

## **WHAT A GREAT SEASON WE HAD AT BAY POINT!**

This was one of the best summers of my life and I want to thank all you Members for allowing me to be a part of it here at Bay Point. I can't remember a time when I have made so many new friends and enjoyed so many events...both large and small. I have been involved in several resorts and country clubs in the past, but the Members of Bay Point are different. Everyone comes to this place to have fun and enjoy themselves. No matter what type membership, everyone mixes and mingles and every day turns into a party somewhere on the property. The camaraderie is simply amazing to me! Again, I want to thank you all for letting me be a part of it.

I also want to thank our amazing staff for the hard work and dedication they displayed. I came in late in the offseason and I had a lot of ideas and changes I wanted to do. And even though most of the ideas required change, every staff member bought in to the concept and willingly dedicated themselves to longer hours and more training; and all with real enthusiasm!

If you liked the changes we made this year, you would need to thank each member of the Bay Point staff. We all collaborated on the ideas, but the staff did the work.

My gratitude to these men and women is deeply felt and frankly, at times I was in awe of them as I watched how they handled themselves when there was a problem; large or small!

The next time you see them please join me in a thank you to:

John Paul Dress and his entire crew. John Paul has been with Bay Point 42 years and seen a lot of people come and go, but he not only made the changes I asked for, he welcomed them and encouraged his people to do the same.

Chris Mahler and his maintenance and grounds crew. No matter how pushed they were they always stopped to help other departments from putting up tents to towing a disabled boat. And the best part is that they always have a smile for the members.

Our new marine maintenance staff; Keven Oxendale and Mark Gerber joined us at the first of the season with many years of experience as marine technicians, but starting a brand new department at Bay Point Marina. They are not only excellent techs, but their attitude and demeanor with members make them invaluable!

To Dave Barth and his staff; Kimberly Carico, Samantha Hartsock and Sandy Hymore-Blevins there can only be gratitude for the manner in which they processed membership contracts, dockage, campground lots, golfers, pool members and beach members. In addition, they issued 3,200 membership cards (Members and family), 2,870 car decals, 260 trailer decals, 1,421 boat and PWC decals and 9,851 member guests passes. A gargantuan task! And they did it with a smile.

A special thanks to Tex, aka Sharon Bruner (the only other Texan on the staff), for the way she took control of events and entertainment. From all the feedback I've received from Members, this was the most entertaining season we have ever had here at Bay Point. I have not had the privilege of being here for past parties, but I must say that the 75<sup>th</sup> Anniversary Party was certainly one of the best that I have ever attended! Great job Tex!

Before we leave the office I want to say thank you to Pat Roll our Controller, for the patience and assistance she has provided throughout the inaugural season of our new software program that actually runs almost everything on the property. Pat was always available to help everyone

as they learned the procedures required from the point-of-sale to the payroll. She has been a major factor in making things better here at Bay Point.

Mark Gallavan is our “Jack-of-all-trades”. He runs the IT department and also the new Marine Rental division, along with doing anything and everything when someone needs assistance. Mark brought the new software, “Scribble” to us after researching for months what would most closely meet the needs of a growing Bay Point. He has been instrumental in making changes to the software that made things easier for our staff and the Members. And at the same time he was accomplishing all this, he got married! Congratulations to Mark and Alyssa!

Linda Williams and the Gate Crew, Sean, Pat, Doug and Gina have been amazing! They moved thousands of cars through the entrance, more trailers than we can count and contractors by the dozens. All with a standing “Hello” and a very large smile. This is a thankless job on holidays when the traffic backs up and everyone wants in to Bay Point, but these people never seem to forget that, “you are here to have fun”!

I believe that everyone will agree that Tim Conner and his two Managers, Kevin Cross and Sean Koslock completely turned around the Food & Beverage at Bay Point! It’s truly amazing to me to witness the difference at the Shores, Charlies, Bunny’s and Murphy’s from the start of the season until now. From all the comments, emails and telephone calls I’ve received I would have to say the food at the restaurant is consistently very good. I’m not happy with the wait time on Friday and Saturday nights, but I will say the wait is no longer caused by the kitchen, but because everyone now wants to eat, drink and sit and enjoy the camaraderie. The service is exemplary, and the overall attitude of the staff has improved dramatically! The expansion of Charlie’s Channel Tiki and the addition of the large fire pit have been great additions. Murphy’s Sand Bar has become the place for the beach members to get a “cold one” and enjoy a brat or a burger. And Bunny’s now has music and a full bar, along with ice cream and pizza. Overall, I think we all owe these people a large “Thank You”!

Last, but not least I want to encourage everyone to thank the owners (Partners), of Bay Point for allowing us to make the changes we did this season. For almost 10 years the Partners have invested a large sum of money back into your resort. Their willingness to continue to improve the resort in every aspect is truly admirable and I take my hat off to their commitment to excellence!

I will close this season by saying once again, “This has been one of the premier experiences of my life and I can’t wait for next year”!

Denny Allen  
General Manager