



RESORTER REPORTER

Message from the CMR President, Jennifer Bateman

It never hurts to talk about the Congress of Minnesota Resorts Fall Conference early. I would like to see every member attend this year. There are just too many people in this great organization that I haven't met yet!! Reasons to go to the conference -- 1) It's a great mini vacation for you and your spouse 2) It's a tax write off 3) It's an excuse to go to Ely (where I, for one, have never been before) 4) Because resorters need to actually travel to better understand the travel/tourism business 5) It's educational, fun, and the fellow resorters you will meet are progressive business owners and just all around fun people. Do you need any more reasons?

The CMR Board of Directors' nominating committee is currently seeking members who would be interested in serving a term on the CMR Board. This is a two year commitment. Please consider this valuable opportunity to grow, learn, put your personal skills to good use and get to be good friends with your fellow board members (this just automatically happens!). The nominating committee will be making personal phone calls of invitation, but if you are interested in serving or have some questions please contact me at 218-732-5434 or email vacation@twinlets.com. We'd love to have you on board!

Hang in there! August is here and Labor Day is right around the corner.

September 1, 2006

Congress of Minnesota Resorts

Renewals for Membership due

Contact CMR Office if you need a renewal form

cmroffice@minnesota-resorts.com

Or call 888-761-4245

Many Hands Make Light Work

Submitted by Karen Kaehler, Pinedale Resort

I want to acknowledge the many people who assisted in planning, developing and producing the new website.

* For service on the website committee: Jim Ball, Ed Becker, Tom Masloski, Mark Novotny, Tom Pingel, Dana Pitt, and Preston Turner

* For content: Kim Bowen, Julie Engle, Vicky Krattenmaker, Tam Mahaffey, Sue Paradise, and Mandee Stang

* For photos: Pat & Steve Addler, Jennifer Bateman, Kim Bowen, Alan Burchell, Jack & Sherry Frost, Tam Mahaffey, Brian & Heather Sams, Heidi & Harlan Schauer, Preston Turner

* And of course, Brandon Knowles and Faster Solutions.

Thank you so much!

Grand Ely Lodge viewed from Shagawa Lake in Ely, MN

2006 CMR Fall Conference



October 22, 23, 24, 2006

Contact information for room reservations:

Grand Ely Lodge, (218) 365-6565,
www.grandelylodge.com, Room rates start at \$79.95.
(Sunday - Tuesday)

CMR Fall Conference

Submitted by Kim Bowen, Crow Wing Crest Lodge

We have a new saying at the resort this year: "It's all good." One of the guest kids asked me if I was going to feel sad to see him go on Saturday (a rather "lippy" 14-year old with a penchant for drama - you shoulda seen his puppy dog face when he asked) and being me, I had to stop and think of a diplomatic answer 'cause in my head I was thinking "uhhhh, well, hmmm, I wonder if he remembers how happy I was when I caught him on our lodge computer sharing a nasty rap song with other kids, and I wonder if he remembers my face when I noticed him suggesting to the other boys that they could "spy" on other cabins in the dark, and I wonder . . ." ah, well, you get the picture. *sigh* I try hard to be authentic if I can, though, and fortunately when he asked, I immediately thought of that phrase we learned in Hawaii last winter and applied it to the situation. "Well, Mr. Frank" I said, "It's all good. It's good to see new guests arrive and it's good to see 'em go. How could I welcome more new guests if the same ones stayed?" That's certainly true enough, yes?

It's all good: good to see the cabins full in summer and good to have the place to ourselves in winter. I'm looking forward to September when we can slow down and reflect upon this year's best guest stories, employee management do's and don'ts, deciding what new marketing strategies paid off and which were a big, fat waste of moolah, and whittle down the ever fluid maintenance/resort improvement list. And I can't WAIT for the CMR Fall Conference to compare notes and stories with other resorters who know exactly how it feels to rest those smiling muscles. Have you reserved your room yet at the Grand Ely Lodge? Here's the 411:

CMR Fall Conference, October 22 - 24 (starts Sunday at noon, ends Tuesday at noon)

Contact the Grand Ely Lodge to get a room reserved (CMR has blocked some rooms for us)

(218) 365-6565 (rooms start at \$79.95)

Register for the conference through the CMR Office Manager, Vicky Krattenmaker at (888) 761-4245

Cost of conference is \$125 person for CMR members

\$200 for non-members (you may join the CMR at any time)

NEW SPECIAL THIS YEAR: If your resort has more than 3 participants, the 4th person get's 50% off the registration cost.

It looks like the conference is shaping up to be a great one! A brochure with the full schedule will be headed your way soon. Look for it in the mail

Eighth Annual Silent Auction It's not to late to make your donation!

Submitted by Elaine Grove, Twin Springs Resort, Hackensack & Silent Auction Chair Person

It's that time of year to start thinking about the Congress of Minnesota Resorts "Eighth Annual Silent Auction". The auction will be held in conjunction with the Congress of Minnesota Resorts 2006 Fall Conference at the Grand Ely Lodge in Ely, MN. The conference will start Sunday, October 22nd at 12 pm and end Tuesday October 24th at 12 pm. The Silent Auction will be open for bidding all day Sunday and Monday, with the wrap-up after dinner on Monday, the 23rd.

Silent auction donations can be brought to the conference, or if unable to attend ,please mail donations to: Elaine Grove, 3837 N. Pleasant Lake Dr NW, Hackensack, MN 56452. If you have any questions, please call Elaine at 218-675-6630 or email at vacation@hackensackmn.com.

Monetary gifts to support the Congress of Minnesota Resorts legislative efforts can be made by mailing a check to the Congress of Minnesota Resorts office, earmarked lobbyist efforts. If your neighboring resorters are happy with the legislative efforts of the Congress of Minnesota Resorts legislative committee let them know a donation towards the legislative effort will help all resorts stay a viable business.

Your donation does matter. With everyone's participation, we are assured of another great year of our much-needed lobbyist, Joel Carlson's, hard work and support. **Let's challenge ourselves by beating last year's Silent Auction proceeds of \$2040.25!**

Congress of Minnesota Resorts Benefits

The Congress of Minnesota Resorts offers several member benefits. In the next few issues of the "Resorter Reporter" we will be highlighting one or more of those benefits. Please take a few moments to review each of the benefits. Hopefully you will be able to use one or all of them to benefit your business. If you have any further questions about the CMR benefits please contact the office at cmr@minnesota-resorts.com or call our toll free number 888-761-4245.

Porta Dock CMR- Member Benefit Program

Receive 15% off regular retail on any Dock, Boat Lift or Accessory purchased from Hunts Resort-Porta Dock

Receive another 5% if purchaser assembles & pick up the merchandise

If ordered & paid for on the "Fall Special" (Between August 1st & Oct. 15th) receive another 5% off

For more information or pricing call: 320-634-3323 or email us at: info@huntsresort.com

Paul & Rob Provided by: Hunts Resort & Porta-Dock

Reservation Master

Tom Pingel of "Reservation Master" is offering to the Congress of Minnesota Resorts members the following benefit:

The regular price for a Reservation Master 3 license is \$495 + Tax.

Users can take advantage of the "Fast Track" setup service where a ready-to-use database is delivered for an additional \$75.

As a "preferred" CMR vendor, Tom will include the "Fast Track" service to Congress of Minnesota Resorts members at no additional charge.

Contact Tom Pingel at: Reservation Master, 5316 Cisco Lane NE, Remer, MN 56672

218-566-3824 email: tom@tcpms.com Website: www.tcpms.com

"GAR - fish or no fish"

Submitted by Mark & Beth Novotny, Hyde-A-Way Bay Resort

What is GAR? GAR is Guest Approved Resort that is offered by the Congress of Minnesota Resorts. This designation is given to any resort that would like to have a survey done on their resort and meet a 90% approval rating in all four categories (accurate advertising, cleanliness, maintenance, service), and if they would recommend your resort to a friend. This survey is done anonymously by an independent and confidential surveyor. There is also a spot for the guest to write in comments.

At Hyde-A-Way Bay Resort, we had this survey done 18 months ago and it was very enlightening. You get all the comment cards back but have no idea who they were sent to as they are only numbered. Many of the cards had very simple suggestions such as their needs to be more sand in the sandbox or they would like to have bigger pans in the kitchens. You also get suggestions that you should lower your rates or give free ice during the week.

This has been a very good way to see what our guests are thinking or want; plus checking to see if we are actually doing a good job and keeping our guests happy. Some people will just not say anything and leave upset and others will just leave. This is one way to insure that you know that you are doing a good job!!

Also, with this designation, you can advertise with it, put it on your website, put stickers on your brochures and let your guests know by placing your GAR certificate on your check-in counter. We have done all of these things and feel that it has increased out business indirectly.

If you would like more information about the Guest Approved Resort program, contact: CMR Office of Surveying, PO Box 1184, Alexandria, MN 56308 email: otbeach@arvig.net

Guest Approved Resort's

The following are some of the resorts that have achieved the Guest Approved Resort status. Ed & Joanne Fussy, Pimushe Resort, Bemidji; Dave & Bev Thompson, Fisherman's Village Resort, Battle Lake; Scott & Beth Madsen, Otter Tail Beach Resort, Battle Lake; Mark & Beth Novotny, Hyde-A-Way Bay Resort, Hackensack; Ralph & Sheri Notch, New Frontier Resort, Park Rapids. Congratulations and keep up the hard work.

NEW MEMBERS

These are the new members/owners since the June newsletter. Please give them a call or email of encouragement and welcome them to the Congress of Minnesota Resorts.

New Members:

Dan & Carol Koenig, North Star Lake Resort, PO Box 128, Marcell, MN 56657 218-832-3131 email: info@northstarlakeresort.com

Mike & Pam Pfeifer, Wilderness Bay Resort, 36701 Wilderness Bay Drive, Park Rapids, MN 56470 218-732-5608 email: vacation@wildernessbay.com

Mike & Diane Bovee, Ashby Resort, 10415 County Road 82, Ashby, MN 56309 218-747-2959 email: ashbyresort@hotmail.com

Rich & Ember Mowery, Hidden Haven Resort, 36242 Rush Lake Loop, Ottertail, MN 56571 218-346-6046 email: hiddenhaven@hiddenhaven.com

Rob & Kim Jacobson, Jacob's Cove, 2815 32nd Street S, Fargo, ND 58103 218-863-4281 email: kimjjake@hotmail.com

Colson Family, Jakes Northwest Angle, 9270 Golf Course Drive NW, Angle Inlet, MN 56711 218-223-8181 email: dcolson@wikel.com

Brian Johnson, Long Bridge Resort & Marina, 2000 Long Bridge Rd, Detroit Lakes, MN 56501 218-847-1949

Bud & Gin Kitterman & Rick & Peg Kitterman, Anchor Inn Resort, 55960 County Road 4, Spring Lake, MN 56680 218-659-2718 email: vacation@anchorinnresort.com

Mike & Lisa Kinsella, Border View Lodge, 3409 State Highway 172 NW, Baudette, MN 56673 218-634-1631 email: info@borderviewlodge.com

Barry & Kristy Wilde, The Wilds Resort & Campground, 45120 Maple Shores Lane, Osage, MN 56570 218-573-3515 email: info@thewildsresort.com

Tom & Lori Bosiger, Edgewater 4 Season Resort, 52001 Edgewater Road, Spring Lake, MN 56680 218-659-2620 email: relax@paulbunyan.net

Roger Reynolds, Rainbow Bay Resort, 8071 County 78, Lake Shore, MN 56468 218-963-7313 email: rbayresort@yahoo.com

Denise Jordan, Resort Manager, Grand Ely Lodge, 400 North Pioneer Road, Ely, MN 55731 218-365-6565 email: info@grandelylodge.com

Alice Moe, Deer Trail Resort, 1608 Deer Run Drive NE, Longville, MN 56655 218-363-2536

Lee & Sue Hotaling, Wilderness Bay Lodge, P.O. Box 127, Ely, MN 55731 218-365-4311 email: wblodge@citlink.net

Debbie & Larry Overcash, Kee Nee Moo Sha Resort, 4308 Timber Drive NW, Hackensack, MN 56452 218-682-2362 email: knms@womanlake.com

Jack & Pauline Plantin, Old Town Resort, 20669 Old Town Trail, Clitherall, MN 56524 218-864-8173 email: oldtown@prtcl.com

Mavis McGuire, Whitewood Resort, 29203 410th Place, Aitkin, MN 56431 218-927-3804 email: mmwt5646@emily.net

Hart & Bernick, Pine Tree Cove Resort, 12977 Chippewa Lane, Kabetogama, MN 56669 218-875-2088 email: info@pinetreecove.com

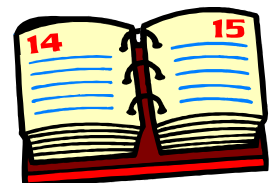
Associate Members:

Faster Solutions, Inc., Brandon Knowles, 207 1/2 East Superior Street, Suite 301, Duluth, MN 55802 218-733-3936 email: sales@fastersolutions.com

*WELCOME
&
GOOD LUCK!*

CMR CALENDAR OF EVENTS

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|---------------------------|--|
| September 1, 2006 | Congress of Minnesota Resorts membership renewal due |
| September 21, 2006 | Fall Tour of Resorts in Ottertail Lakes Area, See Article in this issue |
| October 22, 23 & 24, 2006 | CMR Fall Conference, Grand Ely Lodge, Ely MN, October 22, 12 p.m. to October 24, 12 p.m. |



CMR's Fall Tour of Resorts

September 21, 2006



Sand Bay Resort, Battle Lake, MN

8 am to 10 am



Fisherman's Village Resort, Battle Lake, MN

10 am to 12 noon



Weslake Resort, Underwood, MN

12 noon to 2:30 pm (Lunch Provided)



Big McDonald Resort, Dent, MN

2:30 pm to 4:30 pm

Resorts in the Ottertail County area will be hosting the Congress of Minnesota Resorts "2006 Fall Tour of Resorts" on Thursday September 21. The tour will begin at 8 am at Sand Bay Resort in Battle Lake, MN, owners Wade and Hollie Mills. The second stop on the tour is Fisherman's Village Resort also in Battle Lake, MN, owners Dave and Bev Thompson. Next the tour will take you to Weslake Resort in Underwood, MN, owners Tom and Brenda Masloski. Lunch will be provided while you are at Weslake Resort. The final stop on the tour will be Big McDonald Resort, Dent, MN, owners Jerry and Robin Lowe. Make your plans now to get together with fellow resorters and enjoy a leisurely day of touring the four resorts that are so graciously opening their doors to fellow resorters. Please email Tom and Brenda at weslake@prtcl with the number of people you will be bringing to the tour, so they can plan lunch accordingly.

Check it Out!

Still haven't visited the new website? It's always open at www.minnesota-resorts.com.

Congress of Minnesota Resorts
Post Office Box 124
Spicer, MN 56288

Phone: 888-761-4245

Email: cmr@minnesota-resorts.com

**WWW.MINNESOTA-
RESORTS.COM**

Keep your listing
current on the CMR website.



CMR MISSION STATEMENT

The Congress of Minnesota Resorts exists to help family owned and operated resorts in Minnesota to continue as a viable segment of the Minnesota tourism industry

CMR MOTTO

The Congress of Minnesota Resort's motto is "Resorters Helping Resorters" We believe that none of us is as smart as all of us.

CMR'S 2005-2006 BOARD OF DIRECTORS & COMMITTEE'S

President: Jennifer Bateman, Two Inlets Resort, 218-732-5434 email: vacation@twoinlets.com

Vice President: Mark Novotny, Hyde-A-Way Bay Resort, 218-675-6683 email: hydeawaybay@tds.net

Treasurer: Tom Masloski, Weslake Resort, 218-826-6523 email: Weslake@prtel.com

Secretary: Brenda Masloski, Weslake Resort, 218-826-6523 email: Weslake@prtel.com

Past President: Ed Becker, In-We-Go Resort/Motel 218-652-3536 email: vacation@inwego resort.com

EDUCATION:

Chairperson: Susan Ferguson, Pine Terrace Resort, 218-543-4606 email: vacation@pineterrace.com

Education Committee Members:

Brenda Masloski, Weslake Resort, 218-826-6523 email: Weslake@prtel.com

Tam Mahaffey, Lost Acres Resort, 218-835-6414 email: lostacre@blackduck.net

Darvin Ferguson, Pine Terrace Resort, 218-543-4606 email: vacation@pineterrace.com

Harlan & Heidi Schauer, Northern Lights Resort & Outfitting, 218-875-3074 email: hhschauer@frontiernet.net

Kerri Ball, Cass Lake Lodge, 218-335-6658 email: cllodge@paulbunyan.net

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

Brian Sams, Country View Resort, 218-575-2432 email: vacation@countryviewresort.com

Tom Masloski, Weslake Resort, 218-826-6523 email: Weslake@prtel.com

Tom Ossell, Northern Lights Resort & Outfitting, 651-351-9666 email: pat@facilities-group.com

LEGISLATIVE:

Chairperson: Ed Becker, In-We-Go Resort, 218-652-3536 email: vacation@inwego resort.com

Legislative Committee Members:

Preston Turner, Big Timber Lodge, 218-732-3607 email: bigtimber-lodge@unitelc.com

Jack & Sherry Frost, Joe's Lodge, 218-335-6773 email: vacation@joeslodge.com

Sherm Anderson, Anderson's Starlight Bay Resort, 218-652-3530 email: relax@starlightbayresort.com

MARKETING:

Chairperson: Dana Pitt, Bailey's Resort, 218-547-1464 email: vacation@baileysresort.com

Marketing Committee Members:

Karen Kaehler, Pinedale Resort, 877-218-1102 email: pinedale@att.net

Mark Novotny, Hyde-A-Way Bay Resort, 218-675-6683 email: hydeawaybay@tds.net

Cindy Pitt, Bailey's Resort, 218-547-1464 email: vacation@baileysresort.com

Jim Ball, Cass Lake Lodge, 218-335-6658 email: cllodge@paulbunyan.net

GUEST APPROVED RESORT PROGRAM:

CMR Office of Surveying, PO Box 1184, Alexandria, MN 56308 email: ot-beach@arvig.net

MINNESOTA RESORTER:

Sue Paradeis, Shing Wako Resort, 218-765-3226 email: shingwako@brainerd.net