

DELTAVILLE YACHTING CENTER

WE'RE ON

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& CHESAPEAKE YACHT SALES



# ANCHOR LINE

Fall/Holiday 2013



**Deltaville Yachting Center  
& Chesapeake Yacht Sales**  
P.O. Box 388

Deltaville, VA 23043

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**WWW.DYCBOAT.COM**

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## MORE NEWS STORIES INSIDE!



**Annapolis Boat  
Shows Switch**



**Chesapeake Yacht Sales Open  
House & Boat Show @ DYC**



**Storm Haul Out**



**Reserve Space  
in the Boatyard**



*Welcome home!*

*We Hope Your Visit Will Be Relaxing!.*



# Fall Events

**September – December 2013**

## **SEPTEMBER 3**

DYC Pool Winterized

## **SEPTEMBER 14**

DYC Waterway Clean Up –South Broad Creek

## **SEPTEMBER 21**

Hampton Sunfish Challenge & Dinghy Race

## **SEPTEMBER 28**

Wings, Wheels & Keels in Topping, Va.

## **OCTOBER 3-6**

Annapolis Powerboat Show

## **OCTOBER 10-14**

Annapolis Sailboat Show

## **OCTOBER 12**

Deltaville Maritime Museum Art & Seafood Festival ([www.deltavillemuseum.com/events](http://www.deltavillemuseum.com/events))

## **OCTOBER 18-20**

Hampton Snowbird Rendezvous ([hamptonrendezvous@gmail.com](mailto:hamptonrendezvous@gmail.com))

## **OCTOBER 26**

Chesapeake Yacht Sales Boat Show & Open House ([info@cysboat.com](mailto:info@cysboat.com))

## **OCTOBER 26**

Free Sailing Class: Stingray Point ASA Sailing School ([bill@stingraysail.com](mailto:bill@stingraysail.com))

## **OCTOBER 27**

Catalina Yachts Founder, Frank Butler, Sailing Hall of Fame, Annapolis City Dock, 1PM

## **NOVEMBER 1-2**

Urbanna Oyster Festival

## **NOVEMBER 8**

DYC Docks & Clubhouse Winterized

## **NOVEMBER 28**

DYC Closed- Happy Thanksgiving!

## **DECEMBER 7**

Boaters' Boutique @ DYC,  
Santa's Give Away Sale

## **DECEMBER 13**

Deltaville Community Association Christmas Creek Cruise [www.deltavilleva.com](http://www.deltavilleva.com)

## **DECEMBER 14**

(Rain date) DCA Christmas Creek Cruise

## **DECEMBER 21-29**

Deltaville Yachting Center &  
Chesapeake Yacht Sales Closed  
Merry Christmas!

## **DECEMBER 21-22**

DYC Boatel Open

## **Dec. 28-31**

DYC Boatel Open

## **JANUARY 1-March 31**

DYC Boatel Closed



# Annapolis Boat Shows Switch

## Powerboat Show First, Sailboat Show Second

The Annapolis Fall Boat Shows have switched weekends. If you visit the Annapolis Harbor from October 3rd to the 6th, you will find it loaded with powerboats. The Annapolis Sailboat Show will take place from October 10th through October 14th. As always, Thursday of both power and sail shows are called V.I.P. Day with higher ticket price and less crowds.

Chesapeake Yacht Sales will be displaying the newly received 2014 Catalina 315 on the Catalina Dock. Lew and Onna Grimm, Carl Hawkins, Cori Williams and Bob Smalley will be onboard the Catalina dock to welcome you. This year the display will include all Catalinas in the 5 Series: Catalina 275, 315, 355, 385 and 445. On land there will also be a Catalina 22 Capri for you to see.

Boat Show Specials are fantastic this year. Check out the \$10,000 incentive bonus Chesapeake Yacht Sales has available on the 2014 Catalina 315!

We look forward to seeing Deltaville Yachting Center boaters smiling faces in Annapolis.

**Annapolis Sailboat Show  
October 10-14**



## 2013 Sunfish Challenge & Dinghy Distance Race

### Chesapeake Yacht Sales Sponsors Family Sailing Event

On the weekend of September 21st, families gathered in all types of small sailboats and dinghies near Willoughby Spit, with two goals....fun and racing. Each year the Sunfish Challenge and Dinghy Distance Race gets bigger. Classes include three Sunfish classes along with Laser, HOD, Force 5, Windsurfer and open classes for dinghies 22' or less.

Chesapeake Yacht Sales and Deltaville Yachting Center encourages families and friends to get out on the water. Boaters of all ages and from many different states travel to participate in the Sunfish Challenge each year. For more information and to see event pictures visit [www.hrsunfishrace.com](http://www.hrsunfishrace.com) or contact Jonathan Romero 757-285-6017 or [romeroarms@cox.net](mailto:romeroarms@cox.net).



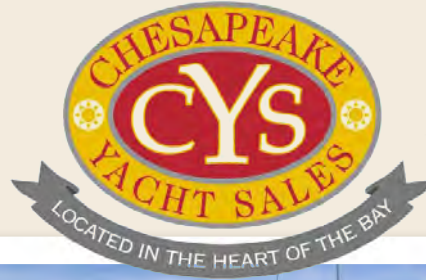
# Chesapeake Yacht Sales Open House & Boat show @ DYC

## Stingray Point ASA Sailing School Offers Free Sailing Class

*October 26th, from 9 A.M. to 4:30 P.M., Chesapeake Yacht Sales will host an Open House and Boat Show at Deltaville Yachting Center.*

On display will be a wide selection of pre-owned power and sailboats, including the new 2014 Catalina 315, which will be in the water near the DYC Captain's Clubhouse.

Onna is making homemade cookies to keep you 'energized'. There will be plenty of hot and cold beverages, so no matter what the weather brings.... come and look at boats!



**CLICK HERE TO TAKE A LOOK AT CHESAPEAKE YACHT SALES LISTINGS OF NEW CAROLINA CLASSICS BOATS AND NEW CATALINA YACHTS**

**CLICK HERE TO TAKE A LOOK AT CHESAPEAKE YACHT SALES LISTINGS OF PRE-OWNED POWER & SAILBOATS**

Stingray Point ASA Sailing School will be offering a FREE Sailing Class in DYC's seminar room from 1 PM to 3 PM. SPSS was named American Sailing Association School of Honor for 2012 and instructor/owner, Bill Simpson was also named as an ASA Instructor of the Year. For details and to register for the free October 26th sailing class, contact Bill Simpson, 804-909-2655 or [bill@stingraysail.com](mailto:bill@stingraysail.com). To see a complete listing of Stingray Point ASA Sailing School class offerings visit [www.stingraysail.com](http://www.stingraysail.com)

We look forward to seeing you and showing you boats on October 26th.



# Storm Haul Out

## Is Your Boat On The 2013 List???

The DYC Storm Haul Out Policy is posted on [www.dycboat.com](http://www.dycboat.com)

[CLICK HERE TO READ IT](#)

Each year on January 1st, DYC Service Department files away the past year's Storm Haul Out List and begins a 'fresh' Storm Haul Out List for the new year. Since boats are called and hauled in the order they appear on the Storm Haul Out List, this 'fresh each year' policy allows all of you the opportunity to get your name near the top of the list.

Contacting DYC Service Dept. after January 1st of each year to do a Storm Haul Out Work Order.

Contact Laura Martin, DYC Service Dept., 804-776-9898 or [lmartin@dycboat.com](mailto:lmartin@dycboat.com) to CONFIRM that you did a 2013 Storm Haul Out Work Order.

## Get Storm Alerts and Boating Education Emails

[CLICK HERE TO JOIN DYC EMAIL LIST](#)

If you received this newsletter via email, then you probably have already taken advantage of the Deltaville Yachting Center email communication system.

If you received this newsletter from a friend or are reading it on [www.dycboat.com](http://www.dycboat.com) website, then you may not be on the DYC Email List.

Don't miss out on valuable information. Join the DYC Email List now.



Receive Storm Alerts: As storm season approaches, Lew Grimm, owner of Deltaville Yachting Center and Chesapeake Yacht Sales, is on alert. He watches many tidal, weather and storm sites and issues 'Storm Alert Eblasts' as necessary and when possible. Many boat owners find these storm alerts helpful as they begin the responsible preparation of their boats for a storm's approach. (Remember to contact DYC Service Dept. with advance notice, if you need DYC service techs to storm prep your boat.)

Receive Education & Event Announcements: Throughout the year, Deltaville Yachting Center offers and announces many boating education opportunities and fun boating events. Joining the DYC email list will give you the chance to register for these events and classes.

## Winterize Your Vessel

### Don't Count on Electricity & Don't Cause A Fire



THE WEATHER OUTSIDE IS FRIGHTFUL

Each year we get service calls, after freezing weather has done its harm, with boaters spending money to repair damage because they did not winterize their boats.

\*The power goes off during winter storms- DON'T COUNT ON ELECTRICITY TO KEEP YOUR BOAT FROM FREEZING. Con't page 6

\*A boat fire is terrible –DON'T USE UNATTENDED HEATERS OR LIGHT BULBS TO KEEP YOUR BOAT FROM FREEZING.

\*Virginia's winters can be mild, or can turn deadly cold quickly – DON'T WAIT FOR THE FIRST FREEZE TO GET ON THE WINTERIZATION WORK ORDER LIST. DYC works on winterization work orders in the order they were received. If you wait to call , it may be too late to get it done before the freezing damage occurs. CONTACT LAURA MARTIN NOW to schedule your winterization work order. 804-776-9898 or [lmartin@dycboat.com](mailto:lmartin@dycboat.com).

\*If you have never winterized before and have questions – DON'T HESITATE TO CALL DYC SERVICE DEPARTMENT FOR ADVICE AND GUIDANCE.

## Reserve Space in the Boatyard

### Pre-schedule Your FALL or WINTER Haul Out Now



When you visit Deltaville at this time of year, there is plenty of room in the boatyard. All of a sudden, it will be full.

Many long time customers have already scheduled their 2013-14 Fall or Winter haul outs at DYC. You can contact Laura Martin 804-776-9898 or [lmartin@dycboat.com](mailto:lmartin@dycboat.com) and reserve your boatyard spot with a \$100 deposit, which is applied to your haul/wash/block and relaunch.

Please reserve your boatyard space now, we do not like to disappoint our boaters by saying 'there is no room in the boatyard'.

## Thank You For Naming DYC "Best of The Bay" 2013

### We Will Work Hard To Deserve Your Vote



Thank you. What a humbling honor to receive. In the 2013 July Issue of Chesapeake Bay Magazine, many businesses and towns were chosen 'Best of The Bay' by thousands of readers from New Jersey to South Carolina. Deltaville Yachting Center was among those businesses chosen.

We look forward to another year and will work hard to deserve your vote.

Thank you for taking the time to choose your favorites from all around the Chesapeake Bay and for selecting Deltaville Yachting Center as 2013 Best of the Bay in the following categories:

- \*Best Mom & Pop Marina #2
- \*Best Dog-Friendly Marina #4
- \*Best Boatyard #2
- \*Best Marina For Natural Environment #2
- \*Best Fuel Dock #3
- \*Best Canvas/Sail Work #4
- \*Best Electronics Work #2
- \*Best Engine Work #2

## Hampton Snowbird Rendezvous



### DYC Sponsors Event for Cruisers

The inaugural 'Hampton Snowbird Rendezvous' will take place October

18-20, 2013 at the Hampton, Va. public docks. The three day event will include educational seminars, tours of local attractions, entertainment, and cuisine provided by many of the city's restaurants. Between 30-50 vessels are expected to participate. You can attend onboard your vessel or come by land.



support of the many cruisers for whom we provide service, storage and drop parts.

Timothy Leighton, owner of Catalina 400 MKII, S/V Magic, who purchased his Catalina from Chesapeake Yacht Sales, is one of the driving forces behind the 'Hampton Snowbird Rendezvous'. Tim and Diane just completed

Every year, thousands of cruising yachts of all sizes, power and sail, transit from the Northeast and Chesapeake Bay south to Florida and points beyond. The cruising community is a tight knit group of adventuresome men and women.

Deltaville Yachting Center is a proud sponsor of the 1st Annual Hampton Snowbird Rendezvous in

a cruising S/V Magic around the Bahamas and will present one of the 'Snowbird Rendezvous' seminars. (SEE DYC ANCHORLINE ARTICLE TITLED : LIVIN' DA DREAM BY TIM LEIGHTON)

For details or to register for the Hampton Snowbird Rendezvous, visit [www.facebook.com/pages/Hampton-Snowbird-Rendezvous/2170](http://www.facebook.com/pages/Hampton-Snowbird-Rendezvous/2170) or [www.hamptonrendezvous.weebly.com](http://www.hamptonrendezvous.weebly.com)

## Catalina Yachts Introduces New Model Catalina 275 Sport Pocket Cruiser/Racer

At the Annapolis Sailboat Show, Catalina Yachts will introduce the newest model in the Catalina 5 Series, the 2014 Catalina 275 Sport. The Catalina 275 Sport meets several boating needs as a pocket cruiser, for those who want to 'down size', and as a class racing sailboat, for those who want to 'push the envelope'.

(July 2013 Issue, Blue Water Sailing Magazine)

The 27 footer follows on the heels of the successful launch of the Catalina 315 last year. While the Catalina 315 was a true family cruiser in a small package, the new 275 launches Catalina into the sport boat category but decidedly on its own terms.

Designed by Catalina's Gerry Douglas, the new 275 was conceived to be a boat that is simple and fun to sail or even race, uncomplicated to own and maintain and roomy enough for four or five friends to join you for an afternoon of sailing, picnicking and swimming. On top of that, it had to be a capable weekender for a couple or a couple of friends.

To start, Douglas drew a hull that is long on the waterline for maximum boat speed but narrow enough with an 8'4" beam to be trailerable. With the standard fin keel and spade rudder, the boat promises to be very easily driven and fast on all points of sail.

The rig plan shows a tall mast with a high roach slab reefing mainsail that has full battens. The headsail is



**CATALINA 275 SPORT  
POCKET CRUISER/RACER**



a 100% jib that self tacks on a traveler mounted just forward of the mast. These working sails will drive the boat easily and should make it close winded and nimble to tack.

For reaching and running, the boat is designed to carry an asymmetrical cruising chute that tacks down to a bow sprit. The best set up for this will be to have the headsail either with a fixed luff and roller furling, such as a code zero, or to use as top-down furler with a loose luff cruising chute. Either way you can hoist the rolled up sail and lead the sheets before leaving the mooring and then simply unroll it whenever you head downwind.

The 275 is about enjoying your hours on the water with friends and that means it is all about the cockpit. With long bench seats and high, sculpted coaming seatbacks, the boat is comfortable for four or five adults under sail. With a tiller and the open transom, you can move fore and aft easily. There is a swim ladder aft.

The new 275 will sail and act like a sport boat but in truth it is more than that. Down below it has accommodations that make it a simple but fine little weekender for a couple. The enclosed head will be appreciated by all and the small galley will make it possible to prepare simple meals. The forward area

of the cabin has a V-shaped bench with a table that will be comfortable for four adults. The benches are wide enough to be good berths.

Aft there is a large berth that has been designed to be big enough to provide storage for a kayak or a stand up paddle board. The optional small diesel and sail drive unit fit neatly behind the companionway stairs and the port aft quarter of the boat has a huge cockpit locker for lines, fenders, the rolled up cruising chute and more. You could even put a rolled up inflatable dinghy in the locker.

There is a lot to like in the new design. If you haven't steered a boat with a tiller in a while, you will appreciate just how much feel you have of the rudder. If you haven't just gone sailing for the pure pleasure of it in a while, the 275 is a simple and easy way to get back into the groove. As a first boat for a young family or a downsized boat for more experienced sailors, the 275 offers a whole lot of fun in a small package.

## *Catalina 275*

LOA 27'6" LWL 26'7" Beam 8'4" Draft 4'5" Sail area 360 sq.ft. Displ.4,200 lbs. Ballast 2,000 lbs.

FOR MORE INFORMATION ON PRICING AND TO SCHEDULE A TOUR OF THE CATALINA 275 WHILE IT'S IN ANNAPOLIS, CONTACT CHESAPEAKE YACHT SALES 804-776-9898 or [info@cysboat.com](mailto:info@cysboat.com)





# Thanksgiving &

# Christmas at DYC



## Marina & Boatel Holiday Schedule

### November 28

DYC and CYS Offices, Service Dept., Hi-Dri Boatel and Boaters' Boutique closed for Thanksgiving.

### December 21-29

DYC and CYS Offices, Service Dept. and Boaters' Boutique closed for Christmas. Reopening Monday December 30.

### December 21-22

DYC Hi-Dri Boatel open for your convenience (leave messages on office answering machine and forklift operator will respond)

### December 23-27

DYC Hi-Dri Boatel closed for Christmas

### December 28-31

DYC Hi-Dri Boatel open for your convenience (leave messages on office answering machine and forklift operator will respond)

### January 1, 2014

DYC and CYS Offices, Service Dept. and Boaters' Boutique closed for New Year's Day. Reopening on January 2nd.

### January 1-March 31, 2014

DYC Hi-Dri Boatel will be closed. Reopening on April 1, 2014.

## DYC Pool, Docks & Clubhouse Winterized

### Boaters Make Us Happy

We can't thank you enough for helping us take good care of Deltaville Yachting Center. DYC boaters make us so happy by closing the pool umbrellas and cleaning up the picnic area after fun gatherings. We try to keep the marina clean and tidy....you make that easier by your generous help. This was a wonderful 13th boating season for us as owners of Deltaville Yachting Center, thanks to all of you.

The DYC pool has been enjoyed all Sprint and Summer. It was sad to see it closed and winterized on September 3rd. In response to boaters requests, we are considering keeping it open through October 1st next pool season.

We plan to winterize the docks and clubhouse approximately November 8th. Please plan accordingly for one last wash down.



GOOD BYE SUMMER



SUMMER POOL TIME

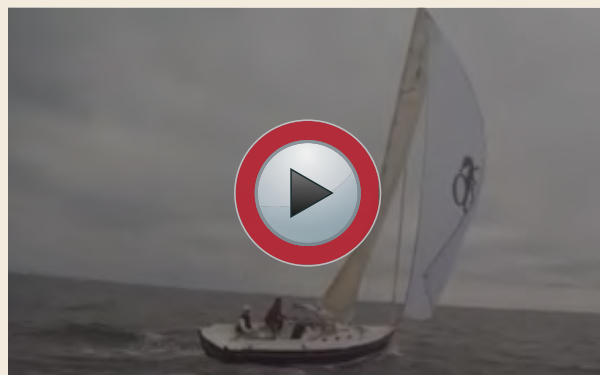
# Selden Mast GX Top Down Spinnaker Furler

## Sailing Just Got Easier

*By Selden News July 2013*

‘For every sailor who is thrilled by the combination of downwind speed and ease of handling the Seldén GX spinnaker furler is a perfect fit. The GX top down spinnaker furler is like having an extra member on the crew and will provide instant gratification in terms of performance and sail handling. The Seldén team has a lot of experience sizing, assembling, and sailing with top down furlers and we want to share this knowledge. If you have any questions, comments, or concerns about the GX spinnaker furling systems or top-down furling in general please get in touch. We are happy to quote specific projects or simply provide pricing on the complete range.’

**DELTAVILLE YACHTING CENTER IS A CERTIFIED SELDEN DEALER.  
CALL FOR YOUR FREE ESTIMATE NOW.**



**CLICK HERE TO SEE THE  
SELDEN GX SPINNAKER FURLER IN ACTION**

## Cruising With Kids

### Waiting for Our Boat To Be Hauled

**SIBLINGS AFTER 1 MONTH ONBOARD**



We are always amazed and pleased by watching children on and around boats. Their experience expands your experience. Kids find fun in the small things, like watching their boat being hauled out for the Fall or riding bikes around the boatyard.

The Bellemere family, from Montreal, Canada, bring their three children each summer for at least one month to cruise the Chesapeake. Who needs a jungle gym, when you have a 35' sailboat to climb all over? Geography and geology is 'in session' as this family shows their children the tributaries of the bay, marking them carefully with the family on charts.

What a joy to watch families enjoy boating.





## Catalina Founder, Frank Butler, Honored

### U.S. Sailing Hall of Fame Inductee

If you love Catalina Yachts, then you know who Frank Butler is. Mr. Butler founded Catalina Yachts in 1964. Frank Butler loves God, his family, sailing, sailors and sailboats...in that order.

Even in his eighties, Mr. Butler is still fully involved in the managing of Catalina Yachts from his corporate West Coast office. Living in California, with his wife, Jean, and surrounded by his large family, Mr. Butler frequently travels to Largo, Florida to check up on Catalina's state of the art boat manufacturing facility. Mr. Butler personally reviews every warranty issue and is constantly improving the Catalina experience.

Mr. Butler participates in national sailboat shows around the country, answering questions and meeting thousands of Catalina owners. Frank Butler is just as interested in talking to the owner of a twenty year old Catalina 22, as he is in talking to the owner of a brand new Catalina 445.

On October 27th at 1 P.M. on the Annapolis City Pier, Frank Butler will be inducted into the United States Sailing Hall of Fame. You are invited to be there on the dock that day to share in this moment.

There is a Catalina T shirt that says "My Butler Built My Boat....What Did Your Butler Do For You?"

'Thank you Mr. Butler, for building thousands of Catalina Yachts, large and small'...from the boaters (and dealers) who love them.



FRANK BUTLER WITH LEW GRIMM

JEAN AND FRANK BUTLER PREP FOR CATALINA OWNERS PARTY



Chesapeake Yacht Sales is Virginia's Catalina dealer, representing all models from the Catalina 12.5 to the Catalina 445. Click here to see specifics of all Catalina models (<http://dycboat.com/catalina-wp/>)

**Click here for More Details  
About Sailing Hall of Fame**

# Magic In the Bahamas

## Livin' Da Dream

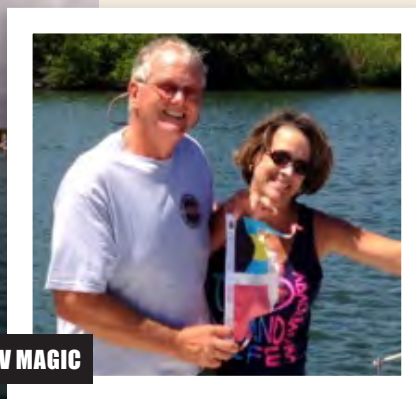
*By Tim Leighton, S/V Magic, Catalina 400,  
Snowbird Rendezvous Coordinator/speaker*

In the fall of 2012 as my career as an American Airlines pilot came to a close, my wife Diane and I embarked on an adventure of a lifetime...a 6 month cruise to the Bahamas. We'd planned this trip for several years but I'd been dreaming of it for decades. We knew we had the right boat, a Catalina 400, purchased new in 2002 from DYC, and had made some fairly major modifications to enhance our ability to cruise the boat for longer periods away from the states. Among them were a full enclosure for both cold and warm weather comfort, a full arch that allowed the mounting of dingy davits and 3 solar panels, and finally a 20-gallon per hour watermaker. That last modification was not necessary, but sure saved my back and waiting in line for scarce (and expensive!) water in the Bahamas.

After a month of slowly working our way down the eastern seaboard both on the Intracoastal Waterway and with occasional offshore forays, we made it to Miami. From our base at Coconut Grove, we spent a couple weeks provisioning, making minor repairs and waiting for that elusive "weather window" for our crossing. Finally, the day after Christmas Magic departed for the tiny island of Bimini. Less than 50 miles from the US, our arrival took us back in time to a place...where time really means little! This retired Navy and airline pilot had to quickly learn that "island time" has little to do with real time!

For the next several months, the crew of Magic cruised among the Bahamas' island chain, including the Exumas, Eleuthera and the Abacos. We were continually astounded by the beauty of the smallest cays, the warmth of the Bahamian people, the delicious food, and the camaraderie

of fellow cruisers. All-too-soon we had to return to the hustle and bustle of life back in the US. Yes, we were glad to be home in the land of unlimited selections at the supermarket and (trust me here) cheap fuel, but no sooner than we'd secured our lines in our home slip in Hampton we were planning our return!



If you are even thinking about such a trip....don't wait... DO IT! You don't need a huge boat, unlimited budget or even a lot of



experience. We met dozens of cruisers, some of them novices, who were sailing well-found but small sailboats on very limited budgets enjoying the same sunsets and warm waters as we did. See you on the water!

**For more adventures from S/V Magic visit their cruising blog:**

[www.Cruisingmagic.blogspot.com](http://www.Cruisingmagic.blogspot.com)



# Boaters 'Keep On Living' The Dream

## We Are Selling Boats

Both Carl Hawkins and Cori Williams, Chesapeake Yacht Sales yacht brokers, are busy. We are selling boats and looking for good clean listings. Both power and sail enthusiasts are determined to 'not give up on the dream' just because of the economy.

"I think people are tired of waiting to do what they want on the water. We have seen smiling faces leaving the docks," says Lew Grimm, CYS owner/manager. "It is good to watch families and couples using their new boats and even fun to watch them working on them together."

"We sold and delivered a new Catalina 16.5 and Catalina 355 early this summer. Folks are talking to our brokers about looking at new boats at the October power and sailboat show. So, people are definitely not all afraid to reach out and buy the new boat they want," Grimm shared.

Cori Williams and Carl Hawkins are listing pre-owned boats almost daily, so check out our listings at [www.cysboat.com](http://www.cysboat.com) under the Used Boat tab to see what might fit your fancy.

If you have a boat to sell, we can do it. Chesapeake Yacht Sales posts information on over a dozen internet sites as well as through all the 'modern' social media methods. Contact Carl Hawkins [carl@dycboat.com](mailto:carl@dycboat.com) or Cori Williams [cwilliams@dycboat.com](mailto:cwilliams@dycboat.com) and they will be happy to discuss how our listing agreement works and the typical amount of time it takes to sell pre-owned boats.

NEW BABY ARRIVE AT DYC, 2014 CATALINA 315 (PRE-COMMISSIONING)



FIRST DAY OUT "SHE SAILS LIKE A DREAM" CATALINA 16.5



STEVE AND GENIE C. WITH 2013 CATALINA 16.5 "I DREAM OF GENIE"



JOHN AND PAMELA A BOARD 'TRIDENT', 2013 CATALINA



## DYC SERVICE TEAM WANTS YOU TO BE HAPPY



## DYC Customer Service Focus

### Everyone Deserves The Best

Deltaville Yachting Center and Chesapeake Yacht Sales has a 98% Customer Service rating in service, sales, slip/marina facilities, boat storage, boatel and boatyard customers surveyed. We want to continue to improve as we provide boating service and sales that help to make boating fun.

On September 23rd the entire DYC administrative and service team will attend a professional training session on 'Providing Excellent Customer Service'. Please let us know how we are doing. We look forward to adding the new customer service tools to the DYC experience.



## New Faces At DYC

### Eddie Gibson and Will Hodel Join Service Team

Deltaville Yachting Center, a full service marina, has added two marine service technicians to its team of professionals.

Eddie Gibson comes to DYC following ten years on

the Zimmerman Marine service team. Eddie loves helping people understand how their boats work and how to take care of them properly. Eddie holds ABYC Certification in Marine Electrical and Marine Systems. Eddie's speciality is coordination of service projects, keeping the boat owner involved throughout the process. With a strong electronics background and excellent troubleshooting abilities, Eddie will fit right into the already strong DYC Service Department.

Will Hodel is a graduate of The Landing School in Marine Systems Technology. Will served in the United States Marines as a technology specialist. With boatyard experience, ABYC Master Certification, Raymarine and National Marine Electronics Association Certification, Will's speciality is marine electronics and electrical systems.

DYC welcomes Eddie Gibson and Will Hodel aboard.

## What in the world are these giant barrels??? Another DYC environmental project to come- Rain harvesting will wash your boat.

