

Minnesota Resorter

Resorters Helping Resorters

Spring 2017
Vol. 33 No. 2



Education: School of Resorting
Marketing: New CMR Website
Legislation: Stay Informed



**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.**

SEPTIC  **CHECK**

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Nominating Resorters for the 2017 Resorters of the Year Award

SEPTEMBER 1, 2017 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 CMR (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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About the cover: Photograph submitted by Jennifer Bateman, Two Inlets Resort
Community of Minnesota Resorts (CMR) members pause to enjoy the Minnesota State Capitol Rotunda during the CMR Day on the Hill.

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 Karen Senger
Community of Minnesota Resorts

Spring.... Already?

We just completed the CMR Spring Workshop, which we had an awesome turn out for. When we stated the workshop we always give participants the opportunity to introduce themselves and their resort. This year for the introduction we also asked participants to also give us an example something that they NOW wish they had done last fall. The list was long.

For those of us that are not open in the winter (and some that are open year round),

- some are starting to get geared up for spring and
- some are starting to think about gearing up for spring.
- Ok, some are just thinking about “starting to think about gearing up for spring.”

For most, spring is an extremely busy time of preparing and Spring is here whether you are ready or not. So, maybe this will be the spring that everything that we want to get done, will get done... but maybe not. The list is never *done*. Tim and I will be starting our 16th season at Cedar Point Resort. I consider ourselves doers and not just talkers, there is always a list. Perhaps to take a little stress off our shoulders, we should just accept the fact that there will always be work to do.

I may not always be successful at this, that is a good attitude to have in the summer, too. If we just kept working until all the work was done, we would never stop and may be stressed because of it. To save our sanity, perhaps a good attitude to have this spring and summer is to get done all the work that *has to get done* and give ourselves extra credit for anything beyond that.

If you have back issues to the *Minnesota Resorter*, read Timberly Christenson’s (Finn n’ Feather Resort) article on page 8 of the Spring 2016 edition. The title is “Strive for Balance.” She explains how she has tried to enjoy the moments. If you don’t have the copy, CMR Members can find all back issues on the Community of Minnesota Resorts (CMR) website when you log in.

CMR Day on the Hill

What a day it was. This year was especially memorable because Joel Carlson, your CMR Lobbyist, arranged to have the overseer of the capitol renovations give us a personal tour of the newly remodeled capitol. It was impressive. Of course, we also did the work that we went down there to do... met up with our legislators and make sure that they are aware of our issues. Going to the capitol, and going to these meetings isn’t for everyone, it is an important benefit that you receive by being a CMR member. The CMR represents your interests! This year we had over 30 CMR members get on the bus!

Keeping Up with Change

I think that resorting has changed so much in the last 15 years since Tim and I have owned the resort. I can only image how others feel that have been in the business even longer. The only thing that is for sure is *change*. Let’s do our best to take it all in stride. Being an active member of the CMR is extremely helpful.

- Read and respond to issues on the CMR Yahoo Chatline.
- Read the *Minnesota Resorter* magazine.
- Read the *Resorter Reporter* Newsletter.
- Attend the CMR Fall Conference or the CMR Spring Workshop.
- Get on the bus for the CMR Day on the Hill.
- Attend any of the School of Resorting classes offered.
- Explore other resorts on the CMR Fall Resort Tour.
- Volunteer to be a CMR Board Member or a Member-at-Large committee participant.

Just talking with other resorters is beneficial. Thank you for being a CMR Member!

Respectfully submitted,
Karen Senger, Cedar Point Resort

Check out the newly updated website at:

<http://www.minnesota-resorts.com/>

See page 15 for details on the improvements!

Jamaica or (and) Bust

By Beth Novotny, Hyde-A-Way Bay Resort



Jim Eickhorst, Kohl's Resort, adventure planner extraordinaire

Jim and Debbie Eickhorst (Kohl's Resort) have taken on the challenge of setting up a fun, different and tropical vacation for fellow resorters to join in on and enjoy some time away from the cold Minnesota winter. With all the factors to consider, when, where, and cost, it is not an easy undertaking. This was the third year they planned a trip and for the first time our schedule allowed us to give it a try. We are used to cruising and so it was our first trip staying in a foreign country overnight and at an all-inclusive. What better way to do firsts than with people that have done trips like this many times and can give you all the help and support that you need. Wow, was that sentence an understatement!!

After the dates and destination were made and posted, Mark and I decided to jump on board to spend some time in Jamaica with our fellow resorters. Jim and Debbie helped with all the communications with other resorters that were going, Roger and Kathy Lykins (Pinehurst Resort), Bob and Lynn Scharenbroich (Black Pine Beach Resort), Mark and Beth Novotny (Hyde-A-Way Bay Resort) along with Jim and Debbie Eickhorst (Kohl's Resort). We booked our trip through a vacation club we are members of, Eickhorsts offered all the information through their travel agent in Bemidji. We received a lot of tips and ideas on what to expect, packed our bags and flew our way to Jamaica. We got on our transportation to our resort destination and sat back to enjoy the ride.

Upon reaching our resort, we saw that there were two parts to the resort. When we pulled up to the first drop off, as luck would have it, Roger Lykins was standing in the lobby. Mark jumped off to say hi and back on to go to our drop off which we now realized was not the same spot as Roger and Kathy were at. Hm...mmmm...

There was a checkin to our resort at our lobby. We confidently stepped forward when it was our turn, gave our name and were subsequently met with the words, "We don't show a reservation for you." Mark got out his papers that showed we did. We ended up having to pay mega bucks for the first night, which they would refund when this got figured and straightened out the next day. The *gang* came over from the *other side* and told us we were on the *wrong side*. Ours was crazy and wild, theirs was adults only and was peaceful and quiet. They could come to our side (*their rooms were side by side of each other*), but we could not go to their side. So, that was the next confusion/problem we were left with to figure out.

The next day, we discovered what our problem was. Our travel company agent put her name in on the reservation instead of ours. REALLY????

We also looked back on our communication with our company to see we had requested the *other side* per Debbie's instructions, but they had booked the wild side instead. Major mix-ups with our company then turned into MAJOR problems with a foreign country company to straighten it out. Let's just say that it was a huge fiasco and a perfect demonstration on how not to handle customer service at your resort! We literally spent hours upon hours sitting in the lobby and waiting for someone to straighten this out. Our travel company did everything they were asked to straighten it out on their end. Meanwhile at the resort end, we got run arounds and changing stories. Our travel company was asked to send information to three different places, one of which the phone number was disconnected. The resort would never answer the phone when our company tried to call them. All communication between our company and the resort was done on Mark's phone only. They would not let us upgrade and move to the other side so we could be with our friends until our name was in their *system*.

Meanwhile, Jim and Debbie were with and behind us 100 percent. Eventually, Jim talked to a head person on *their* side that said none of this should be a problem and she switched us over to their side without us being *in the system*. This is the same company, just two independently run sides.

So, after two nights on the wrong side of the tracks we were moved to the side with the rest of the gang. We were finally able to unpack and relax and enjoy our vacation, for the most part. We did still have some straightening out to take care of. It took until the last day we were there to get our refund for the first night's stay that we had had to pay. They ignored the phone calls of our special helper, so she walked over with us and confronted them. After a stall, they did finally refund our money. We did settle with our travel company after we got home for their part in our tragedy of errors.

When we weren't fighting with the resort personal, we had a great time trying a lot of different food, soaking up the sun, talking and going for walks with our fellow resorters, reading, going on excursions, shopping, oh, did I mention eating??? We had a wonderful time at a very beautiful resort on a friendly island. "No problem!" "Yah, mon!"

It was wonderful to get away and even more fun to get to know other resorters better in a relaxed atmosphere. I hope if there are more trips scheduled in the future that more of you would consider hopping on board. Our issues didn't stop us from having a great time!

Just ask Scharenbroichs how it works to cook illness out of your body with some good old-fashioned tropical heat?





School of Resorting

Digital Pictures

By Jennifer Bateman, Two Inlets Resorts

Creative juices were flowing during our November School of Resorting class titled *Digital Pictures*, taught by Ryan Neely of Crow Wing Crest Lodge. Ryan graduated from Brooks Institute of Photography with a degree in Fine Art Portraiture in 2003, The Art Academy University with a degree in 3D Animation, and Visual Effects for Film in 2006. He has taught digital photography classes to guests at Crow Wing Crest Lodge for several years.

Nine resorters cozily collected in the largest cabin at Crow Wing Crest Lodge and learned these essential digital skills:

- Image Resolution – specifically pixel density and image latitude
- Effective Cropping
- Image Resizing
- Simple Color Correction
- Adding Borders to an Image
- Exporting Images for Various Needs Including Web and Print
- Creating Text on an Image
- An Introduction to Creating Collage
- Collaging vs Compositing



Nine Resorters gathered at Crow Wing Lodge to learn about digital photography.

The ability to enhance pictures to look the best that they can is certainly important to market our resorts. The skills learned in the class will be most helpful when modifying pictures for our websites, Facebook posts, tile ads and all types of digital ads.

Essential Oils

By Kim Bowen, Crow Wing Crest Lodge

What a great way to spend a cold January day: learning with fellow Community of Minnesota Resorts (CMR) colleagues!

Eight CMR Resorters gathered at Chase on the Lake in Walker to learn about essential oils from an experienced Young Living Oils representative, a former educator who has used oils in her home for two decades. Lots of questions and sharing bounced around, and I am pretty sure most of us will be switching to Thieves Multi-Purpose cleaner for our cabin cleaning tasks next season. Not only will it be surprisingly cheaper (*yah, really*), it'll be so much healthier for us, our staff, AND our septic systems. Who of us is not willing to help steward our lakes?



Resorters learning about essential oils.



Reservation Master Workshops- Resorters gathered for training on Reservation Master software.

On the same day in the same place, Reservation Master Workshops were held, both for beginners and advanced users. There were eight attendees for the morning beginners class and 12 of us for the afternoon advanced session, who all discovered valuable information on using Reservation Master software. Just when I was thinking I'd pretty much used most of the features in Reservation Master, I find out how wrong I am. I have at least three new things I took away and will be putting them into practice - ASAP. Class participants also provided some function suggestions to instructor and Reservation Master creator, Tom Pingel.

If you have ideas for a School of Resorting Class contact Timberly at Finn 'N Feather Resort finnfeather@hotmail.com to indicate your interest or idea.



A GUIDE TO MINNESOTA'S LAWS ABOUT YOUTH EMPLOYMENT AT RESORTS

TIPS TO REMEMBER WHEN HIRING YOUTH AT RESORTS

- 1. The minimum age to work is 14 years old.**
- 2. The minimum wage for youth under 18 years of age is currently \$7.75 an hour in 2017.** (Annual rates subject to change beginning January 2018.)
- 3. Children of a resort owner are permitted to work for the resort without restriction if the parent is the sole owner of the resort.**
- 4. Youth at least 18 years of age are permitted to work without restriction.**
- 5. Youth 14 and 15 years of age cannot work:**
 - before 7 a.m. or after 9 p.m.;
 - more than 40 hours a week;
 - more than eight hours per 24-hour period;
 - during school hours on school days;
 - later than 7 p.m. on school days;
 - more than three hours a day on school days; or
 - more than 18 hours a week during a school week.
- 6. Youth 16 and 17 years of age cannot work after 11 p.m. on evenings before school days or before 5 a.m. on school days.** These youth may work as early as 4:30 a.m. on school days or as late as 11:30 p.m. on evenings before school with written parent/guardian permission. Written permission must be kept on file by the employer.
- 7. Prohibited work for youth 14 and 15 years of age:**
 - driving motorized vehicles, such as golf carts or all-terrain vehicles;
 - operating snow blowers, lawn mowers (walk behind and riding), weed whips, trimmers, or other lawn and garden equipment;
 - cleaning or maintaining any power-driven machinery; and
 - using laundry equipment.
- 8. Prohibited work activities for youth under 18:**
 - handling hazardous material;
 - working in or about a construction site;
 - driving motor vehicles, except –
 - 16 and 17 year olds with a class D license may drive up to 24,000-pound single-unit vehicles and may carry passengers and
 - 16 and 17 year olds with a class B license may drive more than 24,000-pound single-unit vehicles, but may not carry passengers;
 - operating or assisting in the operation of power-driven machinery, including riding lawn mowers and forklifts;
 - working on commercial boats –
 - minors may provide guide or other nonoperational services on the boat;
 - working as a lifeguard –
 - an exception exists for minors with a Red Cross lifesaving certificate who work under uninterrupted adult supervision.
- 9. Youth under 18 cannot work in rooms where alcohol is served or consumed.** Except:
 - youth aged 16 or 17 may perform busing, dishwashing or hosting duties in restaurants where the presence of alcohol is incidental to food service and preparation and
 - youth aged 16 and 17 may provide musical entertainment in restaurants where alcohol is incidental to food service and preparation.



ABOUT DLI LABOR STANDARDS

Labor Standards ensures workers are paid correctly and workplace rights and responsibilities are enforced for all workers. Its goal is to educate employers and employees about their rights and responsibilities under Minnesota employment laws.

MINNESOTA DEPARTMENT OF LABOR AND INDUSTRY

Labor Standards • 443 Lafayette Road N. • St. Paul, MN 55155
(651) 284-5070 • 1-800-342-5354 • (651) 284-5099 (Spanish) • www.dli.mn.gov/LaborLaw.asp

This is a brief summary of Minnesota child labor laws and is intended as a guide. It is not to be considered a substitute for Minnesota statutes and rules. This document can be provided in different forms, such as audio, Braille or large print, by calling (651) 284-5005 or 1-800-342-5354.

Version 0317

EDUCATION

Day in the Life of a New Resorter

By Jim and Jill Dillion, Whippoorwill Resort



Maybe it was someone's comment that *Some people just talk about doing things—and some people do things* that finally made us pull the trigger and *do* what we had been talking about for years. We are now the proud new owners of Whippoorwill Resort on Upper Bottle lake, 14-miles northeast of Park Rapids!

Growing up, we both spent a lot of time in the lakes areas, camping etc. After graduating from Minnesota State University-Moorhead in the mid '80s, we had thought being a lake resort owner would be a lifestyle we would really enjoy. When we learned that a down payment on a resort (at that time) would be around \$100,000 and with student loan debt and a newborn—we decided that would have to be a dream for another time. We lived in Crookston for a few years, and briefly in Bemidji. We returned to our hometown of Thief River Falls, where Jim went to work for his dad at Paint & Glass Interiors. In 1999, when Jim's dad was ready to retire and sell the business, we bought and expanded the *glass*

portion, which we owned and operated as Thief River Glass for 23 years.

About seven years ago, as our two children were leaving the nest, we decided to revisit the dream of resort ownership. We conservatively looked at 30+ resorts as some only took a *drive through*. There were two things we looked for—it had to feel right (*it had to have that ahhhh factor*), and it had to make sense for our goals. We wanted to live closer to our children (our daughter Jenna and husband Mike live in Willmar and our son Luke lives in Minneapolis).

We have always felt a draw to the Park Rapids area, having spent time as kids (and adults) in Itasca, but we also looked at resorts near Detroit Lakes, Brainerd and the Longville area. Jim came home one day and said "You have to see this resort on Upper Bottle—it's called Whippoorwill." That was five years ago, and Whippoorwill wasn't for sale. However, we kept in touch with the owners. We also had a growing glass contracting business to run.

Last June, we were approached about selling our glass business, and if so, they wanted to take over by September 1. As luck/fate would have it—the former owners of Whippoorwill had been tossing around the idea of listing the resort. We took over ownership on December 1, 2016, moved to the resort and are working hard to figure out the ins-and-outs of being a *resorter*. We are amazed by how supportive and excited for us most everyone has been—including the returning guests!

You still get the occasional person who tells us "*Owning a resort is so much work*"—thank you Captain Obvious. Having been business owners for so many years, hard work is the aspect we fear the least. Understand, we do have some questions and concerns about this new adventure in our lives. Will we be able to find enough help? Will we be able to get enough reservations to provide an income stream? What kind of marketing is best? Will we miss the town and the lifestyle we've had for the past 23 years? Will we be good at it? Fortunately, they are all things we feel confident we can work through.

We have decided we won't make major changes to the resort for the first year, as Whippoorwill has been an extremely well-run and well-maintained resort thanks to its previous owners; just get a feel for the day-to-day operation of running a resort and keeping up the status quo. We are very excited to meet all the returning guests, and to welcome first-timers to the resort and the Park Rapids area. We both like customer service, and look forward to seeing families (some of whom have come to Whippoorwill for 45+ years) connect and enjoy the beauty of the area.

We plan to operate the resort, which has eight cabins and four campsites, by ourselves using outside help with cleaning and yard maintenance. Both having come from big families, we've also had many offers from our families to help—and trust us—we're going to take them up on it! We are also very grateful for any advice other resort owners may have for us.

Every time we pull into Whippoorwill, we get the same awestruck feeling we had the first time we saw it—which tells us we made the right decision to stop talking about *doing* and *do*!



Whippoorwill Resort owners Jim and Jill Dillion

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Business Income, Extra Expense

By John A. Shega, Aspire Insurance agency



In the Fall 2016 **Education** section of this magazine, Kim Bowen wrote a wonderful article about the trials and tribulations to any business owner when electrical services fail. That article *sparked* my interest in *generating* a *current* article on an insurance coverage broadly defined as time element but more commonly referred to as Business Income and Extra Expense. I suggest any business owner at least inquire about this common but rarely discussed coverage.

Many business owners focus on three major types of insurance coverage - property, liability and workers' compensation. The interest in these coverages is because each is commonly requested by their bank or required by law. A very basic policy for each coverage often satisfies the request for insurance but may fall woefully short of meeting the actual needs of the business owner. Let's use Kim's article as a starting point.

Business income and extra expense coverage is specifically designed to cover a variety of issues after a covered loss occurs. Much has been written about businesses going out of business after a property loss not because of the loss or damage to a building(s) or contents but rather because of the resulting impacts. For example, if the main lodge or a cabin were unavailable due to a loss, people may request their deposits be returned and cancel their reservations. This loss of income is compounded by the additional expenses related to finding or creating a temporary work area while repairs are completed, increased advertising to retain displaced customers and attract new ones, and any number of related costs. Again, Kim does a great job expressing the time, energy and emotional strain these activities require. It is especially stressful when it happens in the middle of the summer.

Listed next are some highlights regarding business income and extra expense coverage.

- It is a property coverage.
- Some coverage may be automatically provided by some companies. Check your policy!

- In many cases, coverage has to be endorsed on the policy or adjusted to provide reasonable amounts of protection. Ask your agent about the availability and cost. As always, you are never under any obligation to buy anything. Knowing what your options are simply makes you a more informed consumer.
- Coverage only applies if the loss is the result of a peril (cause of loss) listed in the property policy. Common perils include fire, wind, etc.
- The deductible in time element coverage is often a period of time and not a dollar amount. For example, *coverage applies 48 hours after the covered loss.*
- The broadest time element form is an Actual Loss Sustained form. A Monthly Limitation form is more restrictive but can be adjusted to meet a policyholder's exact needs.

Losses caused by off-premises service interruption is a common exclusion in most time element forms. Coverage may be endorsed back on to the policy for an additional cost.

Time element insurance may be one of those coverages you have never heard about. I want to thank Kim and the *Minnesota Resorter* for shedding light on it while the power was down.

John A. Shega is the owner of Aspire Insurance agency and a frequent contributor to the Minnesota Resorter. He can be reached at johns@aspireinsurance.biz with any insurance related questions or suggestions for future articles.

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Make Employees Great Again

By Lynn Scharenbroich, Black Pine Beach Resort



Most of us can point to bosses, supervisors, or colleagues who have affected us in an exceptionally positive way. Most of us would like to have that same kind of long-lasting, positive influence on the employees and colleagues we interact with today.

While some employment research likes to tell us that every age group, in order to be successful, needs to be treated differently in

the workplace, those differences seem more likely to be the tweaks rather than the bedrock of interaction with staff.

Steve Cody, Peppercom co-founder, a strategic communications firm, states, “I believe every generation has had its issues. One need only look at Shakespeare to find passages quoting an older generation bemoaning the weaknesses of the newer one.”

In 2015, Chad Halvorson wrote in, *How To Effectively Manage Teenage Employees*, “Teenage employees aren’t all that different from other employees. They are still human, with similar motivations. The key is to remember that they are young and not as far along in their career journey.” “One of the most important parts of having teenage employees is setting clear expectations for every aspect of their job,” says Jennifer Gregory in, *How to Manage Teenage Employees*.

Now, compare that sentiment about teen workers to this one about older workers, penned by F. John Rey in his 2016 article, *How to Manage Older Workers*, “Don’t assume that the older worker knows what you expect of them. They don’t have the same background as you. Be very clear what you want to be done and what the measurements of completion and of success will be.”

Lest we forget those in the middle, consider Susan Heathfield’s number one tip for employers in her 2016 article, *Eleven Tips for Managing Millennials*, “Provide structure. Reports have monthly due dates. Jobs have fairly-regular hours. Certain activities are scheduled every day. Meetings have agendas and minutes. Goals are clearly stated and progress is assessed. Define assignments and success factors.”

The similarity among these three examples may be surprising to a lot of us. Translating information like this into concrete things we can do at our own resorts always seems challenging though. Here’s a glimpse at a few things that have worked for us and others, and may work for you too, no matter what age-group you prefer to hire. Our preferred age group for seasonal part-time is teenagers, but it isn’t our only age group.

Finding workers

- Encourage referrals from current and past staff.
- Contact your friends in the community who are on boards or work with programs that are likely to have the kind of worker you’re seeking.
- If you are affiliated with a church or community group, let them know you’re seeking help.
- If you’re willing to hire teenagers, notify the school counselors office.

Training workers

- Train new workers with a group of seasoned staff and be a part of that group yourself.

- Give them a written sheet outlining the work they’re learning to do. It’s their *cheat sheet*.
- Compliment whatever parts of the job are done well and circle back to the parts that need more work with an upbeat approach. *You’ve almost got it. A couple more tries and I bet it’ll be perfect.*
- At the end of the day, be enthusiastic about how much was learned and mention one or two things coming up the next training day so they know what’s ahead.
- Ask if the day was what they were expecting; how do they think it went. Thank them for working hard. Learning the job right is hard work.

Keeping workers

- Provide a work schedule as early in the year as possible. End of March is our target so conflicts with second summer jobs or family activities can be minimized.
- Work alongside them as much as possible.
- Learn about your staff; their siblings (*potential workers for future years*), activities they enjoy, foods they like, awards they’ve won, community events they’ve attended, anything they want to chat about.
- Have lunch with them. Tell them some of the funny resort stories from over the years. Listen to their stories.
- Care about their life. Watch for stories in the paper or on Facebook about their successes and accomplishments. Say something about them the next time you see them. Attend things they’re in if you can.
- Thank them at the end of each work day.

**Finally,
market improvement**

Solid buyers are calling, seeking serious discussion with Orion, experience in resort operations and sales since 1973. We are getting them ready but need more listings and better variety of properties. Call us for a confidential review.

ORION
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Handi-Resorter's Tips & Tricks

Submitted by Clint Mueller, Balsam Beach Resort

Anchor Ideas for Your Water Toys

We are all buying more water toys for our guests and may be looking for a good anchor. The manufacturers of some water toys have an anchor system they offer; it's usually a big bag that you fill with sand. I do not know how well they work or how expensive they are and have not talked to anyone that uses them.



Some resorters I have talked to use cement septic tank manhole covers or steel man hole covers. These seem to work well once they settle into the lake bottom and get that suction established. Once that occurs, they will not easily move.

I have a six-foot piece of railroad track that weighs about 150 pounds with a chain on each end. I lay it so the wind has to drag it sideways, and once it digs in a bit, it holds our eight-foot Otter platform in place.



Filling tires with cement makes a good anchor with no sharp edges. Place 1/2" plywood across the inside bottom of the tire and put a stainless-steel eye bolt in the middle of the plywood. I weld the eye bolt shut, so it won't pull open, or add at least a 2" washer with nut

on the bottom, half way up inside the tire. I sometimes put another washer with a nut on each side, add some re-rod that is fastened to the bolt, and fill it up with cement. A car tire will weigh about 100-150 pounds. A semi tire will weigh about 500-600 pounds. I use a 555-pound semi tire on my 15' Bongo and a 100-pound car tire on the log attachment; however, the wind will still move it a bit during really bad storms.

I use a 4" by 24" Earth anchor (the type you screw into the ground and can be found at Menards, L & M, or Mills Fleet). I put a 24" chain on the anchor end and made a T-bar (a 2" square tube fits nicely over the eye of the anchor) to screw it into the lake bottom. I always screw them in till the top of the anchor is flush with the lake bottom. I use this on our Water Whoosh (we have in the shallow end at 18" and the deeper end at about 24") so the little kids can run and slide.

For my last anchor idea, I took a 4" by 36" Earth anchor, cut an 8" plate out of a 1/16" flat sheet steel, cut a 3/4" hole in the middle, and cut a slot across one side. I used two vise grips to hold the 8" circle tight to the top of the 4" auger blade, one on each end. This should follow the angle of the 4" auger blade so you can weld it in place. Then grind a sharp edge on the bottom blade so it will cut into the ground better and I put it on a 6' chain. Be careful when turning this one in-if the lake bottom is hard, you might twist the anchor shaft

(it's only 1/2" rod)-it helps to work it back and forth a bit. This anchor we use to hold our Saturn in place and it didn't move an inch last summer with the 8" plate. I used just the 4" auger the first time and the wave action pulled it right out.

When attaching your toys to your anchors, both ropes and chains are used. I use a little heavier chain that will not rust through or break until long after I am gone. You should incorporate some kind of bungee system to help eliminate the sharp jarring from waves; a standard black rubber bungee will work. I double the bungees up, hooking them into the chain with about 4-6" of chain slack, and pinch the bungee hook end shut on the chain. These usually last a few summers before needing to be replaced. When hooking my chains to the water toys, I like to use the stainless-steel screw shut chain links. If you snug them up with a pliers, the kids cannot get them unhooked.

In the fall, when I pull my water toys out, I take empty RV antifreeze jugs, attach my chains to the jug and fill it with water. It will sink to the bottom and just sit there and this way the ice will not grab it during ice-out in spring. Our water here is so clear in the spring, so I go out in the boat with the rake and snag the jug, dump out the water and you're ready to hook your toys back up.

THE BEST FIREWOOD IS LOCAL FIREWOOD.



Help Prevent The Spread Of Invasive Plants And Animals.

- **REMOVE** plants, animals & mud from boots, gear, pets & vehicle.
- **CLEAN** your gear before entering & leaving the recreation site.
- **STAY** on designated roads & trails.
- **USE CERTIFIED** or local firewood & hay.



STOP INVASIVE SPECIES IN YOUR TRACKS.
PlayCleanGo.org

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/
membershipform.aspx](http://minnesota-resorts.com/membershipform.aspx)

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 was just implemented!
- Weekly social media postings via Facebook and Instagram
- Flash Ads, Banner Ads, TV commercials and Pay-Per-Clicks in pooled advertising opportunities
All designed to drive additional traffic to member resorts listings 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

I have used the last minute opening [feature] on the CMR website before. If we have had someone looking for a cabin and we are full I direct them to it. We have an average of 1-2 bookings per summer because of it. I would use it again for the easy price of \$5.

~Sue Springer, Pike Point Resort

We had lost our Ma and Pa resort classification due to the fact that our home was on a parcel adjacent to the resort but ownership of that parcel was in our name while the resort parcel was in our corporation's name. This caused our resort to be taxed as a commercial property and property taxes escalated dramatically. However, we came to find that another resort in the CMR [met at a CMR Workshop] from another county had the same circumstance previously, and had fought this issue in court and won. We subsequently sent our tax assessor the court case from this other resort as a legal precedent, and our assessor has now reversed our classification back to the Ma and Pa classification saving us significant tax dollars annually. Without this information we would have never come to reverse this decision. We thought this was an excellent example of "Resorters Helping Resorters"-thanks CMR!

~Kristin Wherley, Sunset Bay Resort



EDUCATION



MARKETING



LEGISLATION

Resorter Recipes

By Kristin Wherley
Sunset Bay Resort

Welcome to the Salad Recipe edition! We thought it would be great to have a few flavor-bursting salad recipes that you can share with family, friends, and guests. What a treat this summer to use your own garden vegetables to create these healthy dishes.

TOMATO MOZZARELLA SALAD

- 3 large tomatoes, sliced
- 8 oz mozzarella cheese, sliced
- ¼ cup olive oil
- ¼ tsp salt
- 1/8 tsp freshly ground black pepper
- ¼ cup minced fresh basil leaves



On a large serving platter, alternate tomatoes and mozzarella slices. In a jar with a tight-fitting lid, combine the oil, salt and pepper; shake well. Drizzle over tomatoes and mozzarella. Sprinkle with basil.

Yield: 6-8 servings

CUCUMBER SALAD

- 2 cups sugar
- 1 cup cider vinegar
- 1 Tbsp salt
- 1 Tbsp celery seed
- 7 cups thinly sliced peeled cucumbers (about 6 medium)
- 1 large onion, chopped
- 1 medium green pepper, chopped

In a large bowl, whisk sugar, vinegar, salt and celery seed. Add cucumbers, onions and pepper; toss to coat. Refrigerate, covered, at least one hour, stirring occasionally.

Yield: 10 servings



STRAWBERRY ROMAINE SALAD

- 8 cups torn Romaine lettuce
- 1 pint fresh strawberries, sliced
- 1 small red onion, thinly sliced, separated into rings

Poppy Seed Dressing:

- ½ cup mayonnaise or Miracle Whip
- ¼ cup sugar
- ¼ cup milk
- 2 Tbsp poppy seeds
- 2 Tbsp white wine vinegar



Toss strawberries, lettuce and onions. In a small bowl, whisk dressing ingredients until blended.

Yield: 8-10 servings

COLORFUL VEGETABLE SALAD

- 6 cups broccoli florets
- 6 cups cauliflowerets
- 2 cups cherry tomatoes, halved
- 1 large red onion, sliced
- 1 can (6 oz) pitted ripe olives, drained & sliced
- 1 envelope ranch salad dressing mix
- 2/3 cup vegetable oil
- ¼ cup vinegar

In a large bowl, toss the broccoli, cauliflower, tomatoes, onions and olives. In a jar with a tight-fitting lid, combine dressing mix, oil and vinegar; shake well. Pour over salad and toss. Refrigerate for at least three hours.



WELCOME TO OUR NEW COMMUNITY OF MINNESOTA RESORTS MEMBERS

New CMR Associate Members

- Anna Anderson, *Art Unlimited*, Angora
- Christopher Klein, *Klein Insurance*, New York Mills
- Steve Krueger, *Arrow Printing*, Bemidji
- Danielle Woida, *Minnesota National Agency, Inc.*, Long Prairie

New CMR Member Resorts

- Steve & Paulie Kutschat
Cedarwild Resort, Deer River
- Marilyn Skillings
Skillings' Lakeside Resort and RV Campground, Vergas
- Ray & Vanessa Ingrebretsen
Aspen Resort & Campground, Orr
- Bob Schimerowski
Diamond Lake Resort, Atwater
- Patricia & Ronald Sugden
Bonnie Beach Resort, Battle Lake
- Charlie Oys
Hanging Horn Lakeside Resort, Moose Lake
- John & Loranda Kimple
Kimp's Kamp, Dent
- Greg & Mary Yungner
Northshore Bay Resort, Northome

Retired Resorters

- Steve & Maurine Fox-West Des Moines, IA
- Steve & Pat Addler-Tenstrike

New CMR Website Launched

By Sue Paradeis, Shing Wako Resort

Why a new website?

Our last website was designed in 2010 and continually improved with new features. However, over the years, mobile devices have changed the way most people view websites. Our new site is responsive. What exactly does that mean?

Responsive Web Design (RWD) is an approach of laying-out and coding a website such that the website provides an optimal viewing experience — ease of reading and navigation with a minimum of resizing, panning, and scrolling — across a wide range of devices, from *desktop computer monitors to mobile phones*.

The benefits to having a responsive website include:

- Effortless multi-device adaptation. The main benefit of responsive web design is the flexibility to adapt a website to different screens.
- Easy to maintain.
- Improves Search Engine Optimization (SEO).
- Higher conversion.
- Increases mobile sales.
- Seamless user experience.
- Keeps a website relevant for longer.

It is created in WordPress; which is a relatively easy program to work with. Therefore, our Marketing Committee can make changes to the site quickly, efficiently and for the most part at no additional cost.

A new feature that has been added for no additional fee to individual resorts is a *Featured Resorts* section. Two resorts will continuously be featured on the home page on a random rotating basis. This offers a great marketing opportunity for you! Make sure you have five photos in your listing that really define your resort, to make the most of this feature.

Most, if not all, of your resort information should have transferred right over to the new site. We are requesting all CMR Members log-in and review your listing and take this opportunity to update your information and photos.

The new Community of Minnesota Resorts (CMR) website can be found at our same address - <http://www.minnesota-resorts.com/> and you can log-in using your same username and password.

This exciting new marketing tool is for CMR members only. If you would like to be listed on this website, please join the CMR. More information about the benefits of membership and how to join can be found on pages 13-14.

Please contact anyone on our Marketing Committee (see page 23 for a list) if you have any questions or need help changing or setting up any of your resort information.



Explore Minnesota Tourism Conference

By Karen Senger, Cedar Point Resort



Listen for things that pertain to me. This was my mindset when I attended the Explore Minnesota Tourism (EMT) Conference in St. Paul this year on January 31 – February 1, 2017. EMT, your state agency that focuses on basically anything tourism in Minnesota, wears many hats. I gleaned that the target audience was DMOs (Direct Marketing Organizations) and CVBs (Convention and Visitor Bureaus) with much larger budgets than resorts. But what is important is to look at what the intended message is and how it CAN apply to us. Most of the speakers were interesting, even if they didn't directly



pertain to resorting. As I look at the notes that I took, I appreciate that I attended and below are some are things to think about as individual resorts as well as the Community of Minnesota Resorts (CMR).

Engage people to stay on your website

When reviewing your website, go through every page and see what else you can do to keep your guest or potential guest on your website. From one page, make sure there is a natural *next* place for the guest to go. Perhaps that means from the fishing page you can go to Equipment Rental. There are many examples. Create links to other articles or pages. Create *visual postcards*. Tell your resort's story.

Work on Trip Advisor

A number of speakers stressed Trip Advisor and sights like them. Some aspects of our job can be a little overwhelming. But, the speakers did stress that potential guests are relying on these sites more and more. So we, as individual resorts, should put some effort into using these websites for our benefit.



Who are you?

One of the speakers talked about really knowing who you are, what you believe and what your values are. Everything should represent these values: brochures, website, photos, employees, policies, communications... everything. For example, if you say you are a family resort, does your brochure reflect that? Does your website? How about what you have available around your resort? We are all different and we will have different things of importance to us. Let's say that as a resort one of your beliefs is to be as environmentally friendly as possible. Do you communicate that in your advertisements? If this is important to you, do you make it easy for guests to recycle? Do you offer environmentally friendly supplies? How about sending information on what not to pack as well as what to pack? Do you offer composting?

Parents sacrifice for their kids

Parents want *Instagram*-moments with their kids. Are we doing what we can to offer that? Our guests want experiences. Are we offering that? What are we doing to enhance their experience/vacation? There is plenty to think about just on that topic. We are not perfect. But coming to educational activities such as the EMT Conference (or your CMR Fall Conference or CMR Spring Workshop!) certainly is beneficial to keep fresh and up-to-date.



These are just a few examples to think about. EMT did a great job organizing this conference.

Thank you to John Edman, Director of Explore Minnesota, and his staff.

connect | learn | improve

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

LEGISLATION

Stay Informed

Prepared by MN House of Representatives Public Information Services

House Public Information Services produces publications designed to make the legislative process understandable and accessible to the general public.

Listed are the publications offered and they can be accessed from the House Public Information Services publications page at www.house.mn/hinfo/publications.htm. Once on the webpage, click on the desired publication and print it from any computer.

Rosters

Minnesota Legislators: House of Representatives and Senate Roster.

Minnesota State and Federal Offices: Contact information for MN U.S. representations and senators.

Committee Information: A listing of House committee leadership, membership and staff.

Seating Arrangement: A fold-out map of the members' desks located on the floors of the House and Senate chambers and the members assigned to those desks.

Directories

Election Directory: An unofficial listing of the newly elected legislative (published immediately after Election Day).

Members Directory Minnesota Legislature: Known as the Green Book, the Members Directory includes biographical information and committee assignments.

Official Directory of the Minnesota Legislature: Known as the Red Book, the directory includes the same information as the Members Directory, but also permanent House and Senate staff.

Educational

Capitol Steps: From Idea to Law: A younger person's guide to the legislative process.

Minnesota State Government Series: A nine-part Minnesota State Government Series.

Gov. Series 1 – State Profile: gives a brief official history of the state.

Gov. Series 2 – State Symbols: describes the official state symbols.

Gov. Series 3 – State Counties: lists the derivations of all Minnesota county names.

Gov. Series 4 – State Lawmakers: describes who legislators are and what districts they represent.

Gov. Series 5 – State Legislative Information: tells how to get information; how to contact a legislator.

Gov. Series 6 – State Law Process: explains how a bill becomes a law in Minnesota.

Gov. Series 7 – U.S. Congress: describes representation on the federal

level and gives information on how to contact U.S. senators and representatives.

Gov. Series 8 – State Constitution: explains the Minnesota state constitution.

Gov. Series 9 – Three Branches of Government: lists the functions and powers of the legislative, executive and judicial branches of government.

Minnesota State Puzzle Book for Kids: Filled with word games and memory exercises.

Minnesota State Symbols Coloring Book: Designed for preschool and elementary-age youth.



Informational Handouts and Brochures

Follow that Bill: How-to guide for following bills online, including creating a personal bill-tracker through the MyBills service.

Committees: An explanation on how to testify before a committee, how to obtain a copy of upcoming committee meetings and where to access committee schedules.

Stay Informed: A listing of House Public Information publications.

Tune into your Minnesota Legislature: Information about television and other video services provided.

Publications are as close as your computer

A complete listing of publications can be accessed at www.house.mn/hinfo/publications.htm

[Twitter.com/MNHouseInfo](https://twitter.com/MNHouseInfo)

www.facebook.com/MNHouseInfo

www.youtube.com/user/MNHouseInfo

The quantity of publications that can be mailed from the House Public Information Services office are limited.

Day on the Hill Bus Driver Terry Duhn

By Jim Wherley, Sunset Bay Resort



On a regular bus trip, the bus driver just brings you from place to place. Not on the Community of Minnesota Resorts (CMR) Day on the Hill (DOH). Our bus driver, Terry Duhn, a former resorter and CMR Board Member, comes with us to our meetings with the legislators and *throws his weight around*.

He always says, "Do I look like I miss many meals?"

Actually, this was Terry's 17th Day on the Hill. He was on the CMR Legislative Committee when Joel Carlson, our lobbyist, was brought on board in 1997.

Terry was the owner of Hunts Resort and RV Park on Lake Minnewaska in Glenwood from 1989 -2003. His wife, Ruth, a school teacher, helped to edit the CMR magazine, *Minnesota Resorter*, with Sue Paradeis.

In 2004, after he retired from resorting, he started a driving motor coach. This was also the year the CMR Legislative Committee decided the way to increase DOH attendance was to provide bus transportation to the Capitol.

Terry has been taking care of us for 14 years as our bus driver and fellow resorter. Terry says, "I enjoy the trip each year seeing the old timers and new timers." He misses resorting and says, "It just gets in your blood."

We appreciate all he does for us. Thank you, Terry!

WANTED

We're looking to rustle up some mighty fine articles!

Please share your
resort stories
Handi-Resorters tips
photographs
story ideas

If you have any information,
we'd be much obliged if
you'd contact Ann Warling at
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LEGISLATION

2017 Day on the Hill

By Jim Wherley, Sunset Bay Resort

One of the best Day on the Hill events ever!



Help preserve Minnesota Resorts was the theme for DOH. The leave-behind gifts were canning jars filled with items that represent Minnesota resorts.

On February 14th and 15th, 30 of your fellow resorters traveled to the Minnesota State Capitol for our Annual Day on the Hill. Our theme this year was *Help Preserve Minnesota Resorts*. We reinforced this message with our leave-behind gift of a canning jar with items inside that are representative of each of our resorts (sand, a pine tree, fishing pole, fish and a flip flop). In addition, the issues we are concerned about were typed on a tag that was tied around the top of the jar. It is always great to see our leave-behind gifts on legislators' desks and bookcases from year to year. The leave-behind gifts serve as a constant reminder of the importance resorts play in the tourism industry in Minnesota.

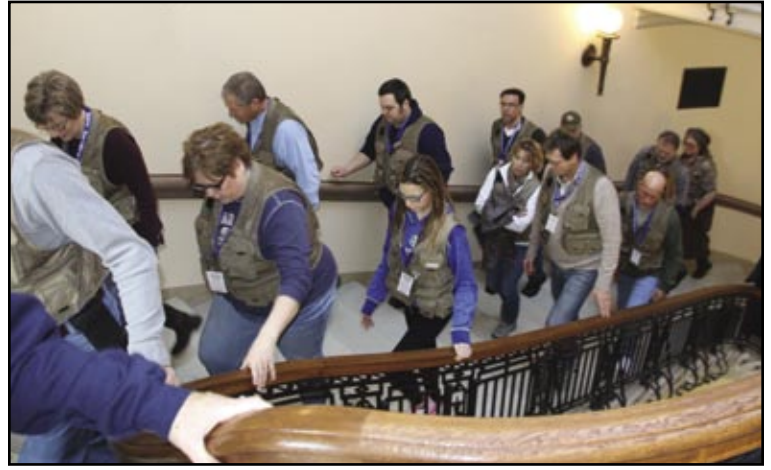


DOH participants were given a tour of the newly renovated Capitol building.

We toured our newly renovated Capitol building (*which is truly spectacular!*), met with legislators and various leaders from Explore Minnesota Tourism (EMT), Department of Labor and Industry, and the Department of Natural Resources.

We also had a bill going to committee to eliminate a transportation license requirement for resorts when purchasing minnows. This license is a duplicate license requirement that is not necessary and we felt many of the legislators agreed with our stance on this topic, and we feel good about the chances that this bill will eventually be passed. As of the writing of this article, the bill has been approved by the House Environment and Natural Resources Committee. Tom Marnik, CMR Legislative Committee, went back to the Capitol on February 22th to testify on behalf of the bill and the Government Operations Committee. We have our fingers crossed.

We also expressed our views on post Labor Day school start as we always do. As a side note on this issue, we feel our ongoing message is



CMR members enjoyed a first-hand look at the Capitol renovations including the spiral stairway.

getting heard on this subject. There are currently no new bills proposed to allow any pre-Labor Day school starts. That is an accomplishment in and of itself, as every year there are bills to allow exceptions, but not this year. Another victory!



Representative Sandy Layman meets with CMR Members.

We also lobbied to have resorts exempt from tax on the purchase of materials for capital improvements to existing cabins, and for added funding for EMT. Did you know that every dollar spent for tourism produces over \$80 in added spending? To spend added money on tourism is a definite economic engine for Minnesota, and is good for resorts!



DNR Commissioner Landwehr speaking with the CMR Membership.

In addition, the group had ongoing discussions about what impacts us at our resorts. Hiring employees, swimmer's itch, health insurance, AIS and more. We have even begun to develop our list of issues for next year so that we can continue to make a positive impact on our businesses.



DOH participants enjoyed the challenge of solving a Murder Mystery.

We also had a blast solving a murder mystery at dinner. No, it was not Professor Plum in the Billiard Room with a rope. It was Polly Ester (aka Su Ugstad), at a magic show, with chloroform. There sure was an interesting cast of suspects, or dare I say *characters*. It was a great way to have some fun after a busy day at the Capitol.

The Legislative Committee wants to personally thank our lobbyist Joel Carlson and his assistant Tami LaFavor for their hard work and coordination efforts, and all who attended this year's Day on The Hill. We continue to make our issues heard, and with each visit, continue to make a positive impact to all our businesses. We can't do it without you and your involvement. We hope to see everyone again next year, and hopefully many others!

Community of Minnesota Resorts Day on the Hill TESTIMONIAL

Patty and I, being our first year, thought all the legislators were friendly and open to what our concerns were about, although not always agreeing to what the outcome should be. I was surprised by legislatures in which none of us were in their district, but they knew or were related to people that ran a resort or stayed at a resort up north in the past and present. Most seemed to have an idea and were sympathetic to our concerns. We had fun and are looking forward to next year.

Clint Mueller, Balsam Beach Resort

CMR Board of Directors *Give It Serious Consideration*

By Jennifer Bateman, Two Inlets Resort

Each year at our Fall Conference, the Community of Minnesota Resorts (CMR) elects a new slate of resorters to serve on its Board of Directors. This opportunity is extended to all resort members.

Serving on the CMR Board of Directors is a rewarding experience. Just ask anyone who has done it! Most importantly, it is a tangible way you can live out the CMR's motto; *Resorters Helping Resorters*. Here's what you can expect:

What exactly would I/we do? The CMR has three main areas of focus -- education, legislation and marketing. You would be contributing to one of the areas where you feel you either have particular knowledge and interest, or just want to dig in and learn more about. Various committees exist in these three areas, and you would provide leadership and ideas for your particular committee. After some training from the board member leaving the committee, you would be given the freedom to do whatever you wish within your budget to benefit members.

We don't feel like we really know that much about resorting yet, since we've only been at our resort for a few years. Can we be effective board members without having much resort ownership experience? Most definitely! Often board members draw from their pre-resort life knowledge and experiences when contributing to the work of the Board and it's committees. Extensive resort experience is not required, just a helpful attitude and a willingness to pitch in and help.

It seems most board members are couples operating their resort together. Can just one of us be on the board? While it is great to have two people from a single resort active on the board, the CMR realizes this isn't realistic for many members. The decision is yours on whether both of you or just one of you will be active. Many spouses are supportive simply by covering the home front while the other spouse volunteers their time.

How long is a board term? Currently terms are three years. They begin in October after the annual meeting.

How much time will board meetings require? Board meetings are held at board members' resorts. You will be expected to attend board meetings to report on your committee's progress and give input to matters requiring the board as a whole. Board meetings are typically up to four hours in length, so with drive time it's a day's commitment. Board meetings are held every month except May and July. Occasionally one other meeting may be omitted if the board doesn't feel there is reason to meet.

Will it cost any money? The CMR reimburses your mileage for all CMR board meetings and committee work, and reimburses for all other related expenses.

Why should we say Yes to serving on the board? You will make some fantastic friends; you will be in the loop regarding resort related business statewide; you will have fun and laugh a lot; you will get to see other resort properties during board meetings; and it's a way to stay progressive and profitable with your own resort business. Serving on the board is a well-rounded education that can't really be described with words.

Kathy's Kraft Korner

By Kathy Marnik, Timber Trails Resort

Salt and Pepper Shakers

Finding a fun craft is easier than you can believe with the aid of Pinterest. Have a lot of something hanging around? ...just ask Pinterest for ideas.

Tom was getting some items at an online auction and I looked thru and saw a ton of glass salt and pepper shakers. So, I thought maybe I could come up with a great craft idea and 'wala' before you knew it, I was the proud winner of 80 salt and pepper shakers!

Enjoy these fun craft ideas.



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

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Lobbyist

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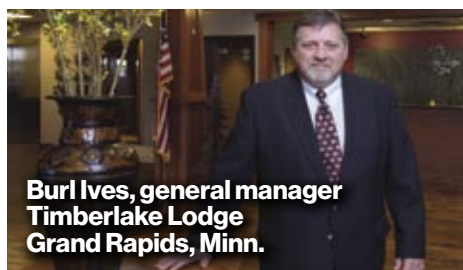
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Enbridge Pipeline Construction In Minnesota

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."