

Tell-E-Gram Text Only Version, June 07, 2013

POA Meetings and Events:

- **Golf Advisory Committee, 3 p.m. Thursday, June 13, POA Office**
- **Finance Advisory Committee, 9 a.m. Friday, June 14, POA Office**
- **Dock Captains, 3 p.m. Monday, June 17, POA Office**
- **POA Board Meeting, 1:30 p.m. Wednesday, June 19, Yacht Club**

From the Boardroom

The ‘Tipping’ Point

By Tom Lee, TVPOA Board Member

Often when conversation here in the Village turns to the Yacht Club, the question is invariably asked: “Why is there so much turnover in service staff? It seems that every time we go, someone new is waiting on us, or they are training a new server.”

Actually, the answer to that question is fairly simple, but the underlying causes for the answer are a bit more subtle than many of us might discern. The answer is that Yacht Club service staff personnel can, with some of the good training that the Compass Group provides and a bit of solid Yacht Club experience under their belt, earn more money at higher volume restaurants in the area. Furthermore, those restaurants are almost always hiring trained, experienced servers.

Now, as for the underlying causes to our dilemma, we need to first understand a few things about how our staff is paid. The facts may surprise some of us.

Did you know that “customarily tipped employees” are not subject to the Federal and State standard minimum wage rate of \$7.25 per hour, but to a special minimum rate of \$2.13 per hour? After taxes and other withholdings, that rate of pay will probably net nearer to \$1 per hour. So, it becomes quickly obvious that our service staff depends upon our generosity in the form of a gratuity, or tip, for almost their entire take-home pay! And that gratuity is also subject to the usual taxes and withholdings (income tax, social security and Medicare taxes, etc., ad nauseum). And did you also know that the service staff shares their gratuities with other staff members, such as the bartender (3%), the bus person (1%), and the kitchen expediter (1%)? By the way, the expediter is the person in the kitchen who calls out the order to the cook, puts the entire order together when it is ready, and makes sure that everything is in proper form when it leaves the kitchen.

So you see, gratuities make up the vast majority of our service staff compensation. And, it is not just the percentage amount of the gratuity but also the volume upon which the percentage is based that fattens the paycheck for our staff. During a chat with Warren Riddick and Amanda Brown at the Yacht Club, we learned that gratuities average about 15-17% of sales, which is only a few percentage points below the norm of 20%, but that the volume of customers on a given night can be far less than many competing restaurants in the area.

Okay, now here is another factor you may not have thought about: the number of staff on duty on any given evening has a direct impact on how much a service staff member will earn during their shift. Think about it; the manager schedules servers based upon the number of reservations, and if the manager does not schedule enough staff for the volume of diners, service may be slower. However, the number of diners served per staff member will be greater,

so the gratuity per server will be larger. On the other hand, if the manager schedules too many servers, the gratuity pool will be spread thinner and therefore the servers will make very little money. So now you know why making reservations is so important; not only to ensure that we get good service, but also to help our staff get a decent paycheck.

The days of career waiters and waitresses are slowly fading away. Frankly, very few people now desire to make this their life's work, but usually perform these jobs out of necessity for one reason or another until something better comes along or their life circumstances change. Although some people do stay in this line of work for a long time, they get promoted or change jobs frequently, usually for an increase in pay. Being in the food service business is hard work, can be stressful and is often frustrating.

For those reasons, we as customers should do all we reasonably can to help management attract and retain a well-trained and motivated service staff. A few more dollars on the gratuity line or a quick phone call to make a reservation will go a long way in that regard. Oh, and last and most importantly, visit the Yacht Club often!

Some Other Stuff You Need to Know...

Loudon County Healthcare Assessment

Fort Loudoun Medical Center is conducting a community needs assessment. They are using multiple ways to gather information about the health and quality of life of Loudon County. Use this link to activate the survey: <https://www.surveymonkey.com/s/QDHS5VP>. They would appreciate your perspective and time in helping them look at the health care opportunities before them in Loudon County. Covenant would like to hear from as many Loudon County residents as possible in order to get a good cross-section of all areas of the county.

Library Seeks Volunteers

The Public Library at Tellico Village is looking for volunteers to help with our Summer Reading Program; we need folks to greet and register the kids and get them settled on the first Saturday (June 8) from around 9-9:45 a.m. We also need volunteers for the last Saturday (July 27) from 9-11 a.m. for a wrap-up party of the prior seven weeks. The volunteers would be strictly babysitters for approximately 40 kids. There will be games, prizes, and food. If you are interested, please email Terri at terri.seavey@gmail.com.

The Public Library at Tellico Village is still looking for children ages 4, 5, 6 years old to participate in our Summer Reading Program called *Storybook Time*. This event will be held for 15 afternoons from 1-2 p.m., June 24-28, July 8-12, and July 29-Aug. 2. We encourage you to bring your children or grandchildren, everyone is welcome! Call 865-458-5199 to sign up.

Indian Boundary Lake Hike June 10

The Muddy Boots Hiking Club will leave 8 a.m. Monday, June 10 (June 17 rain date), from Chota Center, to hike:

- Indian Boundary Lake
- Distance: 3 miles
- Rating: Easy
- Elevation Gain: Minimal
- Leader: Bruce Barbre

This is an easy 3-mile walk in the woods around a pretty mountain lake with minimal elevation gain. Hiking boots or good walking shoes recommended. Bring ample water and a trail lunch. We'll circle the lake, beginning and ending at the picnic pavilion and have lunch there. Rest

rooms are available at the picnic pavilion. Car-pooling is recommended and will be set up the morning of the hike. Passengers are asked to contribute \$5 to the driver to help cover gas and the day use fee.

Volunteer Roundup June 11

Are you looking for new ways to get involved? Join us 9-11 a.m. Tuesday, June 11, in the Yacht Club and learn about different ways to volunteer in Tellico Village. Examples of areas of need are:

- Youth basketball workshop
- Youth golf workshop

Any club interested in reserving a table may contact Beth Kuberka, 865-458-5408 ext. 4130.

HOA Social June 11

The HOA monthly social will be held 5 p.m. Tuesday, June 11, in the Yacht Club. All Villagers are welcome to attend. HOA members can sign up for some of the following upcoming events (for more information on these events, go to <http://www.boatv.org/social/events>):

- Smokies Baseball, June 28
- Fourth of July Yacht Club, July 4
- Hallelujah Girls & Wine, July 17-21
- Boat Ride to River Rock, July 22
- Raft Off and Pot Luck Lunch, Aug. 5
- Bowling and Dinner, Aug. 21
- UT Football, August-September
- Elvis/Karaoke/Food at Pavilion, Sept. 3
- Lost Sea Adventure and Lunch, Sept. 16
- HOA and New Villagers Muddy Boots, Oct. 14
- Lexington Overnight-Keeneland/Bourbon Trail Tour, Oct 18 -19
- River Gorge Explorer Cruise, Nov. 5
- ABBA Symphony, Jan. 11, 2014
- HOA 2014 Cruise, Feb. 1-9, 2014
- Book of Mormon, Feb. 8, 2014

Cruising Club Meets June 12

The Tellico Village Cruising Club will meet 6 p.m. Wednesday (second Wednesday), June 12, in the Yacht Club. Social hour begins 5 p.m. in the lower level of the Yacht Club. All boaters are welcome. For more information, call Commander Errol Keith, 865-458-4277.

Fishing Club Meets June 12

The Tellico Village Fishing Club will meet 7-8:30 p.m. Wednesday, June 12, in the Yacht Club. Returning speaker Chadwick Ferrell, professional fish guide, will discuss fishing Watts Bar Lake for bass and the use of a cast net. Visitors are welcome. For more information, contact Chuck Stoeffler, 865-458-1410.

Retiring Unserviceable American Flags

American Legion Post 256 will be "properly retiring unserviceable" American flags on Friday, June 14. The Flag Retirement Ceremony will be conducted at the Tellico Village Fire Department on Chota Road starting at 10 a.m. The collection period for placing flags in a collection container through June 12. The collection containers are located at the following

places:

- Chota Recreation Center
- Kahite Clubhouse Lobby
- Tanasi Clubhouse Lobby
- Tellico Village POA Administrative Offices
- Tellico Village Public Library
- Tellico Village Fire Department Building
- Vickery House at 261 Osprey Circle in Rarity Bay

Local Cub and Boy Scout troops will participate with the Fire Department and American Legion Post 256 to retire the flags. Also local residents of the area will participate in the ceremony with their vocal talents. The public is always invited to this annual event in Tellico Village. If more information is needed, contact Rich Gruber at 865-271-8610.

Retired Military Club Picnic June 12

The Retired Military Club will hold a picnic for all retired military and their families 4 p.m. Wednesday, June 12, at the Tugaloo Pavilion. The club will provide hamburgers, hot dog, brats, buns, condiments, and tableware. Participants are asked to bring a dish to share and beverages. For more information or reservations, contact Gene Kowalski, 865-458-0702 or gmkowalski@charter.net by June 11.

Hike Gregory Bald June 14

The Tellico Village Hiking Club will depart 8 a.m. Friday, June 14, from Chota Center to hike:

- **Gregory Bald**
- Distance: 9 miles round trip
- Elevation Gain: 2300 feet
- Rating: Strenuous
- Driving Time: Approx. 1.5 hours
- Leader: John Winn, 865-675-6272 or john.winn@gmail.com

This out and back hike turns around at one of the prettiest destinations in the park, Gregory Bald. Gregory Bald is famous for its flame azaleas, large shrubs with beautiful orange-red clusters of flowers. We hope the hike coincides with maximum bloom, when the Bald is alive with flame.

The trail to the Bald begins in the back of Cades Cove (we must drive the loop). It climbs steadily and unrelievedly uphill, with the last quarter mile being as steep as any trail in the park. The Bald is on the main spine of the Smokies, and you can feel the change in climate, so even on a warm day, bring a light jacket. You will need it after the exertion of the climb. As with any spectacular reward, this one takes effort. On the way down you can congratulate yourself for seeing a special part of the park that only a hardy few can experience.

Health Seminar June 14

Dr. Mays, from the University of Tennessee, Dr. Matt St. John, a practicing naturalist and Julia Hurley will present "Healthy Foods That Hydrate," 11 a.m. Friday, June 14, in the Chota Rec Center. The seminar is Free, but registration is required by calling the Chota Rec Center at 865-458-6779. After the seminar, if you are interesting in talking more, you can meet Mr. Mays and Dr. St. John at Tanasi for lunch.

A Jazz, Pops and Swing Thing June 18

The Tellico Jazz & Music Lovers present The Stoffbergs 7-9 p.m. Tuesday, June 18, in the

Yacht Club. A happy hour cash bar will be available. Admission is \$10 per person and all admissions must be paid by Friday, June 14, to Steve Geoffrey, 216 Kiowa Point, Loudon, TN 37774. For questions, call 865-408-1370.

Behind the Scenes of *The Hallelujah Girls*

The Tellico Community Players (TCP) is excited to announce that *The Hallelujah Girls* will be performed on July 17-21 at the Tellico West Conference Center in Vonore. Hilarity abounds when six feisty females of Eden Falls, Georgia, decide to shake up their lives; and an old flame returns to stir things up a bit. The action takes place in Spa-Dee-Dah!—the abandoned church-turned-day-spa where this group of friends gathers every Friday afternoon.

While most people think that a play begins when the cast takes the stage, nothing is further from the truth. It actually begins the previous year when the artistic director selects a venue and chooses scripts for review by a play-reading committee. Several months prior to performance dates, a director is chosen; and the process begins for auditions and selecting a cast. A producer is also chosen and will be responsible for managing finances, ticket printing and ticket sales, etc.

The set designer begins working with the director to design a set and locate furniture that will complement the venue stage as well as the script. The set construction coordinator is called upon to build a set that complies with the design, keeping in mind that it needs to be safe for cast and stage crew.

Meanwhile, the stage crew/props coordinator begins to gather items as designated by the script and director. These are often gathered from the homes of those involved with the play, but it sometimes requires searching thrift stores, yard sales, etc., to find the appropriate props. A crew will be backstage during the play, ready and eager to “set the stage” and keep track of items needed by performers.

Of course, the assistant director/stage manager (who has been involved from the get-go) will also be backstage making certain everyone is in place and that the lighting and sound crews are ready. These crews have been at the theater erecting lights and amplifiers and doing sound checks with the cast to make sure they have been “miked” and can be heard. The costume crew cannot be overlooked. These volunteers have also been hard at work since the inception of the play and search for costumes and accessories appropriate for the play period and alter them to fit the actors. They are on hand during performances to make sure that costume changes go as quickly as possible. Stage makeup is essential, and our makeup crew is dedicated to arriving early and seeing that each cast member has the appropriate appearance for his/her character.

So how does word get out? The publicity effort is shared by a committee that handles postings on Facebook, the TCP website, creation of a playbill, newsprint articles, and graphics for fliers, posters, etc.

It is definitely a team effort with a community theater. When everything is in place, it’s “House lights down, stage lights up!”

Tickets for *The Hallelujah Girls* will be available in June and July at Salon Anew and Village Salon, both in Tellico Village, and at Kahite Pub in Vonore. The cost is \$20 and includes appetizers. A cash bar will also be available.

The coordinators so graciously giving of their time behind the scenes of the July production are:

- Artistic Director: Pam Russell
- Director/Producer: Len Willis
- Asst Director/Stage Manager: Barry Rummel

- Set Designer: Ali Davis
- Set Construction Coordinator: Bill Hartman
- Stage Crew/Props Coordinator: Diane Rummel
- Lighting Coordinator: Michaela Martin
- Sound Coordinator: Chet Riley
- Costume Coordinator: Vivian Collins
- Makeup/Hair Coordinator: Joan Taylor
- Websites/Playbill: Renee Anderson
- Newsprint Articles: Carol Lessnau
- Graphics: Ali Davis

Anyone wishing to become involved with the Tellico Community Players is encouraged to contact us at tellicocommunityplayers@gmail.com or call Len Willis, our 2013 president, at 423-519-9807. It's a great experience!

Available Boat Slips in Tellico Village as of May		
Location	Size	Number Available
Kahite	10' x 24'	6
	11' x 24'	5
	Personal Water Craft	0
Tanasi	10' x 24'	18
Yacht Club	10' x 20'	38
	10' x 24'	7
	Personal Water Craft	0
For more information, contact Karen Broniecki in Public Works, 865-458-4522.		