

## Tell-E-Gram Text Only Version, September 4, 2015

### **POA Meetings and Events:**

- **POA Offices closed Monday, Sept. 7, in observance of Labor Day**
- Golf Advisory Committee, 3 p.m. Thursday, Sept. 10, POA Conference Room
- Architectural Control Committee, 9 a.m. Thursday, Sept. 17, POA Conference Room
- Finance Advisory Committee, 9 a.m. Friday, Sept. 18, POA Conference Room

*Note: This is Part One of a two-part article addressing the issue of the food service contracts between AWE Hospitality and the TVPOA. Part Two will appear in our communications channels sometime in the next month.*

## **Yacht Club Restaurant Contract Facts Tell Story**

### **By John Cherry, Public Relations Manager**

Many Villagers ask questions on occasion about the details behind the contract between AWE Hospitality, the contractor for food service at the Yacht Club, and the Property Owners Association. As you might imagine, it's a complicated topic.

Let's start with a little history to help shape the topic. Before 2006, the POA managed the food services at the Yacht Club using a manager who was an employee of the POA. At that point it was decided to transition to hiring a contractor to manage the operation. Patterson Restaurant Services (PRS) was chosen as the contractor.

Some of the factors that prompted this move still hold true today. It is difficult to find and keep good help in the restaurant business. That is compounded by the relatively remote location of the Yacht Club. Although the Yacht Club is conveniently located for Villagers, it is not convenient for a young person looking for work. Customers calculate their tips for wait staff based on the quality of the meal and service and on the price of the dinner. Because the Blue Heron Restaurant is a subsidized operation, the prices are slightly lower than they would be if it were a for-profit operation. Therefore, you can imagine the wait staff are realizing slightly lower tips than they might at a similar restaurant.

PRS managed the operation from 2006 until 2010 when the POA Board decided to rebid the Yacht Club food service operation and PRS chose not to bid. Aramark and Compass Group bid on the contract, and Compass Group was chosen as the food service contractor for the Yacht Club. There were a few issues in dealing with Compass Group as time went on, and the POA Board cut ties with that contractor.

Andy Fox's company, AWE Hospitality, was chosen to assume leadership at the Yacht Club in January of 2014. Fox had previously worked for Compass Group and had been the Yacht Club General Manager for about ten months. Although there was not a public search for a new contractor for the Yacht Club, the POA had recently held an extensive search for food service contractors for the Kahite clubhouse operation.

Now, back to the question: how does the contract between the POA and AWE Hospitality work? There is one contract with AWE for the Yacht Club and another that governs the Toqua and Tanasi Clubhouse operations.

The Yacht Club contract is a five-year contract that is reviewed annually. There is a subsidy cap of \$143,000 for 2015. The subsidy for 2014 was \$160,000 as a point of reference. The subsidy cap is a target amount. Once this target is reached AWE Hospitality will be responsible for a portion of the overruns exceeding that amount. This new contract has incentives in place to reward AWE if their operation reduces that subsidy. There are also contingencies for unusual events that might prevent the normal operations of the restaurant.

How are we doing in 2015? So far this year (as of the end of June), the subsidy is doing better than 2014. It is still not where POA management and the Board would like to see it, but it is definitely moving in the right direction. Food and beverage sales in 2015 are outpacing 2014.

Total sales have fallen a bit, but that is because catering sales have dropped which is primarily driven by the wedding market. For myriad reasons, not all controllable by AWE, there were fewer weddings booked and catered this year. However, 2016 is already shaping up as a banner year in that department. There are 18 weddings scheduled for 2015. The Yacht Club has already booked 16 for 2016.

Yacht Club Financial Summary, Jan-June	2013	2014	2015
Total Sales	357,151	457,557	446,030
Food/Bev Sales	272,451	358,857	383,830
Catering Sales	84,700	98,700	62,200
Yacht Club Subsidy	121,955	121,123	106,200

One of the metrics Compass Group brought to the table when Fox was here the first time around was tracking usage of the Yacht Club for meetings, catering and dining. These numbers reveal the incredible amount of traffic through the doors of the Yacht Club. You can see how we are doing this year versus the last two.

Yacht Club Usage	2013	2014	2015
Total Participation	24,053	26,800	28,216
Participation for Meeting Only	5,300	3,900	6,800

These numbers show that a large number of Villagers enjoy the building and location provided at the Yacht Club. However, the numbers also reveal that although AWE is serving a lot of Villagers, there appears to be a significant portion of Villagers who do not visit the Blue Heron Restaurant. If every household in Tellico Village dined at the Yacht Club once every month, it would significantly impact the subsidy in a positive way.

What does this mean for the remainder of 2015? AWE Hospitality continues to provide quality service and fare at the Blue Heron Restaurant at the Yacht Club. Andy Fox and his team have implemented several initiatives since taking over last year that have improved the dining and social experience at the Blue Heron. Villagers are encouraged to visit the Yacht Club, have a meal or two, and enjoy one of the finest amenities on Tellico Lake.

**Holiday trash schedule**

Next week, with Labor Day on Monday, Sept. 7, Santek will change their schedule:

- If your regular day is Monday, your pickup will be Tuesday.
- If your regular day is Tuesday, your pickup will be Wednesday.
- If your regular day is Wednesday, your pickup will be Thursday.
- Friday pickup remains unchanged.

For questions or more information, call Santek at 844-500-1161

**Tanasi Bar and Grill**

- Join us for **Music Mondays** at Tanasi Bar and Grill - rain or shine. Come check out the sounds of Bary Jolly (Tribute to Jimmy Buffet plus other songs) starting at 6 p.m. Sept. 7, Labor Day. All seating is on a first come basis.

Toqua Café: 865-458-1330

Tanasi Bar and Grill: 865-458-9392

## **Yacht Club**

- Join us for **Tiki Bar** tonight 7-10 p.m. and enjoy the music of Ram Cat Alley.

## **In Other News...**

### **Suicide Awareness**

The upcoming World Suicide Awareness and Prevention Day (Sept. 10) and the National Week (Sept. 7-13) have prompted the development of a Suicide Awareness and Prevention resource by a committee of Village residents. Through coordination with pastoral leaders, local congregations/parishes are included in its list of places where people might seek counseling and/or support groups. Click here to read more about it, including a list of local resources for assistance: <http://www.tellicovillagepoa.org/images/tellico/suicide.pdf>.

### **Asphalt Rejuvenation in Mialaquo**

Attention Mialaquo Residents: You may have received a flyer in your box about the upcoming asphalt rejuvenation process being conducted by Southern Construction Group. If not, click <http://www.tellicovillagepoa.org/images/tellico/streetrest.pdf> to view the flyer and the map for the project. We will provide updates in the Tell-E-Gram and on Channel 3 (Channel 193 on your Charter cable or go to <http://www.tellicovillagechan3.org/>). We apologize for any inconvenience or confusion. Residents do not need to worry about mail delivery. The contractor will work with the USPS to ensure uninterrupted service. It is recommended that residents coordinate with UPS and Fed Ex to have packages delivered to an alternate location during this time. Please call 423-681-3012 for any transportation needs during the time of the asphalt rejuvenation project.

### **Public Meeting on Wastewater Sept. 15**

There will be a public meeting sponsored by TDEC concerning the new draft discharge permit to be issued to the Madisonville wastewater treatment plant. This is an independent action, but consistent with the Consent Decree resulting from the litigation against Madisonville by WATeR and the TN Clean Water Network. Members of WATeR would appreciate a good public turnout to show support for enforcement of terms of this permit.

Place: Sequoyah High School Library, 3121 Hwy 411, Madisonville, Monroe County, TN

Date: Tuesday, September 15, 2015

Schedule: Open House Informational Session: 5:30 to 6:30 PM ET

Proposed Permits Presentation & Public Hearing: 6:30 to 8:00 PM ET

Public comments will be received concerning the proposed permit action described below. The proposed permit contains limitations on the amounts of pollutants to be discharged, in accordance with Federal and State standards and regulations. Permit conditions are tentative and subject to public comment. Tennessee is noticing a public hearing due to public interest of water permitting issues in the area.

Tennessee proposes to modify an individual NPDES Permit issued to the City of Madisonville for operation of its sewage treatment plant (STP), Permit Number TN0025020, located at 619 Tellico Street in Madisonville, Monroe County, Tennessee. The modified permit will authorize operation of an upgraded treatment system whereby the existing trickling filter process will be replaced with extended aeration technology and related appurtenances. This activity is proposed to comply with existing permit conditions and to comply with Commissioner's Order # WPC13-0220. Load limits remain

unchanged and nutrient limits are added to address unavailable conditions for the proposed discharge into Bat Creek .

## **Watch Your Speed**

If you see the new speed awareness device around the Village, it's just the POA looking out for our Villagers. Hopefully, being more aware of their speed, drivers will slow down and watch out for walkers and joggers. Be careful, and watch your speed.

## **Village's No Solicitors Policy with Added Clarification**

Solicitors seem to follow stormy weather as rainbows do rain. In Tellico Village, there is a policy against door-to-door solicitations (signs are posted throughout the Village), and it is considered trespassing; Village roads are private property. Only Village property owners and their guests have permission to use the roads. If you see anyone soliciting, contact Public Works as soon as possible by calling 865-458-4522 or call the police.

The policy does not apply to political candidates. The policy does apply to commercial solicitation. As a reminder, the ACC Blue Book prohibits the display of political signs in Tellico Village.

## **Fore the Love of the Game—Golf News and Events**

**Kahite - 423-884-6108**

**Toqua - 865-458-6546**

**Tanasi - 865-458-4707**

### **Win Folds of Honor Official Titleist Golf Bag**

On Labor Day, Sept. 7, Toqua Golf Club will be hosting the fifth annual Patriots Day Golf Tournament. Given the recent tragic deaths of four Marines and one Navy officer during the shootings on July 16 in Chattanooga, the Tennessee Section PGA is working with the Folds of Honor Foundation to designate all Patriot Golf Day funds raised in our Section to provide education scholarships for those soldiers' six surviving children. Our goal is to raise \$120,000 to cover the scholarship costs, as we honor Sgt. Carson Holmquist, Staff Sgt. David Wyatt, Lance Cpl. Skip Wells, Gunnery SGT. Thomas Sullivan and Navy Petty Officer Randall Smith.

An exciting addition to this year's event will be the opportunity for someone to win the Folds of Honor official golf bag which is on display at the Toqua Golf Shop, and pictured above.

To enter simply stop by any of our three golf shops and purchase a raffle ticket. Tickets will be sold at \$10 for one ticket or \$20 for three tickets. **YOU MAY ENTER AS MANY TIMES AS YOU LIKE!!!!** All proceeds will be added to the Patriot Day Golf Tournament donations and awarded to the Folds Of Honor Foundation.

## **Some Other Stuff You Need to Know...**

### **Rover Run Dog Park Picnic Deadline Sept. 4**

The annual Rover Run Dog Park Picnic will be held 6 p.m. Monday, Sept. 14, at the Family Beach and Pavilion on Tugaloo. The following will be provided: Italian sausage and hot dogs, condiments, paper plate, plastic ware, napkins, unsweetened iced tea, lemonade, and water. Please bring a dish to share (sides, dessert, or hors d'oeuvres). Optional: Bring a donation for the local animal shelters in Monroe and Loudon counties, such as food, towels, treats. Please RSVP to Susan DeSanto by Sept. 4, at [desantos411@gmail.com](mailto:desantos411@gmail.com).

### **Personal Investment Management Course Begins Sept. 4**

A course in PERSONAL INVESTMENT MANAGEMENT is the next class offered by Tellico Village University. This is one of the Great Courses that we will view on DVD together, starting on Friday, Sept. 4, and continuing for a total of eight consecutive weeks. Professor Connel Fullenkamp, Chair of the Finance and Investment Management Department at Duke University, leads us through complicated but needed information to understand the fine art and science of managing and decision-making of our financial investments. Our website lists the topics that will be covered each of the eight weeks. Each of these sessions is a distinct presentation; you may attend all of any of these sessions that are of interest. This course is ideal for individuals who manage their own investment portfolios, and for those who wish to be better informed when you discuss your investments with your financial advisor. Each session runs from 9-11 a.m. at the Yacht Club top floor. Registration is through the Tellico Village University website [www.tvuniversity.org](http://www.tvuniversity.org) CONTACT US page. There is no tuition for this course, but participants are invited to support TVU with a tax deductible donation in any amount to STAYinTV, a 501c3 organization. Bring a friend!

### **Medic Blood Drive Sept. 4**

A Medic Regional Blood Center drive will be held 11 a.m.-5 p.m. Friday, Sept. 4, at Chota Recreation Center (145 Awohili Drive). All donors will receive a free Medic t-shirt, a coupon for a free Texas Roadhouse appetizer, and a coupon for a free Petro. For more information, go to [www.medicblood.org](http://www.medicblood.org).

### **Kiwanis Annual Charity Golf Outing Sept. 5**

The Kiwanis Annual Charity Golf Outing will be 9 a.m. Saturday, Sept. 5, at the Toqua Golf Course. Entry Fee: \$50 plus green and cart fees. Property owners pay regular resident rates (coupons may be used). Nonresidents pay \$39 green and cart fees. This event includes continental breakfast and a lunch provided by Chick Fil-A. There will be door prizes, goody bags, and More!!

**Modified Scramble:** Each team member plays from the tee and the team selects the best shot. Each team member then plays from this position and again, selects the best shot. The procedure is followed until the ball is holed. Each competitor's tee shot must be used at least TWICE. Players play from markers used to determine handicaps. **Double Bogey Maximum!**

**Team Handicap:** Will be determined using a weighted average, using 35% of the 2 low handicaps and 15% of the 2 high handicaps.

**Contests:** Prizes for Hole-in-One, Longest Drive, Straightest Drive, Pitch and Putt, Closest to Pin.

### **HOA September Social Sept. 8**

Mark your calendars and come to the HOA Social Sept. 8. We will have tables set up to sign up for HOA's Christmas Parties and Christmas in Tellico (previously known as The Gala).

- **Christmas Parties** Friday, Dec. 4: Sign up to attend the Christmas Parties in a home that is decorated for Christmas. We also need hosts to open their home for the Christmas Parties. The cost is \$12.50 per person. This is a great way to begin celebrating the Christmas holidays.
- **Christmas In Tellico** Sunday, Dec. 13: The Gala has a new name and will be different this year. Cost is \$55 per person. We will have a band and a DJ. Get your group together and decide if you want to hear a band or a DJ. That will determine on which floor you will be seated. We have worked with Andy and Christian to design a menu that is different and will provide something for everyone. Come to the September Social and find out more information about Christmas in Tellico!

### **Safe Boating Class Sept. 8 and 10**

The U.S. Coast Guard Auxiliary of Tellico Lake is sponsoring a Safe Boating class at the Tellico Yacht Club 1-5 p.m. on Sept. 8 and 10. This 8-hour class will be taught by experienced Coast Guard Auxiliary men and women. The cost is \$45 per person or \$55 for both husband and

wife. This course is also a great way to receive a discount on your boat insurance and prepare you for our Tellico waterways as well as Tennessee's boating laws. Contact Mike Colacone at 352-804-8257 or [Mc195@aol.com](mailto:Mc195@aol.com) to register.

### **Two September Library Lectures on 9-11**

Sept. 8 and 11 at the Public Library at Tellico Village will be devoted to lectures on the destruction of the twin towers. The 9:30 a.m. presentation on the 8th will be given by Don Edmands a retired Air Force Colonel. He will present **Attack on America**, a minute-by-minute track of the 9-11 attack taken from radar returns. His presentation will include the US defense posture prior to 9-11, post air defense changes and information about responses during the attack. The 9:30 a.m. presentation on Sept. 11 at the Public Library at Tellico Village will be given by Jim Rogers whose first civilian job after the service was in the IT department of a casualty insurance rating bureau on the 19<sup>th</sup> and 20<sup>th</sup> floors of the World Trade Center Tower 2. First you will see some photos of the construction of the World Trade Center (WTC) and the rooftop observation deck of Tower 2. A multimedia chronicle of the attack followed by helicopter photos obtained from the Port Authority police department and unpublished ground views. Call the library at (865) 458-5199 to reserve a seat for one or both.

### **Fishing Club Picnic Sept. 9**

The Tellico Village Fishing Club will have a picnic beginning 5 p.m. Wednesday, Sept. 9, at the Tugaloo Family Beach and Pavilion. Pulled pork and fish will be provided. Members are asked to bring their own drinks and spouses are invited. Additional details will be sent to club members.

### **Cruising Club Meets Sept. 9**

The Tellico Cruising Club will hold its monthly meeting on Wednesday, Sept. 9, at the Tellico Village Yacht Club. The social hour begins at 5 p.m. with the meeting starting promptly at 6 p.m. All Tellico Lake boaters are welcome. Any questions should be directed to Commander Errol Keith 865-458-4277.

### **Ladies Book Club Meets Sept. 10**

The Tellico Village Ladies Book Club will meet Thursday, Sept. 10, in the Tanasi Clubhouse, for an 11:30 a.m. lunch followed by a 12:15 p.m. discussion of "Orphan Train," by Cristina Baker Klein, led by Mary Garner.

### **Tellico Riders Meets Sept. 10**

The Tellico Riders Motorcycle Club will meet Sept. 10. The Tellico Riders will host Smoky Mountain Harley-Davidson as a vendor. SMHD will display motorcycles (no rides) starting at 4:30 p.m. outside at the entrance to the TV Yacht Club. SMHD will provide a display of motorcycle riding gear and clothing at 5:30 p.m. in the top floor meeting room of the Yacht Club and have a presentation during the regular club meeting. The Club social hour begins at 5 p.m. in the Bar of the Yacht Club and the monthly club meeting will held 6-7 p.m. on the top floor meeting room of the Yacht Club. For additional information, please contact Paula Moore, Director Tellico Riders Motorcycle Club, at [moorerp@charter.net](mailto:moorerp@charter.net) or 865-271-8305.

### **Hike Signal Mountain Sept. 11**

The Tellico Village Hiking Club will depart 8 a.m. Friday, Sept. 11, from Chota Center, to hike:

- SIGNAL MOUNTAIN/MUSHROOM ROCK/SUCK CREEK ROAD – KEY SWAP
- Distance: 8.4 miles
- Elevation Gain: 400 ft. with various steep climbs
- Rating: Difficult
- Driving Time: 2 hours
- Leader: Dolly Garnett at 865-408-2547 or [dandbgarnett@charter.net](mailto:dandbgarnett@charter.net)

This is an interesting hike with scenic overlooks of the Tennessee River Gorge, rock formations with the highlight being “mushroom rock” which truly looks like a huge rock mushroom, and two suspension bridges. It also has lots of rocks to walk through and over plus some steep climbs, some stairs. This is a key swap where one group will start at Signal Mountain and hike to a point on Suck Creek Road. The other group will begin at a point on Suck Creek Road and hike to Signal Mountain.

Hiking boots and hiking sticks are recommended. Driving directions will be provided the morning of the hike. Bring water and a trail lunch. Carpooling is recommended, passengers are asked to contribute \$6 to the driver to help cover gas, etc. For more information, go to [www.TVHikers.com](http://www.TVHikers.com).