Niemeyer, Niemeyer's Rugged River Resort
218-829-4587
relax@ruggedriverresort.com

Vendor Show

Tim Senger, Cedar Point Resort
218-832-3808
cedarpoint@bigfork.net

Kim Jamtgaard, Wildwood Resort
218-328-5858
vacation@wildwoodresort.net

Minnesota Resorter Magazine

Kristin Wherley, Sunset Bay Resort
218-758-2080
info@sunsbay.com

Legislative Chairperson

Jim Wherley, Sunset Bay Resort
218-758-2080
info@sunsbay.com

Legislative Committee Members

Tim Aarsvold, Geneva Beach Resort
320-763-3200
TJA@GenevaBeachResort.com

Bob Schimerowski, Diamond Lake Resort
320-444-5440
fun@diamonddlakeresortmn.com

Kristin Wherley, Sunset Bay Resort
218-758-2080
info@sunsbay.com

Silent Auction

Tim Senger, Cedar Point Resort
218-832-3808
cedarpoint@bigfork.net

Nancy Loren, Little Boy Resort
218-363-2188
littleboyresort@arvig.net

Marketing Chairperson

Mike Schwieters, Boyd Lodge
218-543-4125
Mike@BoydLodge.com

Marketing Committee Members

Patty Mueller, Balsam Beach Resort
218-751-5057
clintm@paulbunyan.net

Jim Eickhorst, Kohl's Resort
218-243-2131
relax@kohlsresort.com

Sue Paradeis, Shing Wako Resort
218-765-3226
vacation@shingwako.com

Su Ugstad, Balsam Bay Resort
218-566-2346
balsambayresort@gmail.com

Joanna Wallenberg, Brookside Resort
218-732-4093
brooksideresort@gmail.com

Kim Bowen, Crow Wing Crest Lodge
218-652-3111
relax@crowwing.com

Word Press

Karen Senger, Cedar Point Resort
218-832-3808
cedarpoint@bigfork.net

Membership Chairperson

Deb Eickhorst, Kohl's Resort
218-243-2131
relax@kohlsresort.com

Membership Committee Members

Clint Mueller, Balsam Beach Resort
218-751-5057
clintm@paulbunyan.net

Lobbyist

Joel Carlson
Legal Research/Government Affairs
6 West Fifth Street, Suite 700
St. Paul, MN 55102
651-223-2868
jdcresearch@aol.com

Office Manager

Jim Wherley
PO Box 61
Dent, MN 56528
320-212-5107
CMR@Minnesota-Resorts.com

Minnesota Resorter Editor

Ann Warling
18366 Red Cedar Road
Cold Spring, MN 56320
218-821-1031
ann.warling@gmail.com

MN Resorter Advertising

Linda Gronholz
11423 Fawn Lake Road
Breezy Point, MN 56472
218-543-5245
lmgronholz@hotmail.com

EMT Advisory Council Representative

Carolyn Aarsvold, Geneva Beach Resort
320-763-3200
TJA@GenevaBeachResort.com

U of M Tourism Center Advisory Board

Lynn Scharenbroich, Black Pine Beach Resort
218-543-4714
lynn@blackpinebeach.com

Enbridge Pipeline Construction In Minnesota

Enbridge is proposing a more than \$2 billion investment in our pipeline system that will not only enhance U.S. energy security, but provide almost immediate economic benefits to communities in Minnesota.

Hospitality businesses who have experienced pipeline construction in their area are strong supporters.



**Burl Ives, general manager
Timberlake Lodge
Grand Rapids, Minn.**

It's really more than just during construction.

"Pipeline construction is good for the hospitality industry and our local economy, and has been for decades. We experienced at least a 35 percent jump in business during pipeline construction in 2009. Workers and management live in our hotels, eat in local restaurants, use local laundry mats, buy from tire stores and shop at our retail and grocery stores. It's really more than just during construction. They keep coming back."



**Lisa Biller, manager
T-59 Motel
Thief River Falls, Minn.**

We absolutely welcome pipeline workers.

"Most of our current guests are pipeline workers. I have not had one problem with the pipeline employees. They are so nice. We're even expanding to accommodate the workers. We placed an ad about our new extended stay location opening in Oklee, and were inundated with calls from pipeliners. We absolutely welcome pipeline workers."



**Rick Filpula, maintenance manager
Community Campground
St. Hilaire, Minn.**

We doubled our normal income for the campground.

"When the pipeline came through in 2009, we expanded from our normal 20 unit campground to offering 30 units. We doubled our normal income for the campground. I definitely welcome the pipeline workers and pipeline construction. All the businesses in town do. There was at least a 25 percent increase in business overall in town that year the new pipeline went in."



**Doug Howe, co-owner
Sparkling Waters Restaurant
Bemidji, Minn.**

The economic dollars from expansion are just a bonus.

"It was our first year in business when the pipeline construction came through in 2009. Groups of 6 to 8 guys would come in at a time. They always said they'd bring someone back with them. They were so polite. There is no doubt in my mind pipeline expansion is positive. Absolutely. We all use the product, rely on the product and overall it is positive. The economic dollars from expansion are just a bonus."



**Lisa Robson, owner
Evergreen Restaurant
Thief River Falls, Minn.**

Those workers are held to a high standard.

"Mainly my work for the pipeliners is through catering. I deliver meals to them on site. I catered for 140 pipeliners to two locations in March. I feel safe going out to those sites and when pipeliners come through the door, I know Enbridge draws in good contractors with a priority on safety. Those workers are held to a high standard. Bringing them in is wonderful."



**Jerome and Cheryl Peters, owners
Viking Diner and Antiques
Viking, Minn.**

We get the oil where it needs to be without adding more rail cars...

"In 2014, as part of the upgrade project Enbridge worked on, we provided togo meals including 50 breakfasts, 100 noon dinners, 100 suppers and another 50 breakfasts in one day. It's a lot of work on our part, but good business. It's all good, real good for the community. We get the oil where it needs to be without adding more rail cars and trucks."