



Minnesota Resorter

Resorters Helping Resorters



Winter 2009 Vol. 25 No. 1

EDUCATION
Build a Floating Dock

LEGISLATION

2009 Day on the Hill

Feb 25 - 26

MARKETING

Jack & Sherry Frost
2008 Resorters of the Year

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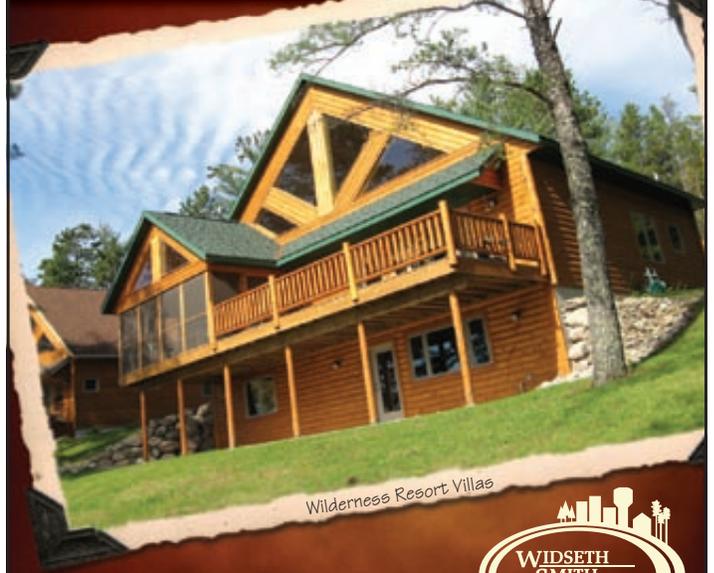


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Minnesota Resorter

Resorters Helping Resorters



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Winter 2009

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About the cover:

*Photography by Jennifer Bateman, Two Inlets Resort
After a fresh snowfall, Jennifer snapped this photo of the road leading to their resort.*

The Minnesota Resorter is a quarterly publication of the Congress of Minnesota Resorts. The opinions expressed in the articles printed here-in 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 inquires to the committee contact. The Minnesota Resorter is printed by Arrow Printing.

From Your President's Pen



President Dana Pitt
Congress of Minnesota Resorts

Hello Fellow
Resorters,

It's hard to believe how fast my past year as CMR President has gone by. It was both challenging and rewarding, and I'm proud of how our board worked together to accomplish our common goals. Many positive things were accomplished in the legislative, marketing and education divisions of the CMR over the last

year. These successes were due in large part to the dedicated service of the following outgoing Board members: Jennifer Bateman of Two Inlets Resort, Kim Bowen of Crow Wing Crest Lodge and Mark Novotny of Hyde-A-Way Bay Resort. It was a pleasure to work with them, and I'm grateful that each of them has expressed an interest in continuing to assist the CMR when needed.

With the new year upon us, it's time to look ahead. First, I'm honored to say that I will again be serving as your CMR President in 2009 and look forward to another great year working with the Board. The other officers elected for 2009 are Ed Fussy as Vice-President, Timberly Christiansen as Secretary and Tim Aarsvold as Treasurer. I am also pleased to announce that at the CMR's annual meeting we elected the following new members to our Board of Directors: Chuck Hodge of Blue Moon Resort in Hill City, Troy and Nancy Loren of Little Boy Resort in Longville, David and Cammie Steffen of Isle O'Dreams Resort in Park Rapids, and Bob and Cindy Tyson of Good Ol' Days Family Resort in Nisswa. It's always good to get fresh ideas and input from new board members, as each one brings their own unique talents to the board. I'm really encouraged by the enthusiasm of our board, as they are all very willing to step up and fill in where help is needed. However, we are also always looking for members-at-large to assist on committees – so please consider volunteering your talents.

Many opportunities to improve our industry are on the table this year. As most of you may know, the DNR is presently rewriting the Shoreland Rules, which obviously affects all resorts in a big way. The CMR has been at the forefront of this process, and with the DNR now willing to write a separate "resort only" section of the Rules, things are looking positive for us. The CMR organized a series of input meetings over the past couple months, and hopefully most of you participated in that process, as opportunities like that don't come along often for resorts. Another opportunity to get involved in to improve our industry is attending the CMR's annual Day on the Hill in St. Paul. Private lake home rentals and the post-Labor Day school start are both huge topics of concern for us this year, along with several other issues. Our legislative committee, along with our dedicated lobbyist, will be working tirelessly in the coming months to make sure our interests are heard at the Capitol. But don't sit back and assume that others will take care of these issues. There is strength in numbers, and I highly encourage ALL CMR members to participate.

Another upcoming event to put on your calendar is the EMT's Minnesota Conference on Tourism in Brooklyn Park on January 27-29. Highlights include a nationally recognized authority on tourism trends and knowledgeable speakers in marketing, advertising, customer service and "green" tourism. Minnesota experts in business development, the economy and transportation will also be on the agenda. A main theme this year is "2020 Vision – Creating Tourism for Tomorrow," which is the industry's effort to develop a thriving tourism industry for the future. We typically have had a strong representation of CMR members at this premier conference, and I hope you will all consider attending.

If you are presently a CMR member, there are many great reasons to be proud of your association with this organization; the educational opportunities, the marketing advantages and the legislative voice are all more than worthy of your dues. If you are not currently a member, please consider joining us. There is no better way to be an informed, progressive resorter while helping to strengthen the entire Minnesota resort industry.

I want to thank you all in advance for your support in the coming year. It's such a blessing to be associated with a group such as this.

Have a great winter season!



Plan on attending the
2009 Day on the Hill
Feb. 25-26, 2009

See page 23 for details!



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EDUCATION

2008 CMR Fall Conference

By Kim Bowen, Crow Wing Crest Lodge

Duluth was a fantastic area to hold the Fall Conference on October 26-28, with many excited resorters coming early for FUN DAY and getting a taste of the fascinating history of a rather unique area in our state. We learned about taconite and foreign ships while enjoying lunch and a narrated tour of the Duluth Harbor on a Vista Fleet Cruise. Those of us not motion-sick (pretty much everybody but me) then had a wild virtual white water rafting ride down the Colorado River, courtesy of the OmniMax Theater. The famous Duluth freshwater Aquarium was a more sedate activity for



Bob Anderson, motivational speaker, needed a boost to stand up to Kim Bowen, Crow Wing Crest Lodge for the Grand Prize Drawing



Cheryl Dockter, Morning Star Resort shows her "catch," the Grand Prize a Stained Glass Walleye.

my anti-sea legs, and I found myself constantly murmuring to whichever resorter was near: "Wow, did you see this...?" I learned weird facts such as: muskrats and beavers have now been found to share winter burrow space companionably, and if you were to put an ice house on frozen Lake Superior in a 12 x 12 foot space, one for every living person on the planet, there would still be room for more ice houses (they don't call it a Great Lake for nothin'). Of the 25-30 resorters who came early to the Conference to enjoy area interests, a handful of us even experienced a famous local Haunted House - which may or may not encourage us to try another one next year. (There's a bit of a saga to this tale, and suffice

it to say, my left ear has still not recovered sufficiently from the blood-curdling screams.)

If you did not attend this year's conference, you really missed out (and maybe you need to think about making an effort to attend next year's?). Elaine Grove of Twin Springs Resort commented that after 21 years in resorting, this was the best CMR Fall Conference she ever attended! Comments on the feedback forms noted attendees really paying attention to presentations (indicative of topics and speakers of interest). One attendee wrote, "Overall, this was another excellent conference. I witnessed a lot of networking, fun, laughs, most people seemed to socialize beyond the scheduled conference time, didn't 'skip out' on speakers, and that's ALL GOOD!" Attendees were encouraged to move outside their comfort zone at meal times (by not always sitting next to their spouse or family member) and to strike up conversations with new resorters or people they didn't know. This sentiment was evidently taken to heart by our typically warm and inviting group, as I can't recall a conference where the decibel levels at every single meal were so high with chuckles and chatter! Two attendees wrote on their conference feedback form that they felt the most helpful topic to them was the Hospitality Room social time, which just goes to show that resorter get-togethers, especially ours, prove our own motto of "Resorters Helping Resorters" and that "none of us is as smart as all of us."

As a member of the Congress of Minnesota Resorts, it felt GREAT to be validated and "solicited for advice" from important state entities. John Edman and David Bergman from Explore Minnesota Tourism took 90 minutes to ask us resorters, "Where do you see your business in the year 2020?" They talked about the hospitality industry budget in Minnesota and encouraged us to give them input into where their future budget should be utilized. Personally, I was fascinated by how they've handled international advertising.

Paul Radomski, DNR Research Scientist, also asked us to voice suggestions and concerns related specifically to mom-and-pop resorts since he is finishing the process of updating statewide standards in shoreline zoning and development. This is a huge deal, as these regulations affect every single resort in the state, and it was gratifying to be "listened to." By now you should have attended one of the many meetings that the DNR held statewide. Ed Fussy with the CMR has attended all these meetings. There were a lot of good ideas and discussion at these meetings. Watch for a final draft of the proposed shoreland rules. Anyone wanting to give any feedback once the draft comes out contact Ed Fussy at fussys@mnrresortvacation.com or Paul Radomski at Paul.Radomski@dnr.state.mn.us.

Legislators, beware. The CMR has a new and dramatic gimmick planned for the 2009 Day on the Hill event. Any attention we can gain from looking wacky (and still appropriate to a resort lifestyle) to help get our resort issues heard -- we'll take! (And nope, I'm not telling what the group is planning - you'll just have to be surprised!) During the Legislative Update at the conference, CMR Lobbyist, Joel Carlson, outlined several issues which we will be caucusing on. The post Labor Day school start is likely to be strongly challenged this year since Labor Day is so late in 2009, so we could really use your help in defending it. Come to Day on the Hill in February! We watched an entertaining little film that CMR member Jennifer Bateman of Two Inlets Resort created with her son on the adventures of last year's Day on the Hill. Many attendees commented that not only did the trip to our Capitol look educational and important to our business, it also looked like a heckuva fun time! We'll also be

addressing the new hot button topic of Restricted Plumbing Licensing and leveling the playing field with private vacation lake home rentals - look for legislative e-mail blasts from the CMR or contact Ed Becker vacation@inwegoresort.com for more information. Day on the Hill dates are set for February 25 & 26, so mark your calendar today and plan on hanging out with your fellow resorters to cracker-barrel, laugh, educate yourself, and do a good turn for your business and the industry! Yes, you can make a difference.

So then, who was the top rated speaker at this year's conference? Bob Anderson of Star Performance, Inc., of course - two years in a row! We learned how to "Deal with Difficult Guests" and turn guest problems into a "WOW" experience for them and "convinced" repeat guests for us. Steve Allison of Business Training gave us a number of surprisingly helpful tips on how to "Keep Employees on the Right Track." Who sets the standards at your resort? How can you encourage a "fair" employee to become a "fantastic" employee? If you don't know, it was worth coming to the conference on this presentation alone, according to several attendees. We're hoping that both of these two awesome and dynamic presenters will come back with different topics at next year's conference!

And lest you think that CMR conferences are dull and impertinent to your resort - let that myth die a quick cast into the last fishing days of the season. This year's "Regulations Panel" was very helpful with clarifying mandatory state requirements for resorts. Blake Nordin was an articulate and no-nonsense resource from the MN Department of Health and addressed concerns dealing with everything from swimming pool drains to the department's role in inspecting private lake home rentals. He also validated an attendee's request for a unilateral interpretation of code, namely regarding how many square feet per bedroom we are required to have for the number of guests intended. Glen Bergstrand from the MN State Fire Marshall's Office gave a colorful and straightforward presentation of new updates in fire safety requirements. (Which reminds me, I need to write down "carbon monoxide alarms" on my shopping list for the next time we go to Home Depot. Yep, resorters, newly updated law requires carbon monoxide alarms in all cabins, not just newly constructed ones.) The session with Jim Peterson from the Minnesota Department of Labor & Industry on the topic of the new nonsensical Restricted Plumbing



Enjoying the amazing rotating view and conversation at Top of the Harbor Restaurant

Licensing was enervating. But at least we know what the department's role is on this, and we can only hope he was able to take away some valid points from our membership. There were NUMEROUS other updates and clarifications of code in this 90-minute panel presentation. Comments on the feedback forms such as: "the panel was very helpful," "good input/thank you great topic!" "interesting - surprisingly," "it felt like we finally got some real info," "very informative - personal," "need more time - too much info," "good venting," "good info to hear - VERY interactive" indicate that CMR Workshops and Conferences are not only pertinent to life in resorting, but they can be lively and educational at the same time.

"Thank you" to all the sponsors and vendors who came and supported us this year. And thanks go to CMR members who donated items for the Silent Auction (and also to those who bid feverishly) to make this year's competition another very successful one!

We would love to see you at next year's conference, so please think about scheduling it into your calendar. Look for e-mail blasts comin' your way soon from the Congress of Minnesota Resorts, welcoming you to join the learnin' and laughs to be had with your peers! See you at the Spring Workshop in April.

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Pine Insurance Agency - two turkeys
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Kalco Worldwide Inc. - \$100 Visa card

*We want to extend a very sincere THANK YOU to all the exhibitors for their support of the CMR Fall Conference!
 You are a very important part of the conference and we look forward to a continued partnership in the future.*

Homemade Floating Docks

By Mark Novotny, Hyde-A-Way Bay Resort

List of materials per 6' X 16' section of dock:

- 2 – 2" X 10" X 16' treated – side frame
- 1 – 2" X 10" X 12' treated – cut in half for end frames
- 2 – 2" X 6" X 8' treated – center frame brace and barrel frame cross brace
- 1 – 2" X 6" X 14' treated – barrel frame
- 1 – 4" X 4" X 8' treated cut to 8 1/2" and used as corner blocks – total of 8
- 2 – 2" X 6" X 10' treated cut for the center cross bracing
- 6 – 2" X 4" X 8' treated for decking
- 18 – 5/4" X 6" X 12' treated decking cut in 1/2

Additional items you will need to put this together:

- Deck screws
- Screws for framing
- Floating dock hinges – 2 sets per section
- Large anchor – I used concrete in softener salt tanks
- Chain for connecting anchor to end of dock
- Floating dock pole slide – need 1 for attaching the anchor chain to end of the dock and 1 for driving a stake through on shore.
- Plastic barrels for floats – 4 per section
- Boat bumpers and corners – optional
- Aluminum ladder for skiing – optional
- Dock handles for older guests - optional

If you have any questions, please call me at 218-675-6683. This design was given to me by Tom Pingel, retired resort owner.

Cut all material and start framing. Use screws that will not deteriorate because of the treated lumber. Frame as shown in the drawing. When you start decking, with the materials that you have, you will make 2 portions of the deck to fit the frame. This will ease handling of the deck. Be sure to measure you dock hinges into the same location on all sides of the frame. They will then match up when pinning them together.

Pros of a floating dock system:

1. No adjustments because of water rising or falling.
2. Expandable to meet your needs.
3. Change size of the side wings to accommodate larger boats.

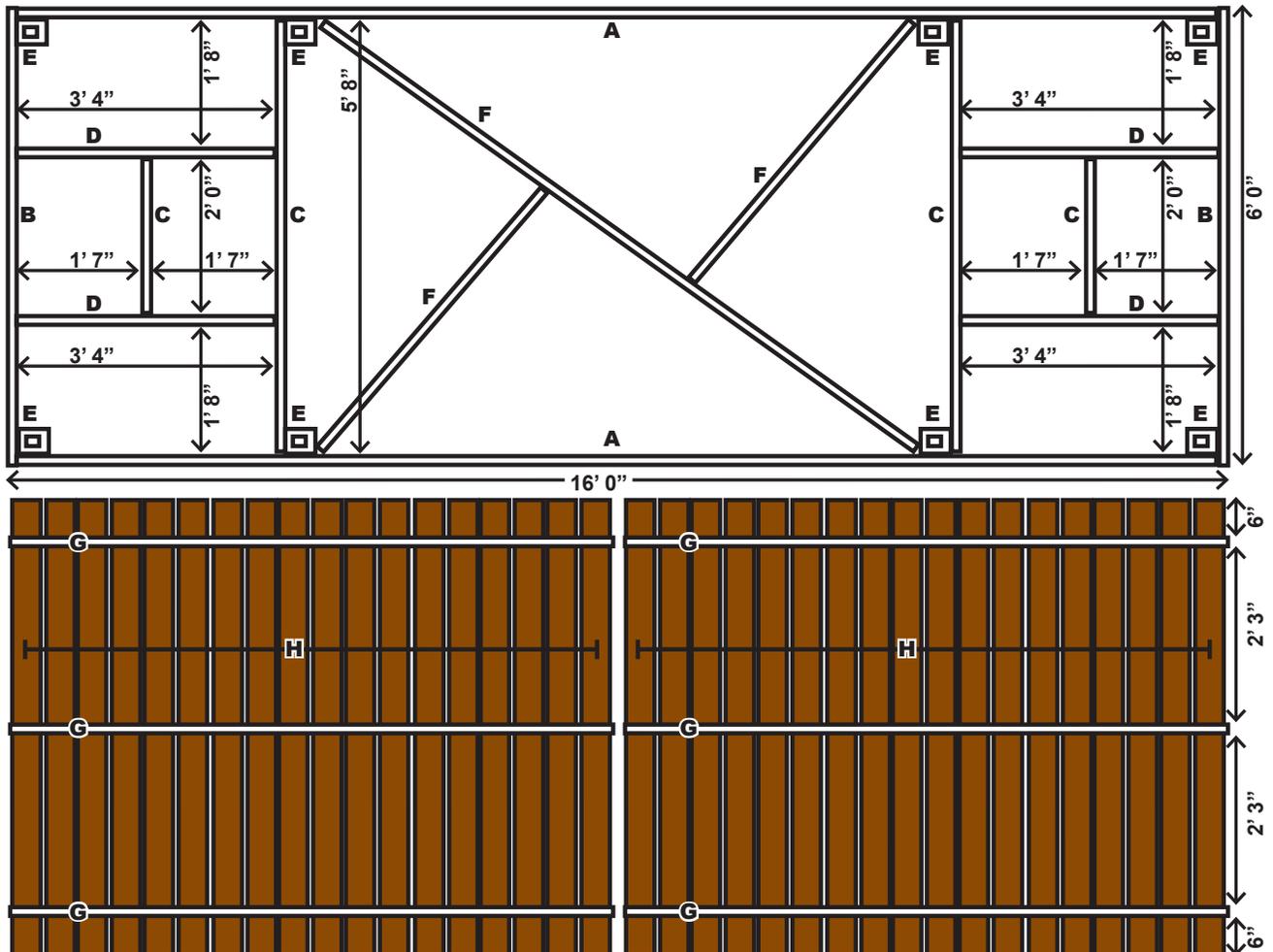
Cons of a floating dock system:

1. Need to be in a sheltered area. Will not take large waves.
2. Limited number of people on dock (could be good and bad).
3. Because they are floats, they will move with the water and be unstable for older guests.

I am able to disconnect these docks from the shoreline and float them to the end of the bay, allowing them to freeze in the ice in the winter time and then float them back into place on the shoreline in the spring. For me, this is a time saver!! It takes me 3 hours to put them in for the season and 3 hours to float them out to freeze.

Descriptions:

- A = 2" X 10" X 16'
- B = 2" X 10" X 12'
- C = 2" X 6" X 8'
- D = 2" X 6" X 14'
- E = 4" X 4" X 8'
- F = 2" X 6" X 10'
- G = 2" X 4" X 8'
- H = 5/4" X 6" X 12'



Congress of Minnesota Resorts School of Resorting

Cracker-barrel Quilters

Hosted By Elaine Grove, Twin Springs Resort

On a blustery, cold, November day, the cracker-barrel quilters met to commence sewing as well as finish other projects such as scrap-booking and crocheting. It was a nice mix of veteran and new resort ladies full of enthusiasm, excitement and energy for the upcoming season. They showed up with good intentions of sewing, but as the day rolled on it seemed that discussing resort topics would be the agenda. Some of the great ideas included:

- Using Craig's list to advertise
- Google your resort to see what others have to say
- How to find history information about your resort
- Brochure layouts ideas & waiver release forms
- Pre-pay vacation options
- Memory picture books & framing photos
- On-line discounts given to resorts
- Dealing with difficult guests and situations
- Reservation Master & Front Page software

Watch your e-mail for the next "Cackleberry" session. We are planning to learn a couple new projects such as hotdog pillowcases, recyclable grocery bags and Kim may share with us the art of candling. Everyone is welcome to come learn new things and bring ideas to share, as you can see sewing is optional! Hope you can join us!

QuickBooks Plus!

By Dave Thompson



The CMR's School of Resorting chair, Timberly Christiansen, set up a class for us "DIYers" on the effective use of QuickBooks Accounting Software. What a great reason to be a member of this fantastic organization.

On December 4, any resorter, CMR members FREE, could attend a class at LarsonAllen CPAs in Baxter, Minnesota. To accommodate the 40 resorters registered, two half-day classes were held, rather than the full-day session originally scheduled. Al Laitala, an agent of Larson-Allen and a QuickBooks ProAdvisor, provided a very comprehensive orientation to QuickBooks menus, reports, and procedures. This information could be used to speed up our user time and to facilitate our preparation of accurate accounting reports, thus cutting down on our own CPA's work at tax time.

Mr. Laitala spent a lot of time showing us how different ways of entering the same expense can affect our profit and loss statements and balance sheets. He showed us how these reports are used by lending institutions to evaluate our businesses when we need loans. There was a lot of time for Q&A. I have personally used QuickBooks since 1997 and always wanted to be able to compare my profit and loss statements not just for the past year but over the past several or even, in my case, since 1997. Mr. Laitala knew exactly what I needed and stepped us through the report menu showing us how to create such a report. That in itself was worth the 180-mile round trip to attend the class, the rest was just a bonus.

Speaking of bonus information, Mr. Laitala included time to explain ownership models, highlighting how an LLC, Limited Liability Company, could protect our personal savings and property ownership from lawsuits. If we have a lawsuit from a customer injury, the attorney could not only sue for our resort insurance coverage, but also our personal savings, property, and even our kid's college savings. On the other hand, our resort business and property is also exposed to loss in a personal suit settlement, say, for example, a car accident where we may be at fault. The attorney could investigate and find our large property ownership in the business and attach those assets in the suit. Mr. Laitala says now the LLC "wall" is very good in protecting these assets from either direction. A better plan would be to have two separate LLCs, one for the resort business and one for the buildings and grounds. All great information to go back to our own CPAs and business attorneys to explore what business plan works best for our own resorts.

As with any meeting resorters attend, we always have what I consider the most valuable feature and that is seeing fellow resorters again and catching up on what we are doing to improve our resorts. Even in these tough economic times I am so impressed that we all continue to be aggressive in improving our properties and services for the upcoming season.

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"For there is born to you this day in the City of David a Savior, who is Christ the Lord." Luke 2:11

EDUCATION

The Founding Fathers of the Congress of Minnesota Resorts

By Cindy Pitt, Bailey's Resort



Summer 2008 - Bill & Marge Koch with their family, for a last hurrah!
(Photo by Studio 64 Photography)

In late 1984, Bill Koch (Shorecrest Resort), along with Chick Knight (Pinehurst Resort), Alan Gunsbury (Quarterdeck Resort) and Bob Graham (Broken Horn Resort) felt the need to create an educational program that would focus on the small-resort industry. With that premise, they formed the "Congress of Minnesota Resorts" in 1985. During those first years, they spent countless hours traveling all over Minnesota to provide educational material to resorts. They started the original CMR newsletter known as the Congressional Log and were determined to provide this newsletter to all resorts. Funding this newsletter was costly, so they decided to have a membership drive in order to support the financial end of this endeavor. They were also the originators of the CMR resorters' "Cracker-barrel" that has been so informative to so many resorters over the years!

This is the first in a series of articles on the founders.

Bill and Marge Koch, Shorecrest Resort

Bill and Marge were living in Omaha, Nebraska in the late 1960's and spending their vacations in northern Minnesota. Bill was working for IBM and Marge was teaching school. They knew that they wanted a change and to run their own business, so they began searching for a resort to purchase. After a 5-year search, they found Shorecrest Resort on the south end of Walker Bay on Leech Lake. Shorecrest is located on a 4-acre peninsula with 1600 feet of shoreline. They purchased the 4-cabin resort in 1974 and moved to Walker to start their new adventure along with their four young children – ages 9, 7, 4, and 1 1/2. Bill continued working his "other" job, but transferred to Rochester and traveled to Walker on weekends, while Marge and the kids stayed at the resort. In September, Marge and the kids would pack up and move to Rochester for the winter, and then back to Walker each May. In 1977, when Marge became a teacher in the Walker School system, they began living year-round at the resort.

The Kochs added three cabins to their resort with the most recent being built in 1981. Other amenities they added were decks on all of the cabins, sliding glass doors, fireplaces and cable TV. Five of their cabins were available for rent year-round, so they included snowmobile rental in their winter

business. They purchased an additional lakehome property on Walker Bay in 1985 and rented it out as their "Hideaway House" until 2000.

In 1993, the Kochs purchased a home on Shingobee Bay and started Leech Lake Recreational Rental out of this home. They ran this with the help of their son Kam. Leech Lake Recreational Rental was for watercraft rental on the lake. They continued this business until 1998. In 2000, Bill developed medical issues that hindered their ability to operate Shorecrest Resort successfully, so son, Kris, stepped in and ran the resort for the years 2001 and 2002. Bill and Marge came back in 2003 and have operated Shorecrest Resort since. They sold the "Hideaway House" in 2006 and have officially ended their 2008 season at Shorecrest Resort. In fact, on December 1, 2008, they said farewell to the resorters' way of life.

They have thoroughly enjoyed their 35 years of resorting and say that they have made some wonderful friendships along the way. It was also a great place to raise kids and they credit the resort for helping the kids develop the ability to visit with all types of people. Their four children now have successful jobs – with two staying in the Walker area, one in Nebraska and one in California. The Kochs plan to stay in the Walker area.

Bill and Marge stayed very active in the CMR until 1995, when they decided it was time to back away and allow a new generation of resort owners to take the lead. They are proud of the accomplishments of the CMR and how far it has come and feel that the smaller resorts have benefited immensely from this organization.

"Best Wishes" in your retirement and "Thank you" for your dedication to the CMR, Bill and Marge.

ask us about

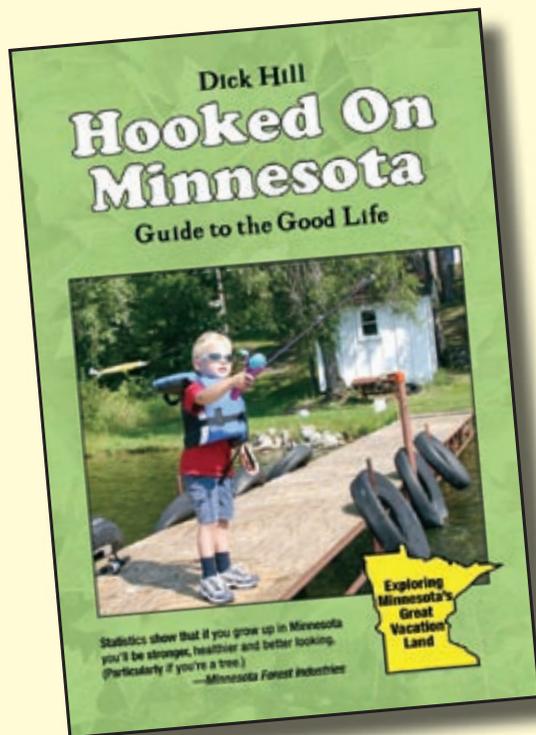
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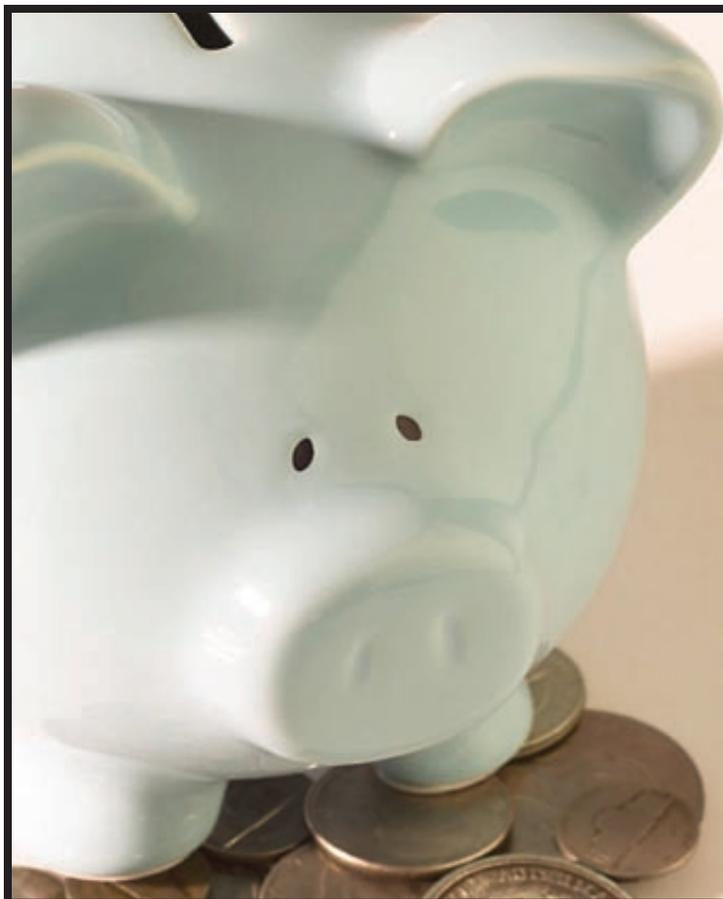


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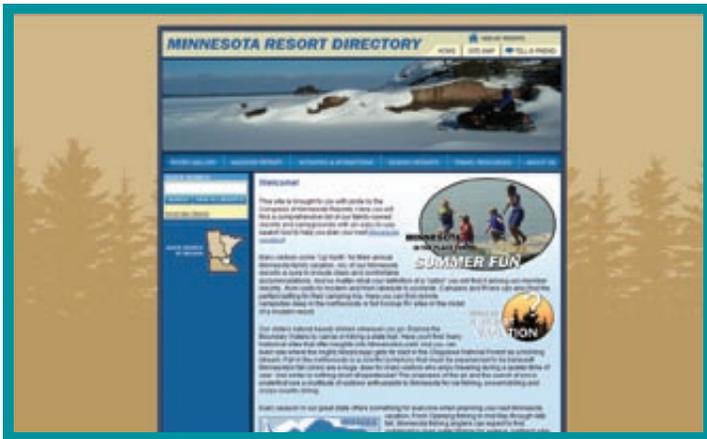
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To obtain an information packet contact the Congress of Minnesota Resorts office at: CMR@Minnesota-Resorts.com or 1-888-761-4245. You can also print a form from the CMR website, www.Minnesota-Resorts.com.

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the gun on it, so I took time to
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and that's why I joined."*

*Joe Scharber
Sleeping Fawn Resort & Campground
Park Rapids, MN*

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Congress of Minnesota Resorts 2008 Resorters of the Year Jack & Sherry Frost, Joe's Lodge on Lake Andrusia



The Congress of Minnesota Resort recently held their annual fall conference, at Radisson Harborview in Duluth. This event was held Oct 26 – 28, 2008 where the Congress of Minnesota Resorts, “Resorter of the Year” Award was announced.

This annual award is given to a deserving resorter or resort couple who has been nominated by fellow CMR members. The recipients of this award best exemplify the spirit and goals of the Congress of Minnesota Resorts (CMR). The criteria centers around the operation of a successful and progressive resort business, service to the tourism industry both at a state and local level, and community service.

The recipients of the 2008 CMR Resorter of the Year award are Jack and Sherry Frost of Joe's Lodge on Lake Andrusia in Bemidji.

Jack and Sherry came to resorting eleven years ago. After their first summer, they attended the CMR Fall Conference and came home elected to the board. They have served two terms on the board. They have also been active in workshops, conventions and Day on the Hill, as well as contributors to the Minnesota Resorter magazine. By being involved with the CMR, they became familiar with other resorts and were able to acquire ideas and have the confidence in their decisions to improve their resort.

When they arrived at their resort, they had 21 cabins; most were very old and outdated. Today they have twenty cabins of which fifteen are new and the other five have been remodeled and updated. Even with fewer cabins, they have a larger capacity. When they replaced old cabins recently, they were able to take advantage of the new shoreline regulations that the CMR has been instrumental in passing. Besides giving credit to the CMR, they say that planning, being pro active and having a good

financial person has allowed them to maintain a progressive, successful resort.

They are very open and willing to share their ideas with others and help in any way they can. If you're new to resorting and want some ideas, pay a visit to these people and tour their resort.

In addition to their CMR and resort activities, Jack and Sherry raised their four children at the resort and have been involved in numerous community activities. They have been active with the Bemidji and Cass Lake Chambers, served on the Northwoods Tourism Council, township planning and zoning board, Mississippi Headwaters board, Mississippi River Parkway commission, and Minnesota Tourism Advisory Council. Jack has served two terms as a county commissioner and the Sherry has been chairman of their township board. They have been active in their school district and their church, serving on the Elders board. If this wasn't enough to do, Sherry opened a gift shop in Bemidji.

These two are wonderful examples of people dedicated to progressive, involved and committed resorting. Congratulations, Jack and Sherry!

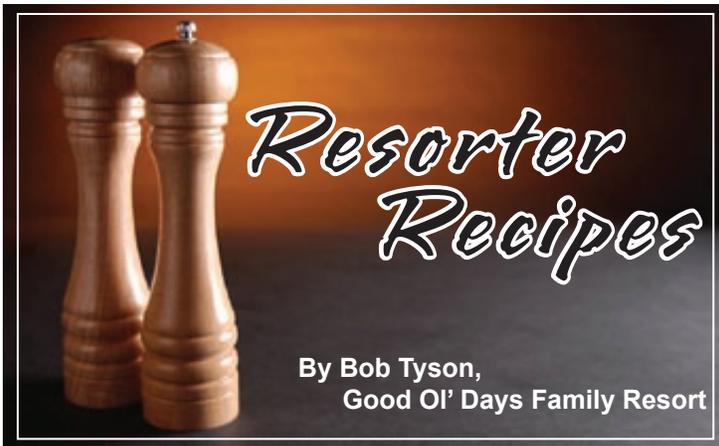
Snow Birds



Save the Date!

The Congress of Minnesota Resorts Spring Workshop will be held on April 7th, at Chase on the Lake in Walker MN.

The School of Resorting will be holding classes on April 6th also. Keep posted as more information will be coming soon.



PASTA E FAGIOLI

- 1 lb. lean ground beef
- 1 lb. mild Italian sausage (links work well also – remove casing)
- 1 small onion finely minced
- 1 ½ cup julienned carrots (packaged shredded or match stick carrots work great)
- 3 cloves fresh garlic, minced
- 2 14 ½ oz. cans diced tomatoes
- 1 15 oz. can red beans (with liquid)
- 2 15 oz. cans great northern beans (with liquid)
- 2 12 oz. cans V-8 juice (spicy)
- 1 15 oz. Prego spaghetti sauce
- ¼ cup sugar
- 2 T. Worcestershire sauce
- 2 T. chili powder
- 1 ½ t. salt (kosher)
- 1 t. dried oregano
- 1 t. dried basil
- ½ t fresh ground pepper
- ½ t. dried thyme
- ¾ lb. penne pasta
- Extra virgin olive oil
- Water



1. In a large pot brown the ground beef and Italian sausage.
2. Remove browned meat and save drippings in pot.
3. To the drippings add onion, carrot, and garlic. Sweat vegetables on low heat for 20 minutes (add some olive oil if too dry).
4. Add meat back in and remaining ingredients, except pasta, and simmer for 1 ½ hours. Add water to maintain soup consistency.
5. About an hour and twenty minutes into simmer time, cook pasta until al dente in 1 ½ to 2 quarts of boiling water. Drain.
6. Add pasta to soup and continue simmer for 10 minutes. If necessary, add more water to maintain soup consistency.
7. Just prior to serving, taste to adjust your seasonings (salt & pepper).
8. Serve with freshly grated Parmigiano Reggiano cheese & bread sticks.

Bon appetito!

With the temperature dropping outside comfort food season has officially arrived. This recipe is my version of the famed Pasta e Fagioli soup served at the Olive Garden. I've spent years tweaking this recipe – Hope you enjoy it!

BRIE KISSES

This recipe is an absolutely delicious and easy to make appetizer. It also fits in beautifully this time of year with its holiday colors.

- 2/3 lb brie cheese (this is what the recipe calls for – I just buy the small wheel of brie that weighs a little more)
- 17.3 oz package of frozen puff pastry (most stores in our area carry Pepperidge Farm)
- 1 jar each of red & green jalapeño jelly.
- Food release spray

I know what you're thinking – jalapeño jelly! Yuck! Believe me, I thought exactly same thing until I was shamed into trying it by all of the women in my cooking class. The jelly is super sweet with a hint of spicy. That combined with the creaminess of the brie and the buttery flakiness of the puff pastry, the contrasting flavors and textures are magic in your mouth!

Remove pastry from its box. Place on a dish towel. Cover with a dish towel and allow to partially thaw at room temperature for 10 minutes. Unfold the pastry sheets and allow to thaw an additional 20 minutes. (The towels keep the pastry from drying out while it thaws).

Trim the bark off the brie and cut into 32 approximately ¾ inch squares. Arrange the squares on a plate and place them in the freezer.

Preheat your oven to 400 degrees F.

Lightly sprinkle your counter top with flour and lightly roll the pastry sheets with a rolling pin to smooth the creases as best you can (you won't be able to erase the creases – that's ok). Cut each sheet into 16 equal squares for a total of 32 squares (I find that using a pizza cutter works best as it is quick, and won't damage your counter top like a knife might).

Lightly spray a mini-muffin pan with food release. Place pastry squares all the way into the cups of the muffin pan leaving the corners of the pastry pointing upward. Repeat until all of the cups are full.

Place the pan in the oven for 5 minutes. Remove the pan from the oven and place a brie cube in the center of each pastry. Return the pan to the oven and bake for an additional 10 minutes, or until the edges of the pastry are golden brown.

Immediately top with approximately 1/8 teaspoon each of red and green jalapeño jelly.

Arrange kisses on a decorative platter and serve warm.

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Reflections on Sixty Years of Resorting

By Bud Narveson, Woodlawn Resort



Phyllis and Bud Narveson

When back in 1948, I (with my father's help) bought the resort my wife and I still own, it had four rental cabins and five Minnetonka 14 ft. wood fishing boats, made by a boat maker on Otter Tail Lake. That same summer, I added another boat of the same make against the advice of Rudy Krone, nearby Otter Tail Lake dweller and former resorter. He said that Minnetonka boats were poorly made and I would be sorry. I should have listened, because Rudy was right about those boats.

With this boat story, I introduce my theme: this resorter has been a slow learner and for him, learning is never over. I've faced the same basic questions that all resorters face, and I'll discuss some of them in this article. Let me say at once that my solutions to problems are (mostly) not offered as recommendations for others; though as the saying goes, anyone is welcome, if the shoe fits, to put it on. So, onward:

Appropriate Name. Many a resorter has anguished over the name that will go on literature, signs, and stationery. "Paul's Resort" was the name on the highway sign when I started out. I knew I needed a more suitable name, but in 1951 still hadn't settled on one. That year I was called to active military duty, and in my absence, my father and brother took over the resort operation and had the highway sign repainted to read "Bud's Resort" (my nickname is "Bud").

I didn't think "Bud's Resort" was an improvement. I thought, and still think, that a resort name should ideally evoke salient features of the location.

To me, "Woodlawn" was the name of a lovely residential street in Hyde Park, the location in Chicago where I attended graduate school. I decided that "Woodlawn" fit our resort location well. I was not aware that to many people the name "Woodlawn" meant a cemetery. Oh well. That hasn't mattered.

To avoid a third radical name shift, I changed gradually over the next years, first to "Bud's Woodlawn," then to just "Woodlawn." But to conservative local residents, after all these many years the resort is still simply "Bud's."

Ideal Rental Cabin. Though I did not follow good advice in buying

a boat, I did reject the worst advice of the time about cabin size, which opined that 14 ft by 16 feet (two 7x7-ft bedrooms and a 9x14 ft main room) was plenty big. I heard varied opinions on best cabin size and amenities for a resort: 16x18 ft, 20x20 ft, 24x24 ft; running water or no running water; bathroom or outhouse; cook top or range; electric, gas, or oil heating.

In adding a cabin that first year, I opted for the "spacious" 16x18 size that former owner Paul Haaland had chosen for the first four cabins: 8x8 ft bedrooms, 10x16 main room. Having no capital, a hefty mortgage, and no resorting experience whatsoever, I, in general, imitated the neighboring resorters in choosing the cheapest options: cheapest boat, cheapest heating, outhouses rather than bathrooms, no foundations (just cement block piers), no running water, cook tops rather than ranges, open-stud walls, painted pine flooring, exposed rafters. All bad ideas.

But innerspring mattresses! Former owner Paul had thought this such a selling point that he had it put on his highway sign—only he and his sign painter spelled it "interspring"—which did get attention.

In those first few summers (1948 to 1950), when accommodations were still scarce and the pent-up consumer desire for travel and recreation was strong, my minimal choices were adequate to attract clientele to the resort. With no cash reserves, a hefty mortgage, and low low weekly rental charges, I nevertheless managed some improvements. In 1949, my father and I installed an electric pump for the well and built an office building divided into a 10x14 living space and two 7x10 bathrooms (for guests too fastidious to enjoy using the outhouses). Already by 1950, it was clear that vacationers wanted more of the comforts

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they enjoyed at home. In 1951, again with my father's help, I started equipping the cabins with running water, kitchen sinks, gas ranges, and 6x6 ft. bathrooms (shower, stool, and lavatory). All those were good moves, but not good enough.

When in 1955, with the help of father and brothers, I added a seventh cabin; we knew from experience that my cabins were too small. This time we chose an 18x24 ft floor plan, with two 9x10 bedrooms and 6x6 bathroom. That, too, I soon realized was too small. So in 1962, when we (my lovely and competent wife Phyllis joined me in 1956) added our eighth cabin, we chose a 24x26 ft. floor plan. In 1970, we added a ninth unit that is 24 x32 on the main floor. Better and better. By the late 80s, we had rebuilt all the original units, enlarging some to 18x24 ft, one to 20x24 ft, and another to 24x24 ft.

Have we found an optimum size? We have not. We still dream of enlarging bedrooms (and adding bathrooms) in our present units.

Dressers Vs. Open Shelves. We have followed with interest discussion of this topic on the resort egroup. Our cabin bedrooms have some of each, but we have also made it a practice to build a tier of shelves into each closet—and yes, our cabins have closets. The shelves offer a considerable advantage: we rarely find items left on shelves, whereas we often find items left in drawers. Phyllis conscientiously inquires of guests whether they intended to leave the items found, and she obligingly troubles to package and mail wanted items. But it is not a task she welcomes.

Bedroom Reading-Lamps. Being constant readers, even when traveling, Phyllis and I are often unhappy to find ourselves staying in accommodations either with no reading lamps or with lights too dim for reading. Thus it has always been our idiosyncratic custom to place a lamp on the wall above the head of each bed in our cabins and to leave a few books on a shelf in the main room, for the convenience of guests who share our inclination.

Reliable Water Supply. In my first year, our water came from a hand pump on a sand point well on the main lawn. The second year we had put in a shallow-well pump and central showers and toilets. That got rid of the outhouses and consequently the stories of guests watching out the bedroom windows for an all-clear sign. But when a couple of years later we piped water to individual cabins, we ran into other problems. The hard water not only stained toilets, basins, and showers, but also frequently smelled like rotten eggs. We finally had a well drilled and had a submersed pump and a water softener installed. Problems solved. Why hadn't we had it done decades sooner?

Fish Guts Disposal. When I started, I inherited a simple fish-cleaning house near the water, with metal tabletop and a garbage can. In the woods behind the cabins, I had dug a grave-sized hole, and each day I toted the can to the hole and dumped in the contents. I threw a bit of dirt over the new deposit and added a shovelful of lime. That was it. Of course, the flies loved it. The pit soon seethed with maggots and reeked.

Clearly this was not a good disposal system. As usual, I was a slow learner; but after a few years, I quit the springtime digging of the burial grave. Instead, at the site of the grave, I dug a hole about two to three feet deep and as small around as the shovel blade could make it—bigger if the day's catch demanded it. Then each day I dumped the fish re-

mains into the hole and dug a new hole, using the dirt to fill and mound the hole with its fish contents. Voila! Digging the new hole and filling the old one takes just a few minutes. So long as there is about a foot or more of dirt on top of the fish guts, there is no smell, no flies or maggots, and animals do not dig anything up. This is the system we still use today. I recommend it for its simplicity, economy, and ecological soundness.

As for the fish-cleaning house, it is still near the lake—grandfathered in, I guess. It has running water now, a longer metal bench, and a drain in the floor. The garbage can sits under the metal chute. Guests are quickly educated to clean up after themselves using a milk can brush and a minimum of water (since the water goes into the gut can and has to be carried out along with the guts). We, of course, give the house a good daily cleaning with brush and broom.

Ideal Resort Boat. It took only one season to learn to detest those wood boats, their weight, their constant seepage, and their annual need of new caulking and paint. I now know that the ideal resort boat is the boat owned by the guest him/herself. For that boat, all the resorter need do is to provide convenient lake access and safe on-site storage. Second best is an appropriate size of maintenance-free boat: in our case, 14 ft. aluminum boats by Lund and Alumacraft have worked out well.



Original Cabins 1 and 2 at Bud's Woodlawn Resort.

Keeping Boats Safe. We are just a quarter mile from the public access, so when it was added sometime in the 70s, it solved the access problem for our guests and ourselves. Boat safety has been more problematic. We could not (and still cannot) pull boats onto our shore. Instead, every night we pulled the boats onto the dock, where waves coming across a mile of open water could not beat them up. That was a chore.

I soon had the local blacksmith make me simple 4x8 iron frames across which I could attach 2x6's front, back and middle. The frames have short legs on one end; the other--shore--end rests on concrete blocks. Rollers on the lake end 2x6 make pulling up the boats a fairly easy task. And I soon started adding boat lifts wherever my dock space permitted. As years have passed, more and more guests have been bringing their own larger and larger boats, and we have adapted, buying larger and larger lifts. At present we have five lifts, the largest accommodating boats up to 3600 pounds.

Pricing. There's a simple answer to why we didn't begin with better

Continued on page 18

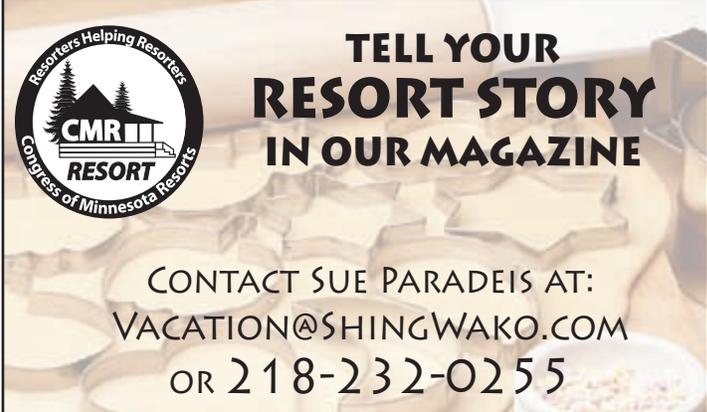
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boats, motors, cabins, water supply, what-have-you: no money. The first year we inherited the per-week per cabin rate: \$35. Gradually, gradually, we raised the rates, but by no means to profitability. We began to see the light only in the 1980s, upon joining CMR and attending its annual conferences. Now we price our accommodations to provide a modest summer's income and to pay for annual improvements as well. This has probably been the hardest lesson to learn, and those who look at our comparatively modest rates will wonder, as we do, whether we have ever learned it.

Changes in clientele. My focus in these remarks has been on changes to some common features of our type of mom-and-pop lake resort with housekeeping accommodations. During my sixty-plus years in the business, the resort has gained a great many amenities, constantly adapting to changed circumstances. Readers interested in our current offerings may find these described and pictured on our website—itsself one adaptation to changing times. What can only be inferred, though, from the website, is the change—not wholly for the better—in the type of guests we attract. Whereas in the fifties and sixties our guests ranged across the income and occupational scales of the US economy, as the decades have passed, we see fewer and fewer “working class” guests and more and more members of the “professions”—college professors, school teachers, doctors, lawyers, small-business owners, farmers. Gone from our list are the colorful meat-packing house workers, the railroad linemen, and the ordinary assembly-line factory workers, victims, as we see it, of two sorts of changes: 1) wage-cutting by corporate employers, and 2) upgrading of our and similar resorts (and consequent higher rents). Both of these changes have put our offerings beyond the price range of many types of earlier patrons.

I've touched upon a few of the changes I've either initiated or adapted to in sixty years at the resort, and now I've strayed from policies and practices more or less within my control to changes in societal conditions over which none of us have had control. What does not change is the pleasure of living and working in a deeply appealing and affecting natural environment. Often on a clear moonless evening, I'll invite guests out to the end of the dock to see the panorama of the stars, and they cannot fail to be awed by a brilliant display of which they as city dwellers have been largely ignorant. This is a minor example, but, I think, most resorters will know what I mean.

We are on our way to retiring. my daughter Martha and her husband Rich will operate the resort this summer and we hope will take over, but Phyllis and I will be there, and indeed we are handling the bookings for what we hope will be the last time.



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A Unique Cleaning Solution

By Mary Ahrendt, Half Moon Trail Resort

Cleaning crews can make or break a Saturday for resort owners. For our first 10 years, three cleaning crews worked well for our 17 cabins. In 2007, we built 'the big one' - a 2000 square foot cabin which sleeps 15. The addition of this large cabin threw off our once efficient cleaning system. I tried several arrangements such as adding one member to a cleaning crew, changing cabin assignments, and having a separate crew make the beds; but we still struggled with efficiency. Also, the cleaning crew assigned the large cabin was pushed beyond what they could realistically accomplish, so we were now scrambling to finish on time every Saturday.

It was time to think outside the box. My sister-in-law Angela mentioned that she looked forward to her kids working at the resort. Since Angela and her husband Tom had worked for us, why not solve our cleaning problem by letting them be involved in the process of teaching their children how to work. I approached them about hiring their entire family, including the kids ages 12, 10, and 8, to clean just this large cabin. We would pay them a set amount and they could divide the money as they chose. They started at 9:00am after the other cleaners were already in their cabins. This decreased chaos in the supply room. Cambria (12) cleaned the bathrooms, Katya (10) and Annalise (8) made beds, dusted, edged, etc. Tom and Angela tackled the kitchen, floors and windows. I was the quality control person - helping the kids to know the standard and showing them how we clean. Tom and Angela were responsible for making sure everything got done.

Their 4 year old, Ian, tagged along with our outside crew. Ian, a very talkative 4 year old, and my husband Dave had a heart to heart talk one day. Dave explained that Ian's most important job was to NOT talk to Uncle Dave. Uncle Dave is much too focused on Saturday to be distracted by an over zealous 4 year old. Ian and my 9 year old daughter Michaela became experts at litter patrol, washing lawn chairs and brushing cobwebs off the outside of the cabins. One day, when Ian wasn't able to come, he commented to his mom, "But Kayla NEEDS me!" Super-sized ice cream cones at the end of the day were a huge hit with them - as they are with all of our Saturday staff.

Would we do it again? In a heart beat. What made this work so well for us was it created a win-win situation. It solved a specific cleaning problem for us and provided a learning/earning opportunity for them. Another key element to its success was finding the right people. I knew this couple had high standards and were responsible.

Would they do it again? In Angela's words, "Definitely." They felt it was a great learning opportunity for their family. Their children better understand how to work together as a team to accomplish a task with a high standard. This opportunity taught them responsibility, time management and a hard work ethic. Angela was surprised by her own children's achievements. Their newly acquired skills have also been applied at home. Tom added that he appreciated being involved personally in teaching his kids how to work.

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Legislative News

Legislative News

By Joel Carlson, Lobbyist for the Congress of Minnesota Resorts

State Budget, Sagging Economy Litter Session's Landscape

I am an optimistic and happy character by nature, but it's difficult to imagine a more foreboding economic beginning to a legislative session. The State is projecting a \$5.2 billion budget deficit, a gaping hole that has no precedent. This, coupled with national news of over 533,000 jobs eliminated in the month of November, the tenth straight month of staggering job losses, makes your annual physical look like fun compared to what's greeting the Capitol in January, 2009.

...it seems like the only job growth taking place is at the Federal Mint ...money (read debt) is being produced at stunning speed.

You can barely feel any holiday cheer as you walk the halls of the Capitol this season – in part, because you're not supposed to walk the halls of the Capitol this time of year. Budget hearings, cuts of \$425 million before Christmas, and a U.S. Senate race that is still undecided weeks after the voting ended has left the Capitol in a somber mood. Even the Governor's lighting of the Holiday tree produced complaints – nothing is free from bickering this year.

The most hopeful prospect for better times in the New Year is a grudging acceptance by policymakers of both parties that they must cooperate to accomplish the task at hand. Legislative leadership and the Governor have indicated that solving the crisis will not simply be a "math problem" but rather a focused effort to get the best value from every tax dollar spent. Major changes in government spending and taxation is the likely net result of the record deficit – an overhaul of state government unlike anything previously attempted. Education, health care, and payments to local units of government are all huge pieces of the state government pie that will get close scrutiny – they account for over 75% of the budget. Buckle up my friends – we are in for a great adventure.

State Budget and Taxes

For the first time anyone can remember, and unlike previous budget shortfalls, State budget planners are predicting that income, sales and corporate tax collections will decline during the 2009/2011 budget cycle. Previous shortfalls have still resulted in modest increases in revenue collections, softening the blow to the state budget. Not so this time – the state total collections are expected to be lower, by almost \$3 billion! So, while \$32 billion is a lot of revenue, it's still short of the \$35 billion spent in the past two-year budget.

The 13% decline in revenue is a direct result of the current recession, which has seen Minnesota's unemployment reach near record levels, job losses mount, and corporate tax collections drop significantly. This perfect storm of woes is dumping fiscal pain on at least 41 states – causing Congress and soon to be President Barak Obama to seriously consider direct financial assistance to the States.

In fact, it seems like the only job growth taking place is at the Federal Mint – where money (read debt) is being produced at stunning speed.

The financial bailout of Wall Street, AIG Insurance, Fannie Mae and Freddy Mac, auto makers and just about everything else has piled up almost \$7 trillion in new debts. The subsidy for out of work left-handed trombone players is just around the corner. The biggest problem with the largess is that many economists do not feel this spending will create a recovery – but is simply good money thrown at bad debts.

The State's tax collections will also get a once over as well. Minnesota has been long dependent on income tax collections to fund its operations, which is the most volatile source of revenue during economic recovery. The problem is two-fold: job losses produce less income tax collections and job creation in Minnesota lags behind the national recovery. Dropping income tax collections are compounded by a state sales tax that is not applied across the board; food, clothing, a long list of services and drugs are all exempt from sales tax in Minnesota. So, at a time when consumer spending declines on everything except essentials (which are exempt), sales tax collections take a nose dive as well.

Governor Pawlenty and legislators are looking at a number of tax adjustments to help even out the collections for the State's budget. How close some of the "adjustments" come to an actual tax increase may well be the deciding factor. The Governor has said that he does not intend to fill the budget gap by raising taxes. The large DFL majorities in the House and Senate may seek some tax increases, but the success of that effort will likely find an unreceptive administration and lack the votes to override any line in the sand from the Governor.

School Calendar, Vacation Rental Homes on the Agenda

Resorters, the State Fair and other tourism groups will again have to face the prospect of defending Minnesota's tradition of summer with the likely push to repeal the post-Labor Day school start law. This annual battle will again be focused on educational outcomes, but the decline in jobs and sales tax revenue will possibly get more attention from some legislators. Education is indeed the path to economic growth, but there are many other factors to balance.

Explore Minnesota Tourism is nearing completion of a study on vacation rental homes. The study has found gaps in enforcement, uniform sales tax applications and some potential consumer protection issues that may require legislation to correct. The study was undertaken at the request of resort operators and tourism officials to help create a level playing field and promote safe rentals that are licensed in compliance with lodging requirements.

Day on the Hill February 25 & 26, 2009

With the potential tax, budget, and school calendar issues confronting us, it will be vital that CMR have the biggest showing yet for the Day on the Hill. There are 23 new members of the Minnesota House that will need to hear our message – and those that support our cause need reinforcements for their efforts. Please make every possible effort to join us in St. Paul and have our voice heard as loud as possible.

NOTICE:

On November 4, 2008, Minnesota voters approved a proposed Clean Water, Land and Legacy Amendment. The amendment will increase the general sales and use tax rate from 6.5% to 6.875% effective July 1, 2009.

Day on the Hill - February 25-26, 2009

Join fellow resorters in St. Paul as we show legislators the Minnesota resort experience and discuss the following legislative issues:

-  Post-Labor Day School Start - This may be challenged hard this year.
-  Private Home Rental Study - This will be finished in Jan. 2009 and the EMT will have recommendations for legislative or regulatory changes, along with a definition of Private Home Rentals. We need to make this a 'level playing field' as resorts are inspected and governed.
-  Shoreland Rules for Resorts - This is being worked on by the DNR and meetings are being held now. These rules will affect all resorts.
-  Restricted Plumbing Licenses - By rules of the Department of Labor and Industry, you now need a plumbing license to repair, replace, or install any plumbing items on your resort.

***Put this on your calendar and plan to attend. "Get on the bus!"
More information will be sent out in January and February for this event!!***



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