

2015 CMR Spring Workshop
Registration Form

April 9, 2015

Holiday Inn Conference Center
Bemidji, MN

CMR Member: \$55/person
Non-CMR Member: \$70/person
Price includes Lunch/Snacks

RETURN BY MARCH 25TH, 2015
Please print.

Name(s): _____

Resort: _____

Address: _____

Phone: _____

E-mail: _____

Copy or tear off this portion and mail with check to:

CMR Congress of Minnesota Resorts
PO Box 358
New London, MN 56273

Do you have any questions? Write them here or call
Karen: 218-832-3808 or Tina 218-947-4467

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**2015 CMR
Spring Workshop**

Resorters Helping Resorters

minnesota-resorts.com

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New London, MN 56273
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Workshop Class Thursday, April 9, 2015

Many of you recently completed the survey that we conducted and gave us your feedback regarding what you would like to see at workshops and conferences. These suggestions were reviewed when we created this exciting and interesting workshop for you, our fellow resorters.

- 7:30 Registration
- 8:30 Welcome & Introductions, President
- 9:00 Sheriff Department
Crackerbarrel
- 10:30 Break
- 10:45 Building Customer Relations
- 12:15 Lunch
- 1:00 Building Customer Relations - *continued*
- 2:00 Resort Panel: Preparing for and Surviving Spring
- 3:15 Break
- 3:30 Legislative Update
CMR Update
 - What's new that is going on.
 - What you need to be aware of.Crackerbarrel
- 5:15 Grand Prize Drawing
- 6:00 Board Meeting (Open to All)

Holiday Inn Express

2422 Ridgeway Ave. NW
Bemidji, MN 56601

Rooms are available for \$103 per night
Call: 218-751-2487 for room reservations

Kohls Resort, Bemidji

They have offered their pool side rooms and cabins at half price (as low as \$60 for 2). It is only 15 minutes away. Call: 218-243-2131 for details

Speaker Topics

Sheriff Department:

We are experts in so many things, but sometimes the details are difficult. A representative from the Sheriff's Department will come and speak with us on trends that they are seeing. Bring your questions or concerns.

Building Customer Relations: Kerry Ross

Dynamic communications skills are essential to building repeat business. This is a great topic for anyone who wants to develop influential communication techniques that will build a great relationship with your customers and make people want to come back again and again.

Panel of Resorts: Preparing For and Surviving Spring

A panel of 3 resorts (6 resorters) will give us tips and suggestions. For example:

- What do you do that helps you out the most in the spring?
- Do you get outside help from family members?
- When and how do you close up the cabins?
- What do you do to prevent broken pipes?
- What do you do in the fall?
- How do you handle all the painting/spraying that needs to be done in the spring?
- What is the biggest change you have done that makes your Spring easier?
- The list goes on and on ...

Crackerbarrels:

We believe that "All of us are smarter than one of us!" No one can answer everything. Use Crackerbarrel time to ask questions of all the participants and get other resorters' opinions. We have skilled moderators that will assist with this casual process.

Pre-Workshop Class Opportunities Wednesday, April 8, 2015

On the day before the CMR Spring Workshop we scheduled two optional opportunities that you may want to take advantage of. Think about extending your workshop experience! You can sign up for one or both. Both sessions will be held at the Holiday Inn Express.

9am-noon: Lake Service Provider (LSP) Training

Instructor: April Rust, DNR AIS Training Coordinator

Cost: FREE, but please register (Min. 6)

Most resorts are required to have a LSP Permit. Taking this class can be your first step to obtaining this permit. Also, in this session you will learn proper methods in decontaminating equipment and receive hands-on practice decontaminating boats using DNR hot-water/high-pressure decontamination units.

1:30pm-5pm: Review Your Written Communication

Instructor: N/A, we all casually work together

Cost: FREE, but please register (Min. 6)

Would you like to see what other resorts are doing? Or, would you like your own communication reviewed by your peers in a very non-threatening way? Then come to this Pre-Workshop Class!

Bring: Yourself and any communication you would like to share:

- Welcome/Cabin books
- Confirmation Letter
- Photo release
- Rental agreements
- Brochure
- Handouts

Hope to see you there!