

Minnesota **Resorter** *Resorters Helping Resorters*

Fall 2018
Vol. 34 No. 3

Education: CMR Fall Conference
Marketing: CMR Branding
Legislation: Vote! It matters.



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

A Message to you from your Friends at...



36...The number of Resorts & Campgrounds we have SOLD in the last 4 years

**Having said that, we are in need of Owners that want to sell...
And sell right. Our 3 full time offices serve the Resort & Campground
industry only. We don't sell land, cabins, lakeshore or any other types of
real estate, just operations like yours.**

Mike Anderson, Broker / Owner

Mike takes care of the Brainerd Lakes region including Cass, Crow Wing, Aitkin & Mille Lacs counties as well as Kanabec, Pine & Carlton counties. Easy access to these areas via major highways makes for busy Resorts & Campgrounds. Typically less than 2 hours from the Twin Cities is a major factor when buyers are looking to purchase an operation from us. As of right now, we only have 2 operations for sale in these areas, which means we really need listings throughout this region so we have options for our buyers.

Mike@MnResortSales.com

Office: 218.389.6305 Cell: 218.213.1997

Mike Wolfe, Southern & Central MN Agent

Mike Wolfe travels Central & Southern Minnesota helping Resort and Campground owners who are looking to sell their operation. He works an area of more than 55 Counties and is not afraid of traveling to any part of the State to help sellers identify a buyer. He is selling and listing properties throughout the entire year. The 2018 summer season has been an unusually busy year and he has helped close 4 properties even in the mid-season. Mike knows the area very well and is always looking forward to meeting new sellers.

Mike@WolfCamp.net

Mobile: 507-473-0047

Dan Houle, Associate Broker

Dan has a background of Resort ownership and strong Resort Real Estate experience coupled with a Northwoods background of fishing, hunting, boating and Seaplane flying. Major Northern Tourism destinations such as Walker, Bemidji, Park Rapids, Grand Rapids, Voyageur National Park, Orr, Lake of the Woods, Ely, and the scenic North Shore are handled by the North Office staff.

We specialized in Confidential Listings and have strong contacts with local lenders to get your property financed for the next generation of Resort owners.

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MnResortSales.com
MnResortSalesOutdoors.com

Minnesota Resorter

Resorters Helping Resorters



A Community of Minnesota Resorts Publication

Fall 2018

Vol. 34 No. 3

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About the cover: This beautiful sunset over the lake was photographed by Paige Anne Larson, a guest at Cedar Point Resort and Campground.

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

Friend or Foe?

*Vacation Home Rentals
by Owner*

The Community of Minnesota Resorts (CMR) has long held a position that we should advocate statewide to assure Vacation Home Rentals by Owner (VRBOs) are on a level playing field with resorts. This playing field pertains to sales and property taxes, licensing, health and fire safety requirements and inspections. This is what we need to do as an organization for the benefit

of our members because it takes a group with influence such as the CMR to effectively change governmental regulations and procedures. The CMR will persist in this effort to affect change.

But what should we do as an individual resort owner? A problem came to my mind after reading a recent series of posts on our chat line as it relates to resorts selling services, in this case, pontoon rentals, to VRBOs. One of the respondents said they did not rent to non-guests because for the most part non-guests were individuals renting VRBOs on the lake. By denial of this service, the resort was hoping to entice those individuals to vacation at their resort next year. Another respondent applauded this. I am just wondering if this fight to reduce the appeal of a VRBO was misplaced and/or futile looking at the big picture. Let's step back and see if this truly makes sense and enhances our resorts long-term financial health.

Vacation home rentals are not new, they have been around for decades in some form or fashion since the area was settled. The renting of a family's vacation home has blossomed in recent years due to the internet making it convenient for vacation homeowners and renters to hook up. Nothing works unless there is a demand. There is obviously a demand for the VRBOs. My take on the appeal of a VRBO is the feeling that you have the cabin 'all to yourself,' just like you actually owned it. Most resorts offer a group experience with all the fun and friendship that it brings. VRBOs also bring a reduced set of rules to follow which are necessary in a resort group environment, for example, rules about quiet time and pets running around. The point of all of this is VRBOs and resorts provide two similar but very different kinds of experiences. They are a competitor just like a motel or state campground in an ever-changing hospitality environment. It does not appear VRBOs are going away any time soon, no matter how hard we try. So, I personally feel it is futile to try to control the VRBO market. The market, not the playing field.

Secondly, we as resort owners only stay competitive with other choices when we are financially healthy. The more income you bring in, especially renting an underutilized capital expense such a pontoon, can be reinvested in upgrades to facilities, keep prices low and provide a decent income to owners so resort ownership can flourish. So why would a resort not provide for a need such as a pontoon, gas, bait or groceries to this market segment? Does it make sense to forgo income out of some notion we are really going to significantly change people's minds on the type of stay they are looking for? Doesn't this just benefit the local marinas that will surely rent a pontoon to that same vacationer probably at a higher cost and convenience level?

Additionally, many resorts are expanding by buying lakefront homes and renting them out as VRBOs. As a resort we already have most of the maintenance and sales resources in place to manage a VRBO. Doesn't this approach make more sense for the resort industry to thrive?

I know of at least two past guests of mine who now rent one of the homes on my lake instead of coming to our resort. Kind of makes you mad and you say to yourself: "This is killing my business and it's not fair. I need to fight back." Well I suggest the right way to fight back is as stated above by make the playing field level. I want to suggest you retrain your mind from fighting a losing battle to looking for ways to profit from VRBOs. By their very nature, VRBOs do not offer the level of amenities we do because of their size (one vs. many). For example, I offer a canoe trip down the Boy River to our guest and non-guests. Maybe I should advertise this service to all the VRBO's on my lake? Maybe the same goes for fishing boats and pontoon rentals. Even if you perceive higher risk in this, charge more to compensate for the risk. This is a business like any other.

Our number one responsibility is staying financially fit, so we can carry on our businesses. One of the constants in this world is things change. If you don't change with the times, you will be on the losing end of that game. As a resort, we offer a particular type of group experience and can provide many more amenities for our guests than a stand-alone VRBO. There is a definite demand for what we provide; on the other hand, there is also a demand for the VRBOs. I would suggest that you look for ways to serve this market to your wellbeing as opposed to fighting the change.

I look forward to your thoughts and comments on this subject even if you disagree 100 percent with me.

Tom Marnik,
President CMR
Timber Trails Resort

CMR's Spring Workshop

A Bright Spot in a Never-Ending Winter

By Sheila Niemeyer, Niemeyer's Rugged River Resort



CMR Spring Workshop participants enjoy a Cracker Barrel discussion.

As I planned for the day, I was looking forward to reconnecting with other resorters as it had been a while since I had seen many of them. I was a bit depressed-and not ready for the resort year to begin. I also wasn't ready to do anything to get myself prepared. I knew that a day spent with other resorters might help me refocus. I looked at the agenda and thought – oh good, a review of items I've

heard many times before, so I won't have to actively engage. I can just sit and listen.

As I arrived, I found we had a wonderful turn-out. There were about 60 people in attendance, as we gathered at Boyd's Lodge in Crosslake. The day started as I thought; welcome and introductions, with guesses as to whether the ice would be out in time for the fishing opener. Our first speaker, Chad Sherack of the Department of Natural Resources began his presentation, starting with the new fishing limits for northern. (Just like that I was hooked.) Before I realized it, I had several notes on the information he provided on limits, permits and nuisance animals. This trend continued throughout the day. Jim Wherley's legislative update was informative, and several people spoke in favor of the Community of Minnesota Resorts' (CMR) sponsored Day on Hill. Karen Senger's handouts with step by step instructions on using the CMR website are invaluable for a slow learner like me.

At lunch, I met a resort couple from Southern Minnesota who had never been to one of our events. We had a little bit of time to get to know each other, before heading back to the workshop. I look forward to the chance to talk with them again.

As the afternoon session began, and Sherry Frick started talking about print marketing, I was skeptical. By the end of her presentation I was convinced I needed to focus more on print marketing, but not in the way I had envisioned. I had almost two pages of notes, and several ideas I wanted to try.

We closed the day with updates from Dave Bergman of Explore Minnesota Tourism. Even though I know, we are still losing resorts every year. I was surprised at the actual number left in Minnesota. He also reviewed marketing strategies and the impact our tax revenue has on Minnesota's economy. After a quick cracker-barrel, we listened to a panel of fellow resorters, while they provided an informational session regarding resort activities and unique ideas, to engage our customers. They gave us ideas that worked for them, and also ideas that worked some years and not others. Now I have to decide if I can incorporate morning coffee time with guests and a *Deal or No Deal* game into my schedule.

I headed home going over all that I had heard during the day. As I sat down to catch up on e-mails, I made a decision. I went on-line and ordered custom thank-you cards, so I can continue to get my *brand* in front of my guests and expand on their emotional connection to our resort. I have never gone home and immediately implemented something I heard at a conference. I always have good intentions, but, have not acted the same day. Now I need to think about direct mail options...

The day was exactly what I needed to get me energized for a new season.

Proud CMR Event Sponsor.

RESORTS - THAT'S OUR BUSINESS!



COMMUNITY OF
MINNESOTA RESORTS
ASSOCIATE MEMBER.



CALL SHEILA, NIKKI, DAN
OR BETH, TODAY!

ALSO PICTURED: HENRY (NIKKI'S SON)
AND MAGGIE (DAN & BETH'S DAUGHTER)

We look forward to visiting with you at
Cragun's Resort on Gull Lake
in Brainerd, MN for the Annual
CMR Fall Conference and Vendor Show
October 28, 29, and 30, 2018.

THIS YEAR'S
PINE INSURANCE AGENCY
SCHOLARSHIP
RECIPIENT IS
GENEVIEVE (GIGI) WANNER
FROM NORTHERN ACRES RESORT
AND CAMPGROUND

218.927.4114

Or Toll Free 866.665.4114

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email: dan@pineagency.us

216 Minnesota Ave. N, Aikin, MN 56431

Congratulations to the 2018 CMR Scholarship Recipients

The Community of Minnesota Resorts (CMR) would like to thank its membership, Pine Insurance Agency and the Carol Kirchner family for making these scholarships available to the children and grandchildren of our member resorts. Each year the CMR awards four \$500 scholarships. These scholarships represent just one of the benefits provided through membership in the CMR, and are truly appreciated by the recipients to assist them in furthering their educational and career endeavors.

The scholarships are to be used for tuition and/or related fees by providing assistance to students in pursuit of their academic or vocational advancement. Every year, we have top quality applications, all worthy of the awards. This year was no exception.

We thank all those who applied and would like to congratulate and recognize this year's winners!



Pine Insurance Scholarship Recipient

Genevieve (Gigi) Wanner

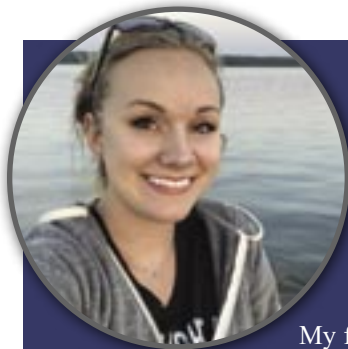
University of Minnesota-Twin Cities

Major Anthropology, Minor Communications

Daughter of Sheila Wanner, Neice of Gail and David Wanner

Northern Acres Resort and Campground, Deer River

As cliché as this may sound, Northern Acres Resort will always be a part of who I am, here's why. I was born and raised at my resort; its where I took my first steps, where I lived for many years, and where I learned how to be a person. This is a phrase that I have come across in anthropology; it refers to how people come to learn a language, and as a consequence how they become a person based upon the people whom they learn from and the environment they are taught within. Although I don't live there anymore, I still return there every summer to work. I clean cabins, take care of the grounds and continue to make the atmosphere as pleasant as I can for everyone who stays there. My resort will always be the place that I first communicated with the diverse individuals who stayed there and who sparked the interest that I have in anthropology and human culture. Everything I learned and experienced has made me who I am today, this along with all the fond memories is what I will carry with me moving forward in whichever direction I take.



CMR Scholarship Recipient

Lexie Tabbert

Bemidji State University

Double Major in Graphic Design and Exhibit Design

Daughter of Tim and Dina Tabbert

Moonlight Bay Resort and Campground, Walker

My family resort is mostly seasonal guests. This means they spend most of the summer at the resort, and they come back year after year. The benefit of this is that we get to know these families quite well, and it creates a wide network of friends with different lifestyles, careers, and connections. For instance, one of our seasonals just came to me and said "Honestly, Lexie, if you ever need help finding a job, come to me. I still have many connections, and I know I can set you up." I also feel like I am a step ahead of my peers when it comes to public communication and interaction. I have worked in our lodge since I was about 12 years old. I have dealt with and witnessed countless interactions, both good and bad. I am confident communicating and interacting with the public as a result of being a *resort kid*. When I am with friends, or at meetings/conversations, I can easily engage in conversation with the public, and career professionals, whereas some of my peers' struggle. Resort life exposed me to these things at such a young age, and I believe it is of great benefit to me.



Carol Kirchner Memorial Scholarship Recipient

Kathryn (Katie) Benjamin

St. Catherine University or University of Wisconsin-Superior

Early Childhood Education

Daughter of Kyle and Nancie Benjamin

Red Wing Lodge, Walker

Living at Red Wing Lodge has had a huge impact on my life. I couldn't imagine not growing up on a resort and getting the chance to meet so many people. Living on a family owned resort has shaped my present character by making me more comfortable around new people. Being around children at our resort-inspired me to choose early childhood education as my major. Communication is a large part of early childhood education, and living at a resort has definitely prepared me to communicate with others. I have had to talk to a variety of people whether it is checking them in, or just having a conversation on the beach. Living/working at Red Wing Lodge has given me many life lessons as well. I have learned what it is like to be a reliable worker. When people call in sick or show up late, I have seen first-hand what it is like for the business and its owners. Most of all I have learned that you can succeed at anything if you are willing to work hard.



CMR Scholarship Recipient

Devon Porth

Hibbing Community College

Law Enforcement

Son of John and Sherrie Porth

Loon Point Resort, Bigfork

I think the biggest thing that I have learned watching and helping my parents on the resort, which has helped me shape my character is learning how to deal with people with a *resort smile*. (Oh boy, do I hear that A LOT!) Dealing with people could mean several different things. It could be dealing with the cranky guest who is never happy, the one who is always complaining, the one who thinks they own the place and can do whatever they want or how about the one that breaks something and doesn't tell you. Or, dealing with people could mean you have a headache or don't feel good but still have to smile for the guests. Your mood could be completely non-guest related, and you are the cranky one, but you still have to deal with guests and *put on that resort smile*. This put on your resort smile has helped me to deal with people when I got a job at Subway, and I'm certain that this characteristic will be helpful in my career with law enforcement as I will be dealing with different kinds of people on a daily basis.

Congratulations Scholarship Recipients!

Coming in 2019

The CMR is pleased to announce that in 2019 the scholarship awards will change slightly to better meet the ongoing educational needs of our members' children and grandchildren. Beginning in 2019, the allocation of funds will now allow for two scholarships in the amount of \$750 and two in the amount of \$500 each. All other guidelines for applying and awarding of the scholarships will remain the same. Again, we thank you our members, Pine Insurance Company and the Carol Kirchner family for making these scholarship awards possible!



Handi-Resorter's Tips & Tricks

- Wood Burning, Branding - It Makes a Difference -

By Karen and Tim Senger, Cedar Point Resort

Every resorter has to *make things*. It goes with the job. When possible, the little things make a big difference. Tim has made a number of end tables, nightstands and coffee tables. He has recycled old wood as well as used new wood in his projects. One thing that I think makes a difference is using a simple branding iron. Tim made the furniture, and I branded them. We simply heated them over the propane stove in the cabin. It was easy to do after practicing on a junk piece of wood.

We purchased a moose, bear, and pine cone through Amazon for about \$14-\$20 each. They had other options including Big Foot, deer, crosses, and trees. I have seen that you can customize them as well. Just search for branding irons or steak branding irons.

We also redecorated old mirrors by replacing the frame with something cuter and more cabin-like such as new pine boards or old dock boards. We used thick boards for this mirror and then branded it. But, if you use thinner wood, there is less area to collect dust... *We always have to think about that.* But, imagine how beautiful an old mirror could look with just a little effort!

These are just some ideas to consider while you are thinking of winter projects.



Photo on Top Left: This end table was made out of old dock sections and has been branded with a pine cone. Photo on Bottom Left: This is what our bear brand looks like on a piece of furniture. Photo on Right: This old mirror was repurposed by adding a new wood frame and then using the wood branding technique.



The branding irons purchased are actually quite small and work well to add character to furniture pieces.

ORION
RESORT & CAMPGROUND SALES

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 John Seekon: 218-256-6565 | John@OrionResortSales.com
 Dan Berg: 218-850-1814 | Dan@OrionResortSales.com

**Have a resorting
tip or trick?**

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

2018 Community of Minnesota Resorts' Fall Vendor Show

We are excited to announce that this year's Community of Minnesota Resorts' (CMR) Fall Vendor Show will be at Cragun's Resort and Hotel on Gull Lake in Brainerd on Monday, October 29th from 1 – 4 pm.

Purchasing a vendor booth at the CMR Fall Vendor Show allows you the opportunity to display and sell products, take orders and visit with resort owners about your business. Minnesota resort owners are always looking for ways to improve their resorts with new services and/or products to use or sell!

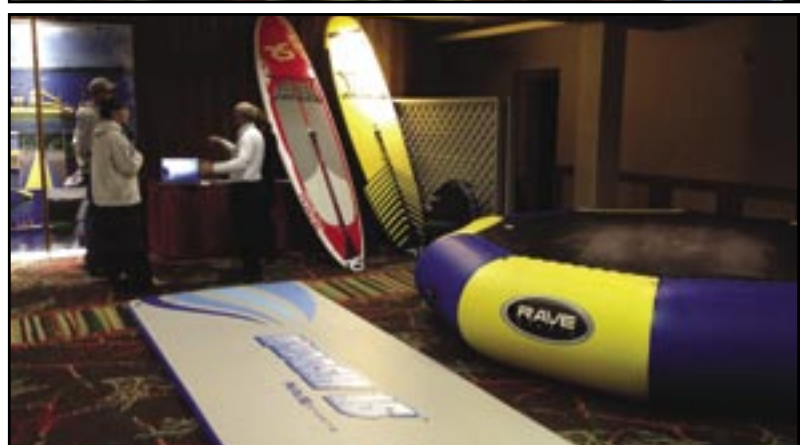
Benefits of Vendor Show Participation:

- 10 foot x 10 foot booth, two chairs and an eight-foot table with table cloth. Use your space to display your products or services to approximately 80 resort owners.
- FREE electricity at your booth.
- CMR Fall Conference Welcome Packet: Your business name, address, phone number, web site, and email address are included in each conference attendee's welcome packet.
- *Minnesota Resorter Magazine*: Your information will also be published in the *Minnesota Resorter*, a periodical published three times a year that is distributed to every resort in Minnesota.
- You will receive a list of all attendees registered for the CMR Fall Conference.
- Lunch - we will provide a box lunch on the day of the CMR Fall Vendor Show.

Booth Fee:

- CMR Fall Vendor Show fee for a CMR Associate Member is \$190.
- CMR Fall Vendor Show fee for a CMR Non-member is \$250.
- If you need more space, an additional 10 foot x 10 foot booth is available for an additional \$50.

For more information about the CMR Fall Vendor Show please contact
 Tim Senger at 218-256-4414
 (cedarpoint@bigfork.net)
 or Kim Jamtgaard at 218-244-3355
 (kim@wildwoodresort.net).





Mark your calendar for the 2018 CMR Fall Conference



Sunday, October 28th – Tuesday, October 30th
Cragun's Resort on Gull Lake, Brainerd, Minnesota
Cost: \$150 per person (CMR member)
\$200 per person (Non-CMR member)

**For additional information contact Tina Reuper,
CMR Conference Chair at vacation@sandypinesresort.com or 218-947-4467
Contact Jim Wherley, CMR Office Manager 320-212-5107
or CMR@Minnesota-Resorts.com to obtain your registration form.**

We thought... wow how can it possibly be as good as last year? Then the plans start falling into place and we realize that Yep, it is going to be just as good! Mark your calendars now! We will start on Sunday, October 28th and end on Tuesday, October 30th at Cragun's Resort on Gull Lake.

— Join us for —

Speakers: A fantastic lineup of speakers covering topics from Contracts for Deed, Science Behind Cleaning Products, Motivation and Customer Service will both entertain and educate. Plus, hear from our CMR Lobbyist Joel Carlson and Explore Minnesota's Director John Edman.

Vendor Show: Scheduled for Monday, October 29th from 1-4 p.m. "Shop" products and services offered by a variety of vendors to assist you in making your resort even more successful!

Crackerbarrels: We always receive comments on how important these interactive learning sessions are to the conference. They provide you the opportunity to seek input from other resorters on questions or problems you have operating your resort. These crackerbarrels are *Resorters helping Resorters* in action.

Silent Auction: The Silent Auction benefits the CMR's legislative initiatives during our *Day on the Hill*, when we travel to the state capitol to visit with legislators about issues important to resorts. Remember to bring an item to the conference to offer in the auction, and be ready to bid on your favorite item(s) to further the cause of this important aspect of your CMR membership.

Annual Meeting: Sure you think, who wants to go to a meeting? Well it is a great way to hear what your organization is doing. At that time we also vote on new board members and renewing board members. We will also hear about the CMR Branding initiative.

This is only some of what we have planned! Remember in addition to the speakers we always have a good time in the evenings in the hospitality room as well as during breaks and lunch.

Community of Minnesota Resorts Fall Conference Saturday Fun Day

You won't want to miss it!

Watch your email for more details...

CMR Fall Conference Speakers



Zach Johnson, Contracts for Deed, Thomason, Swanson & Zahn

Attorney Zach Johnson will talk with us about Contracts for Deed. For those who have been in the resort business a long time, you know that Contracts for Deed used to be the primary way that resort businesses were sold. Times are changing. Are contracts coming back into fashion? Zach will give us some good grounded information on contracts, describe various types of stipulations that can be included to tailor a contract to your specific needs, and will describe the not so obvious risks and benefits to the seller.



Chris Gatewood, Territory Manager, Cole Papers

Chris Gatewood from Cole Papers knows his business, cleaning products. We will hear about the different cleaning options. Chris will tell us about the science behind cleaning products. How they clean, how they are made and will touch on FDA safety. Chris is the Territory Sales Manager at Cole Papers out of Park Rapids, MN.



Willow Sweeney, Top 20 Training, Speaker and Author

Want to get motivated by Willow Sweeney? We received such great feedback from those that attended last year's conference where Willow entertained and motivated us and we are thrilled that she is able to come back this fall.



Claudia Allene, Claudia Around the World Tours

Claudia Allene has unique experience and insight to customer service. She traveled the world for 3 years and has gained a whole new perspective on customer service. Think outside the box. We all have resorts, what will make us stand out? Perhaps hearing what Claudia has to say about service will help you!



Joel Carlson, CMR Lobbyist

Let's hear what Joel Carlson, CMR Lobbyist, has to say about what is happening at the capitol.



John Edman, Director, Explore Minnesota Tourism

Explore Minnesota: Preparing for Success When All Is Changing Around Us

The Community of Minnesota Resorts

What the CMR Can Do for You!

BECOME A CMR MEMBER TODAY!

Print out an application
(or fill it out on-line) by going to
[Minnesota-Resorts.com/
membership/](http://Minnesota-Resorts.com/membership/)

When on the page, you can click to fill out an on-line application, or print an application to complete and mail in. (Are you a vendor offering products or services resorts would be interested in? Find a CMR Associate Member Application on our membership page also.)

Send printed applications to:
Community of Minnesota Resorts
PO Box 61
Dent, MN 56528



*Questions regarding Membership?
Contact the CMR office at
CMR@Minnesota-Resorts.com
or 320-212-5107*

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

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*

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*



EDUCATION



MARKETING



LEGISLATION

Resorter Recipes

By Kristin Wherley
Sunset Bay Resort

This issue we celebrate a family favorite – pizza! This traditional Italian dish is made using a yeasted flatbread topped with any variety of toppings. The only limitation is your imagination and taste buds.

HOMEMADE PIZZAS

Even though this recipe for homemade pizza dough requires a bread machine, it can also be used if a ready-made crust is purchased. Makes 1 pizza, 6-8 slices.

Pizza Crust in the Bread Machine

- 1 cup water, room temperature
- 2 Tbsp. olive oil
- 3 cups all-purpose flour
- ½ tsp. garlic powder
- ½ tsp. salt
- 1 ½ tsps. active dry yeast

1. Layer in bread pan in the order the ingredients are listed above.
2. Select dough setting.
3. When dough cycle is done (10 minutes), pat dough onto round stone (or into a 12" x15" jelly roll pan).
4. Prick dough with fork.
5. Bake in preheated oven at 400°F for 7 minutes.
6. Remove from oven and add desired toppings.
7. Baste crust edges with butter.
8. Return to oven for 15-20 minutes or until cheese is melted and crust is done.

Topping choices

Of course, you can put anything you want on the pizza, but here are a few favorites of ours.

- Use canned pizza sauce and spread evenly onto prebaked crust. Add oregano, sliced onions, pepperoni slices, sliced Andouille sausage and shredded mozzarella cheese. Once steps 7 and 8 from above are completed, add diced cilantro to pizza before serving.
- Spread olive oil onto prebaked crust. Add crushed or sliced fresh garlic and shredded Parmesan cheese. Complete steps 7 and 8 from above.

Baking on the Grill

We have a pellet grill, but any grill will work for the pizzas. For the pellet grill, we set it at the same temperature as the oven (400°F) and use the same steps. We prebake, add toppings, and then do the final baking step. When pre-baking, we set the stone right on the grill. When we add the toppings, we then slide it off of the stone, right onto the grill grate. The crust gets nice and crunchy!



Cleaning Carts

By Kim Jamtgaard, Wildwood Resort

I'm always interested in what other resorters are doing to move supplies between cabins for their cleaning crews. Since we've never been able to buy multiple golf carts we've taken the traditional garden cart and made it into our beast of burden.

When we purchased Wildwood Resort, the previous owners had taken an old garden cart and made it into a cleaning cart. Genius! In the 20 years since we started using that old cart, we've continued to improve on the idea.

The original cart works in a pinch, but it's been relegated to the last cart used just because we've constructed other ones that are more useful. However, this cart is still MUCH lighter, and it seems like its bike tires make it easier to push.



This is the original old garden cart that we started cleaning with 20 years ago.



Our newly constructed carts are the first to be chosen because they are more useful.



Several tubs and caddies are used to keep all supplies, tools, and checklists easily accessible.

The modern cart continues to evolve as our needs change. Over the years, we've added a shelf for the vacuum, hooks for the cobweb duster and squeegee and buckets underneath to store the extra cleaning products. We've also added a little tub underneath for lightbulbs and a toolbox with screwdrivers, pliers, scissors, extra pens, notepads, and band-aids. We have extra boxes of garbage bags and dishwasher tabs that we leave in cabins.

On top of the cart, I have a tub for toilet paper. I also put in there the hot pads, dry window rags, cleaning lists, and team leader checklist. Another tub is the designated *Dry Tub* which has things I want to stay dry like SOS pads, gloves, coffee filters, Magic Erasers, aluminum foil, etc. The third tub holds cleaning rags. One caddy is for the kitchen which holds degreaser, Bar Keepers Friend, window cleaner and scrub brushes. The other caddy is for cleaning the bathroom and holds all the cleaners and brushes for that.

If I could do it all over again, I would put two axles on the cart and a hitch so that it could either be pushed by the cleaners or pulled by the golf cart.

CMR Marketing Update

By Mike Schwieters, Boyd Lodge

Last winter the Community of Minnesota Resorts (CMR) Board conducted a retreat in Alexandria. An area that was discussed at great length was, how does the CMR market itself to attract visitors to our website and ultimately to each of our members' resorts?

One of the challenges is that since the board is made up of volunteer members, there has not been a consistent plan in place that went beyond the immediate year. We do not have a 5-year plan or even a 3-year plan. Thus, each year the CMR Marketing Committee would decide what avenues to market through, and it more or less would reflect the beliefs or opinions of that year's committee.

What we wanted to do was to come up with a plan that could be put in place that would create the framework for which the marketing funds would be spent. To accomplish this, the board decided to hire the firm H2M.

H2M is an advertising company that works to create a brand identity and then determines how to market to our clients through various channels. Some of the clients they have worked with include Zorbaz, Ottetail County, and Lund Boats.

This Spring H2M met with several of the CMR Board members and a

couple of additional CMR members. The purpose of this meeting was for H2M to get a clear understanding of the who, what, and why of the CMR. They will take this information along with their research and create a brand with a recommended marketing plan for us.

The CMR Board will meet with H2M in late August to view their presentation and marketing plan. The entire board is eagerly awaiting the results, and we will share them with everyone at the 2018 CMR Fall Conference at Cragun's Resort and Hotel on Gull Lake.

The Community of
Minnesota Resorts
Fall Conference is
October 28-30, 2018
See Pages 10-11 for Details!

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**Handi-Resorter's
Tips & Tricks**

- Fish Cleaning Shack -

By Vince Prososki, Northern Lights Resort

Keeping your onsite fish cleaning shack in control can be a frustrating and messy job.



Here is a trick I use and have had success with: after cleaning my fish cleaning shack each morning, I use a one-gallon sprayer and mix half bleach and half water. I use the sprayer and solution to spray down the sinks and entire fish cleaning shack to keep it smelling fresh. By spraying down the fish cleaning shack in this way, it also seems to help with keeping down on the flies.



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How a Bill Becomes a Law in Minnesota

Reprinted by Permission - Minnesota House of Representatives Legislative Information Manual 2017

1 Idea
A bill is an idea for a new law or an idea to change an old law. Anyone can suggest an idea for a bill – an individual, consumer group, professional association, government agency or the governor. Most often, however, ideas come from legislators, the only one who can begin to move an idea through the process. There are 134 House members and 67 senators.

2 Legal Form
The Office of the Revisor of Statutes and staff from other legislative offices work with legislators in putting the idea for a new law into proper legal form. The revisor's office is responsible for assuring that the proposal's form complies with the rules of both bodies before the bill is introduced into the Minnesota House of Representatives and the Minnesota Senate.

3 Sponsors
Each bill must have a legislator to sponsor and introduce it in the Legislature. That legislator is the chief sponsor whose name appears on the bill along with the bill's file number to identify it as it moves through the legislative process. There may be up to 34 co-sponsors from the House and four from the Senate. Their names also appear on the bill.

4 Introduction
The chief House sponsor of the bill introduces it in the House; the chief Senate sponsor introduces it in the Senate. Identical bills introduced in each body are called companion bills. The bill introduction is called the *first reading*. The presiding officer of the House then refers it to an appropriate House committee for discussion; the same thing happens in the Senate.

5 Committee
The bill is discussed in one or more committees depending upon the subject matter. After discussion, committee members recommend action – approval or disapproval – to the full House and full Senate. The House committee then sends a report to the House about its action on the bill; the Senate committee does likewise in the Senate.

6 Floor
After the full House or Senate accepts the committee report, the bill has its *second reading* and is placed on the House agenda called the General Register or the Senate agenda called General Orders. (A committee can recommend that non-controversial bills bypass the General Register or General Orders and go onto the Consent Calendar, where bills usually pass without debate.) After this point, House and Senate procedures *differ* slightly.

7 General Register
In the House, the General Register serves as a parking lot where bills await action by the full body. Bills chosen to appear on the Calendar for the Day or the Fiscal Calendar are drawn from the General Register.

In the Senate, a different procedure is used. Bills are listed on the General Orders agenda. Senate members, acting as the *committee of the whole*, have a chance to debate the issue and offer amendments on the bill. Afterwards, they vote to recommend: passage of the bill, progress (delay action) or further committee action. And sometimes they recommend that a bill not pass. From here, the bill is placed on the Calendar.

8 Calendar for the Day
In the House, the Calendar for the Day is a list of bills the House Committee on Rules and Legislative Administration has designated for the full House to vote on. Members can vote to amend the bill, and after amendments are dispensed with, the bill is given its *third reading* before the vote of the full body is taken. The House also has a Fiscal Calendar, on which the chair of the House Ways and Means Committee or House Taxes Committee can call up for consideration any tax or finance bill that has had a second reading. The bills are debated, amended and passed in one day.

In the Senate, bills approved by the *committee of the whole* are placed on the Calendar. At this point, the bill has its *third reading*, after which time the bill cannot be amended unless the entire body agrees to it. Toward the end of the session, the Senate Committee on Rules and Administration

designates bills from the General Orders calendar to receive priority consideration. These Special Orders bills are debated, amended, and passed in one day.

A bill needs 68 votes to pass the House and 34 votes to pass the Senate. If the House and Senate each pass the same version of the bill, it goes to the governor for a signature.

9 Conference
If the House and Senate versions of the bill are different, they go to a conference committee. In the House, the speaker appoints three or five representatives, and in the Senate, the Subcommittee and Committees of the Committee on Rules and Administration selects the same number of senators to form the committee. The committee meets to work out differences in the two bills and to reach a compromise.

10 Floor
The conference committee's compromise bill then goes back to the House and the Senate for another vote. If both bodies pass the bill in this form, it is sent to the governor for approval or disapproval. (If one or both bodies reject the report, it goes back to the conference committee for further consideration.)

11 Governor
Once the governor has the bill, he or she may: sign it, and the bill becomes law; veto it within three days; or allow it to become law by not signing it. During session, the House and the Senate can override a governor's veto. This requires a two-thirds vote in the House (90 votes) and Senate (45 votes). The governor also may *line-item veto* parts of a money bill, or *pocket veto* a bill passed during the last three days of the session by not signing it within 14 days after final adjournment.



Community of Minnesota Resorts' Legislative Committee Update



Just a reminder that the governor signed into law effective 8/1/2018 making it illegal to misrepresent an animal as a service animal per Chapter 106 H.F. No. 3157, which can be found at the following web address <https://www.revisor.mn.gov/laws/2018/0/Session+Law/Chapter/106/>.

It also outlines the following:
A person may not, directly or indirectly through statements or conduct, intentionally misrepresent an animal in that person's

possession as a service animal in any place of public accommodation to obtain any rights or privileges available to a person who qualifies for a service animal under state or federal law knowing that the person is not entitled to those rights or privileges.

- A person who violates this law is guilty of a petty misdemeanor.
- A second violation the person is guilty of a misdemeanor.

As a resort owner you can post a conspicuous sign in public view stating the following:

“NOTICE: Service animals welcome. It is illegal for a person to misrepresent an animal in that person's possession as a service animal.”

Read the new law at the above web address for other specifics. Questions? Email CMR@Minnesota-Resorts.com, and we will present them to our Lobbyist Joel Carlson to answer.



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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

Cary and Shelley Brzinski
Royal Starr Resort, Nevis

Larry and Sheryl Johnson, John and Brittany Smith
Cedar Valley Resort, Whalan

New CMR Associate Members

Ben Weerts
Thrivent Financial, Grand Rapids

Kevin Kuehlman
Leavitt Recreation and Hospitality Insurance
Sturgis, SD

Retired Resorters

Mark and Beth Novotny, Mesa, AZ

2018 Election Will Again Reshuffle the Deck

Joel Carlson, Community of Minnesota Resorts Lobbyist

Too many important state and federal issues hang in the balance to allow voter apathy to carry the day.

Politics and government have been in a 24/7 state of turmoil for almost two years – and the coming election is probably not going to calm the waters a great deal. After daily insults, accusations and finger-pointing voters might be very comfortable to sit this one out in despair or disgust, but hopefully, that will not be the outcome. Too many important state and federal issues hang in the balance to allow voter apathy to carry the day.

This year, 2018, will be the first election where baby boomers could be outnumbered at the polls by millennials. This changing demographic will be more pronounced in future elections, but the shift to a younger and more urban electorate, in Minnesota and other states as well, is going to produce electoral changes for decades to come – as well as impact the policies and programs our government supports.

<https://www.minnpost.com/politics-policy/2018/07/will-2018-be-year-millennial-voter>

Voters will have narrowed the field for the November election at the August primary, but we know a lot of changes are coming. Here's a rundown of some of the major contests coming up, and some links to help you get information about candidates and voting. Also, if you need information about voting and early voting, this is the official election web site for the Secretary of State: <https://www.sos.state.mn.us/>

Federal Races on the Ballot

For the first time since 1978, Minnesota will elect two U.S. Senators at the same time this November. The doubling up of U.S. Senate races, each of which can cost \$30 million or more, is a unique situation here and across the country.

The sudden resignation of former Senator Al Franken in January of 2018 requires a special election to fill the remaining two years of his term. Governor Dayton appointed current U.S. Senator Tina Smith to fill the remaining time in Franken's term, and she is running hard to win the special election. She is facing current State Senator Karin Housley, who won the Republican party backing in June.

Regardless of the outcome, the winner will have to run again in 2020 when Franken's term would have normally ended. Two

state-wide elections in just under two years is a challenge for both fundraising and stamina.

Our senior Senator, Amy Klobuchar, is also on the ballot. After 12 years in office, Senator Klobuchar has developed a loyal following, has substantial fundraising capabilities, and is very popular among Minnesotans. In 2012, Senator Klobuchar received over 65 percent of the vote and hadn't stumbled yet. State Rep. Jim Newberger is the Republican-endorsed challenger and has taken an upbeat attitude to the daunting electoral task he faces.

In addition to the U.S. Senate races, Minnesota has four competitive congressional races this November. Republican incumbents Erik Paulson (MN 3rd) and Jason Lewis (MN 2nd) are facing intense competition from DFL opponents in Dean Phillips and Angie Craig. These two metro districts have not been supportive of President Trump, which will be a test of the President's Minnesota strength in 2020.

Two DFL incumbents, Reps. Tim Walz (1st) and Rick Nolan (8th), are stepping down. Both districts are largely rural and supported Trump in significant numbers. Republican Pete Stauber, a St. Louis County Commissioner, has been inching ahead in early polls in the 8th District.

Governor and Constitutional Officers

Minnesota Secretary of State Steve Simon, the chief election officer for Minnesota, is the only incumbent constitutional officer running for reelection. Replacements for Governor Mark Dayton, Auditor Rebecca Otto, and Attorney General Lori Swanson will all be selected this November – a large turnover of constitutional officers for one election cycle.

The race to succeed Governor Dayton has garnered the most attention. After eight years in office, Dayton will leave behind a stable state budget and several key policy proposals that he has championed. Notably, Dayton can claim credit for expanded efforts to protect and improve water quality, enhanced educational opportunities for pre-schoolers, and more orange highway construction cones in Minnesota history. Dayton has also had a significant impact on the State's Judiciary, having appointed almost 60 percent of the trial judges and a 5-2 majority on the Supreme Court. As he leaves office, Dayton has lamented the

...These two metro districts have not been supportive of President Trump, which will be a test of the President's Minnesota strength in 2020.

lack of cooperation that divided Minnesota government has produced, having only served two of his eight years with a DFL legislature.

The August primary will have set the field for the race, with former Governor Tim Pawlenty, current Attorney General Lori Swanson, and Congressmen Tim Walz trying to bump off their respective party-endorsed candidates Jeff Johnson and Erin Murphy.

The Republican Governor's Association (RGA) has amassed a war chest of \$87 million to spend on races around the country and would dearly love to retake the governorship for the party. They will be hampered in that effort by the traditional mid-term election headwind for the party of the President and the fact that no Republican has won a statewide election to any office in Minnesota since Pawlenty's reelection in 2006.

Here's a reliable source of information for statewide candidates as November 6th approaches:

<https://www.minnpost.com/politics-policy/2017/08/minnesota-election-2018-who-s-running>

Minnesota House of Representatives

The biannual fight for control of the Minnesota House of Representatives has again jumped into overdrive. Mid-term elections produce a change of party control frequently, which has DFL House Minority Leader Melissa Hortman optimistic for a change. The DFL needs to gain 11 seats to retake control, which is ironically the historical average for seats lost by the party of the President (of either party) in mid-term elections.

Twenty-three incumbent House members have either decided to retire or run for another office in 2018. With almost 20 percent of the members leaving on their own, including House Majority Leader Joyce Peppin, the influx of fresh faces from the election will be substantial in the House.

House Speaker Kurt Daudt has expressed confidence in his ability to retain Republican control of the House, and with good reason. The sizable number of House seats that are solidly in his party's control, coupled with a fundraising advantage that will allow him to outspend his DFL counterparts, give him a strong hand. In addition, 15 of the 23 open seats are currently held by DFLers, making it a greater challenge to defend the larger number of open contests.

Here are some resources to help you find information about candidates in your area: HRCC Candidates: <http://www.mnhrc.com> and House DFL Candidates: <http://dfthouse.com/candidates>.

*...the
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One Special Senate Election – District 13

There will be only one election for the Minnesota Senate this fall. A special election is being held in Senate District 13 due to the resignation of Michelle Fischbach, who became the Lieutenant Governor because of her role as President of the Senate at the time Senator Tina Smith was appointed. Lieutenant Governor. Fischbach has a chance to continue in her current job since she was tapped as Tim Pawlenty's running mate.

Rep. Jeff Howe has secured the Republican nomination for this seat. Stearns County Commissioner Joe Perske is the DFL selection. Both are well known, but the district has a strong Republican history.

The race is important because the State Senate is currently tied 33-33. Whoever wins will produce a majority for their party. The majority selects committee chairs for the upcoming session, as well as the agenda. This is a substantial special election to be sure. There will be massive campaign spending on this one race – which is made even more important due to the pending change in the Governor's office.

New Players Will Set Agenda for 2019 Session

While we don't know the outcomes yet, we do know that the 2019 session will come with significant changes that will impact the Community of Minnesota Resorts (CMR). A new administration always produces a shift in focus on policy, including critical areas like taxes, education, and the environment. New committee chairs in the House and Senate can also prove challenging – as well as the need to meet and educate 25 or 30 percent of the legislature that will be first-termers.

The session will start on January 8th, 2019 with the major work of the session being focused on crafting a new two-year state budget. The massive budget bills in the past couple sessions have produced many hidden policy problems, and it is hard to imagine that problem going away.

It will be important that the CMR continue its strong presence at the Capitol and the local interaction we have with legislators. As the state continues to trend more urban in population and policy, issues important to tourism and greater Minnesota will still get attention... *If we keep up the drumbeat!*

Joel Carlson owns a Legal Research and Government Affairs business in St. Paul, Minnesota. He has represented the Community of Minnesota Resorts at the Capitol since 1997.

*A new
administration
always produces
a shift in focus
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critical areas
like taxes,
education,
and the
environment.*



Each year the Community of Minnesota Resorts offers four scholarships to a senior in high school, or a current undergraduate or technical school student. We are excited to now offer two-\$750 scholarships and two-\$500 scholarships to meet the educational needs of our members children and grandchildren. March 15, 2019 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, 2019

Kathy's Kraft Korner

By Kathy Marnik, Timber Trails Resort

Crayon Butterfly Sun Catcher

This crayon butterfly is a favorite old way to use up bits and pieces of crayons. This craft project has been updated to appeal to both younger children and the older ones who are looking for a bigger challenge. It makes a pretty window sun catcher that everyone can enjoy.

Trivia

Did you know that butterflies taste with their feet or that a group of butterflies is sometimes called a "flutter?" How interesting is that!

Supplies

- Wax Paper
- Bits of Crayon
- Warm Iron (under adult supervision)
- Scissors
- Fishing Line
- Tacky Glue (optional)
- Black Construction Paper (optional)

Instructions

Use the pictures as inspiration to create your own butterfly pattern. Place a piece of wax paper over the butterfly pattern. Sprinkle crayon shavings (sparingly!) on wax paper.

Place another piece of wax paper on top of the shavings and a blank sheet of paper or a cloth over that. Gently press down with a warm iron. Crayon will melt quickly.

Staple pattern to the crayon melted wax paper outside of the design area and cut out your beautiful butterfly. This may be enough for the littlest crafters. You can use a twig from a tree branch to create the body of the butterfly.



We decided to go the next step and create a black outline for our butterfly to make it even more dramatic and a little more challenging for the older kids.

Take the Butterfly pattern, fold it in half in the middle and draw an outline on one side to create a frame for your butterfly. Leaving the pattern folded, cut through the two layers to create a symmetrical outline for your butterfly.

With a glue stick, glue the pattern to the black construction paper and cut out. You can leave the pattern glued on and just turn it over so that the underside is the finished side for your project.

Spread tacky glue sparingly on the pattern side and glue to the wax paper butterfly. We have found that tacky glue is the only glue that adheres to wax paper. Now see how dramatic your butterfly becomes!

NOW if you want to go one step further, make another black frame and sandwich the waxed paper butterfly between the two and it will look equally beautiful no matter which side you see.

Punch a hole in the top of the butterfly and thread fishing line through to enable it to be hung in the window.



Nominating Resorters for the 2019 Resorters of the Year Award

SEPTEMBER 1, 2019 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:
Resorters 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.

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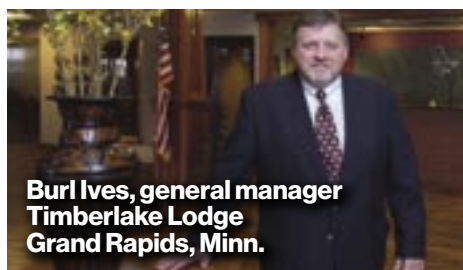
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Enbridge Pipeline Construction In Minnesota

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."