



AUTOMOTIVE SERVICES

AUTOMOTIVE SERVICES

PRECISION AUTO AND TIRE SERVICES

1024 Industrial Drive
Osage Beach, MO
573-348-2233
precisionautoandtire.com

PRECISION AUTO
and Tire Services, LLC
1024 Industrial Dr. • Osage Beach
573.348.2233
PrecisionAutoAndTireServices.com

As a young auto mechanic, Mike Smith had witnessed the underhanded techniques all too common in the industry, such as rewarding employees for persuading customers to agree to extra work on their vehicles.

He knew there was a better way – learned at the age of 14 at his first job in an auto shop. “I learned from a wise old tech that you don’t have to rip people off to make a living. ... I don’t pay my employees on a commission basis, so there’s no reason to up-sell. You don’t come in for an oil change and then are pressured to buy other stuff.”

He started his own business in 1986 based on the values of honesty, integrity and fairness. At customers’ request, he added tire sales in 2005 to become a full-service shop known as Precision Auto and Tire Services.

Smith also values his stake in the community. He is founder and chair of an annual golf tournament benefiting the Kids’ Harbor Child Advocacy Center.



**BEST AUTO REPAIR
2017**

QUALITY RV

309 E. Valley Drive • Linn Creek, MO • 573-317-1001
qualityrv.net

The folks at Quality RV like to say they are in the business of selling fun and memories, making camping better since 1977. This fully family owned and operated dealership includes Charles and Ruth Hill – the “mom and pop” who started it all – as well as their son Mike, daughter Christen and other extended family members.

After outgrowing their previous lot, the family relocated the business in 2002 to the Linn Creek property that Quality RV now sits on, turning the weeded seven acres of land into nice, full service RV Dealership. They love everything about being a part of the Lake of the Ozarks community.

With a great selection of new fifth wheels, pop-up campers, toy haulers and travel trailers, as well as used campers and RVs, Quality RV truly offers the perfect vehicle for every customer’s needs. They also have a large parts store and service shop with factory-trained personnel ready to assist owners with all of their repairs.



**BEST CAMPER/
RV DEALER 2017**



BEST NEW CAR DEALER

HULETT CHEVROLET BUICK GMC

513 N. Business Route 5 • Camdenton, MO • 573-317-4197 • shophulett.com



Hulett Chevrolet Buick GMC has long been popular with Lake area residents, possibly because it doesn't fit the stereotype.

"We are different in the fact that we don't pressure customers," says Jason Hulett. "The dealership industry, often with good reason, is unfavorable in people's minds because of the pressure and lack of customer appreciation. Customers are used to getting bombarded when they go car shopping. If a customer comes in here and wants to just look, they can look. If they want to drive, they can drive. We're very transparent in our transactions, very open, and people appreciate it."

The dealership has grown through three generations of the Hulett family – beginning with its founder Cliff in 1965, then Ron and now Jason and Ryan, who took over in 2004.

"Each generation has been charged with different challenges and different business environments – high interest rates, recessions," Jason says. "Everyone has different styles, but the transitions were seamless, which contributed to the success of the business."

Today's customers spend time shopping online before they go to a dealership, Jason points out. When they come to Hulett, they find a large inventory of new and pre-owned vehicles, as well as a 15-bay service department for timely service. "We're a one-stop shop," he points out.

The Hulett family has appreciated its customer support for 52 years, and in that time the company has been a strong supporter of the Lake community. "We love this area," Jason says. "All our family lives here, and we want to continue giving back to the community."





BEST COLLISION/REPAIR



HI-TECH AUTO BODY & TOWING

435 MO-42 • Kaiser, MO • 573-348-9070 • hitechbody.com

To begin with, most of his customers are not happy. "They're usually having their worst day when we see them," says Allen Scott, owner of Hi-Tech Auto Body & Towing. That's because their vehicle has crashed – the low point of any day.

But, Scott makes it his business to reduce that stress as much as possible by restoring the vehicle to pre-collision condition. "We want it to look and drive like it never happened," he says. His staff often helps customers communicate with their insurance companies.

That's part of the reason for the shop's popularity with customers. Well-trained technicians and top-of-the-line equipment also ensure a job well done.

Scott, who was trained at Graff Area Vocational Technical Center in Springfield (now Ozarks Technical Community College), started the

business in 1995 as a one-man body shop in a rented building. The business quickly grew as he added employees, purchased and built properties and expanded the scope of the business. Today it has more than 30 employees and offers not only collision repair, but also 24/7 towing, auto salvage and cross-country auto transport. His wife, Jonna, runs the business with him.

Last year, they repaired 715 vehicles, many with significant damage caused by hard, direct impacts due to the Lake area's hilly terrain and fast, no-shoulder roads. "Our technicians have to be better trained and skilled to go deeper into the car than most shops," he says.

Through it all, they keep the customer's best interests in mind, Scott says. "We try to treat customers like we want to be treated, and we truly believe that."

AUTO SERVICES



BEST USED CAR DEALER



LLOYD BELT AUTOMOTIVE

2007 Business Highway 54 South • Eldon, MO • 573-392-3333 • lloydbeltautomotive.com

Lloyd Belt remembers going to the bank with his wife in 1984 and taking out a substantial loan to purchase stock in a small franchise car dealership in Eldon, just a few miles north of the Lake. After owning two successful franchised dealerships, Belt shed his ties to the big auto companies to become an independent dealer. Now, more than 30 years after getting his start, Lloyd Belt Automotive has established itself as the favorite place to buy a pre-owned vehicle at the Lake.

A family owned business with 25 employees – Lloyd Belt Automotive prides itself on serving the Eldon community. Lloyd’s philosophy is simple – if you have a business in the community, then you need to support it. This philosophy has allowed him to build a solid reputation that has helped the business thrive.

Lloyd attributes his success to creating an environment that makes customers feel comfortable and appreciated, whether they come in for a \$25 oil change or to purchase a vehicle. “Thanks for coming in today” is a phrase that

Lloyd uses repeatedly with complete sincerity.

“I think it means a lot for people to know who the owners are. Every day we get the privilege to greet our customers, offer them a cup of coffee or soda and personally thank them for their business,” Lloyd says.

A customer first store offering a large selection of high quality vehicles, both American made and imports, it’s the goal of Lloyd Belt Automotive to deliver a great product at a competitive price. “Buying a vehicle should not be stressful. We have a finance department that works with more than 12 banks and credit unions to help our customers get the best terms and interest rate,” says Lloyd.

“We also have a first-class service department with ASE certified technicians who can work on most makes and models of cars and trucks. We have customers who have been getting their vehicles serviced here for years,” Lloyd says. “We’re here to help them not only fix their vehicle, but also educate them on how to prevent expensive repairs down the road.”





BEST DOCK COMPANY



OZARK BARGE & DOCK SERVICE

13727 Highway P • Gravois Mills, MO • 573-372-5501 • ozarkbarge.com

In the 1980s, Gene and Nina Gennetten were living in Kansas City and spending their weekends at the Lake. After they built their

own dock, they wondered whether they could make a living building them for others. So they moved to the Lake full time and gave it a shot.

Almost three decades later, Ozark Barge & Dock Service is thriving.

"We build the strongest docks on the lake, and we stand behind everything we build," Nina says. "Our customers know we can be reached 24/7. Customer service is a top priority for us."

The company has both residential and commercial clients, and it custom-builds every dock. With high-quality materials and skilled craftsmanship, each dock is built to be low-maintenance and durable.

Ozark Barge & Dock also offers supplies such as

lockers, padding and sinks, and it services any dock it built.

"It's nice being able to build our customers a dock that they don't have to work on themselves all the time," Nina says.

Although Gene died in 2006, the business is still a family affair, with Gene and Nina's son Steve running the company along with his mom.

Long hours and lots of weekends on the job are par for the course for them, but Nina says their customers make all the hard work worth it.

"We get to meet some really nice people," she says. "I have always said we have some of the best customers here at the Lake. The most important part of our job is building those customers a quality dock that fits their unique needs and being there for them when they need help."



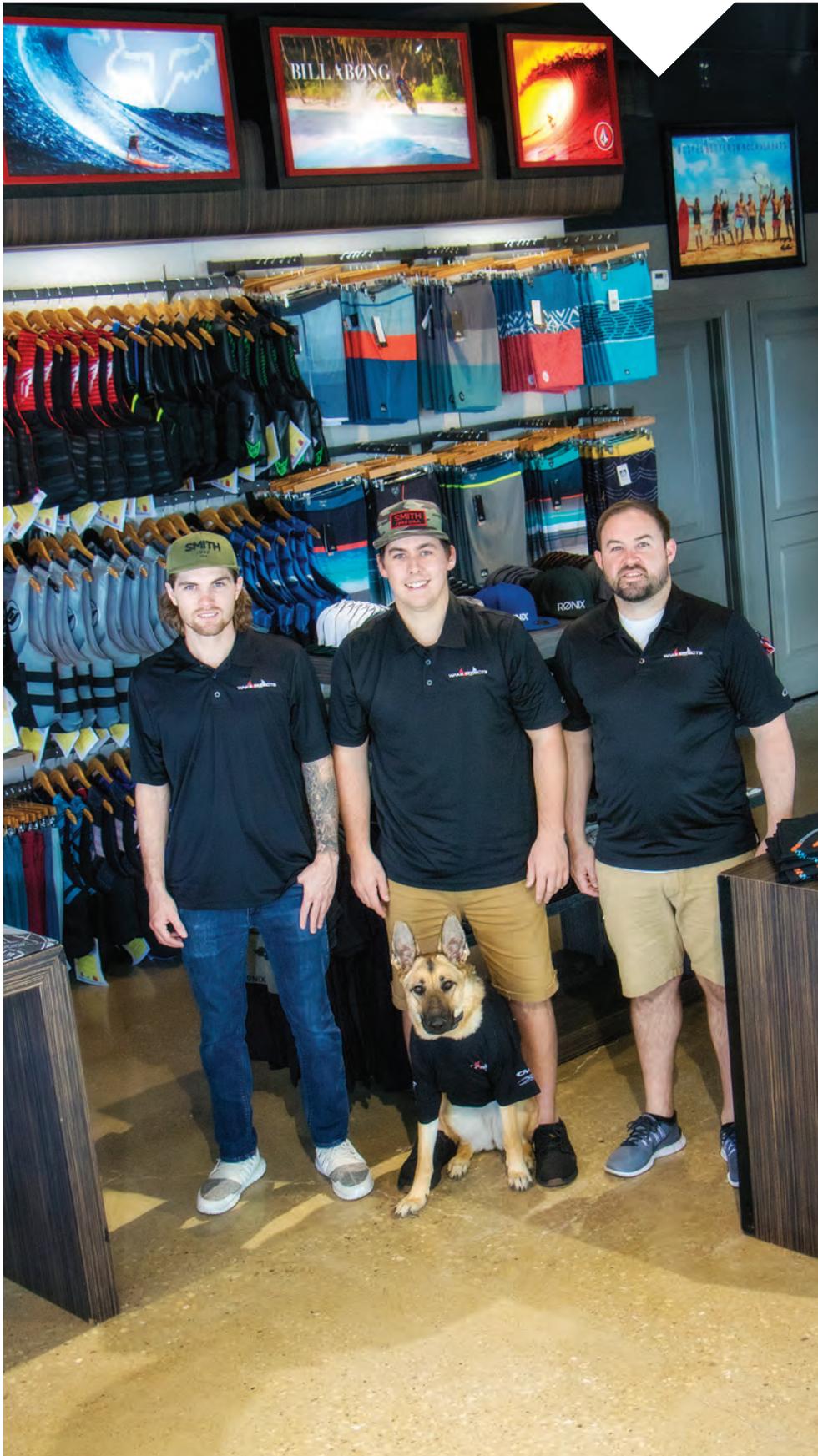
BOATING SERVICES



WATERSPORTS EQUIPMENT SUPPLIER

WAKE EFFECTS

GSDFGSDFGFDGD • Osage Beach, MO • 222222



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BACKWATER JACK'S

4341 Beach Drive
Osage Beach, MO
573-348-6639
backwaterjacks.com

Once you eat Jack's Seafood Nachos, you won't forget them. Piled atop the nachos are olives, onions, tomatoes and crab, shrimp and scallops. Then comes the cheese – and it's all baked together. If you don't want seafood, you can get chicken instead.

That's one of the most popular items on Backwater Jack's menu, which boasts "coastal cuisine with a Midwestern flair." But, the Jalapeno Poppers, Crab Rangoon, Fried Potato Salad and Fried Grouper Fingers – all made from scratch – have their fans, too, says Jessie Prewitt, restaurant manager.

While the old favorites will continue to be served, there's something new at Backwater Jack's. Building renovations provide all-new indoor dining, and a new swimming pool with a swim-up bar will be ready for the 2017 summer season.

RESTAURANT



**BEST NACHOS
2017**



BEST ???

KELLY'S PORT

XXXXXe • Osage Beach, MO • 573-693-1525 XXXX



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BEST DINING ON THE WATER



REDHEAD LAKESIDE GRILL

1700 Yacht Club Drive • Osage Beach, MO • 573-693-1525 • redheadlakesidegrill.com

Start with a beautiful building, mix in plenty of lakeside seating, add a swim-up pool bar, a humongous television screen, a dash of live entertainment – oh, and fresh, delicious food prepared by a talented chef – and you’ve got the recipe for a hugely popular restaurant in an area of hugely popular restaurants.

“What we try to excel at is a quality product served in a timely fashion in a clean and inviting environment,” says Elmo Willoughby, general manager of Redhead Lakeside Grill.

The restaurant was opened in June 2015 by first-time restaurateurs Mark and Rachel Waddington, full-time Lake residents. Rachel’s hair color inspired its name. “They were long-time second homeowners at the Lake. Once they retired here, they saw a business opportunity,” Willoughby explains. “They built a beautiful facility here.”

The restaurant has two levels of dining plus outside seating at lakeside. For those who want to actually get wet, a heated pool with tiki bar

opens pre-Memorial Day. Redhead boasts the largest TV screen in the area. It’s actually nine separate 52-inch televisions that can be shown either individually or together as one full screen measuring about 12-by-14 feet.

All this while dining on specialties prepared by Executive Chef Pierre Torres, whose tutelage from his father, well-known chef Andre Torres, was followed by a formal culinary education at Johnson & Wales University.

“Chef has a number of offerings that allow you to be slightly adventurous, while getting a meal that is comforting,” Willoughby notes. He calls it a “fresher take on classic American” – such as Bahama Chicken Sandwich, Mojo Pork Bowl and Caribbean Jerk Pizza.

Willoughby acknowledges the stiff competition for “best” honors. “There’s a lot of fine places here at the Lake of the Ozarks, a lot of independent restaurateurs. We’re trying to keep that tradition going.”





BEST CHEF

REDHEAD LAKESIDE GRILL

1700 Yacht Club Drive • Osage Beach, MO • 573-693-1525

redheadlakesidegrill.com



PIERRE TORRES



While training to be a chef, Pierre Torres had the “old school” tutelage of his well-known chef-father, Andre Torres, at his restaurant, followed by the “new school” culinary arts training at the renowned Johnson & Wales University.

Mixing book knowledge with lots of real-time, fast-paced kitchen experience was valuable, Torres says. Today, the menu at Redhead Lakeside Grill, where he is Executive Chef, reflects the new and the old – from the adventurous Caribbean flair of the entrees and sandwiches to the classic desserts, like his father’s Crème Brulée.

With the owners’ guidance, Torres developed the menu for the new restaurant two years ago before it opened in June 2015. The owners wanted Caribbean flavors, which Torres researched and adapted to Midwest tastes.

Among the most popular menu items are fish tacos, brick-oven pizzas and the Redhead Burger with ground beef, bacon jam and a fried egg.

Being chosen Best Chef at the Lake, he says, “has a lot to do with keeping everything as fresh as possible. We make everything in-house, using ingredients that are in season. During the summer, we buy all local tomatoes, fruits, vegetables and herbs – anything we can get that’s in season and grown in state or within a few hours’ drive. We let the flavors speak for themselves.”





JOSEPH
COPE



BEST FINE DINING



JJ'S AT THE COPPERPOT

630 N. Main Street • Laurie, MO • 573-374-8077

JJ'S
at the
COPPER POT

DINING

Chef and owner Joseph Cope is thrilled that JJ's at the Copper Pot was voted Best Fine Dining at the Lake, but don't get hung up on the word "fine."

Certainly it's "fine" in the really-great-food sense of the word, just not in the mandatory coat-and-tie sense of the word. "You're on the lake. We'll take you as you are. Shorts and t-shirt are fine," he says when people call to ask about the dress code.

The restaurant is described as "casual upscale." For that reason, don't expect your server to unfold your napkin into your lap. But do expect the server to bring you delicious specialties that Cope has put a lot of thought, research and trial into.

"I've always had a passion and openness to

learn and research. We're always trying to figure out something different." He explores new menu items from a growing collection of cookbooks, through online searches and by talking to other chefs. Each January, he closes the restaurant and travels far and wide for new culinary experiences. After a trip to Chile and Argentina last year, Cope returned to change much of the menu.

"We like to show people new things, while still holding to the classics," he says. The most popular items anchoring the menu are battered fried lobster and slow-roasted prime rib. But you might also find New Zealand lamb and ravioli stuffed with something different every time.

JJ's at the Copper Pot is all about the "food journey," Cope says. And if you want to come dressed in your finest, that's fine too.



**CHRIS
GALLOWAY**



BEST PIZZA



PAPPO'S PIZZERIA & BREW CO.

4705 Osage Beach Pkwy. • Osage Beach, MO • 573-693-1092 • papposbrewco.com



DINING

Chris Galloway is passionate about the pizza he serves. He defies anyone to call Pappo's pizza "typical." And he lists the reasons why:

The dough is made in house daily with the finest Minnesota hard red wheat flour.

The sauce is made from scratch with fresh garlic and imported olive oil.

15 types of cheese are shredded daily from blocks of real cheese.

He could go on ... and he does ...

The ground Angus beef and homemade Italian sausage are the real thing with no fillers or additives.

The vegetables never come from a bag or a can – they're cut fresh daily.

The pizzas are baked in a stone hearth oven.

"We're all about making hand-crafted pizza using the finest ingredients possible," he says. "We keep it real, and we keep it fresh."

Galloway had been in the food business for years, but at one point began looking at food differently. When his wife's health was deteriorating inexplicably, one puzzled doctor suggested she try changing her diet to only fresh, natural foods. That made all the difference, and soon she was her healthy, active self again.

That's when Galloway became committed to healthy food. "We wouldn't own a restaurant today if we couldn't do everything from scratch." The first Pappo's opened in Springfield, and three years ago he opened Pappo's at the Lake.

Turns out, others share his passion for hand-crafted pizza. Customers consume them by the thousands every week.



THE FUNKY BUFFALO BREW HOUSE AND TRADING COMPANY

498 US-54
 Camdenton, MO
 573-317-1900
funkybuffalobrewhouse.com



Nicole Duggan savored a good cup of coffee, but it wasn't until she was preparing to open her own coffee shop that she fully realized all that went into that cup.

That realization hit during an intensive, two-day coffee school in Texas. "I had no idea there was so much involved in making a good cup of coffee," she says. "The beans have to be ground the right way, and you have to have purified water at a certain temperature, and it all comes together to make that special cup of coffee."

Since opening in January 2015, The Funky Buffalo has become a favorite spot to sip coffee while killing time or meeting friends. In fact, the shop is described as a "community center, gathering place, gift shop and coffee house."

While a drive-through accommodates those who want a coffee on the go, it's not unusual for customers to linger awhile in the cozy space. "We have some who come for breakfast and stay through lunch."

DINING



**BEST COFFEE SHOP
 2017**



BEST PIZZA

PAPPO'S PIZZERIA & BREW CO.

4705 Osage Beach Pkwy. • Osage Beach, MO • 573-693-1092 • papposbrewco.com



When Chris Galloway began talking about opening a pizza restaurant serving craft pizza, his son, Warren, wouldn't let it stop there.

"The perfect pairing to craft pizza is craft beer," the younger Galloway argued. "With so many specialty pizzas, it would be good to have a good beer selection to go along with it."

His persuasive argument prevailed, and when Pappo's opened at the Lake three years ago, the bar sported 32 taps with craft beers.

The business decision tapped into the rapidly growing popularity of craft beers. "In our generation, it's big all over. It was a niche, and the perfect time to do it," Galloway says.

The bar offers one or two new beers every week, and the servers are continually trained to describe the varieties to customers. A framed chalkboard serves as the centerpiece over the bar with a continually changing list of beers offered. Customers can order a flight of four beers served on a specially designed chalkboard tray.

One Wednesday a month, the bar hosts "tap takeovers," when brewers come in and take over several taps to serve and talk about their beer and how it's made. The evening usually includes glassware giveaways and live music. Saturdays also bring live music to the bar.

"We put energy behind what we're sharing with our guests," Galloway says. "We really want to give our guests a unique experience."





BEST CATERER

ANGELA'S LAKE CATERING

angela@angelaslakecatering.com • www.angelaslakecatering.com • 573.317.3064



Angela's Lake Catering features a unique passion for food, an eye for style, and meticulous attention to detail. Whether your event is a summer house party, a customer appreciation barbecue, or a wedding reception that requires a 5-course meal, Angela's Lake Catering has experience creating unique and delectable menus to satisfy any appetite.



WEDDINGS

THE PANCAKE HOUSE

5980 Osage Beach Pkwy.
Osage Beach, MO
573-348-6400



To say The Pancake House is a family business is an understatement. Gennifer Heimerl and her husband, David, bought it from her aunt back in 2010, but in the restaurant's early days, Gennifer's grandma did the cooking, and all eight of her grandma's children worked there. These days, Gennifer and David consider The Pancake House their "second home," and they count their three children among their employees.

"Actually, in the summertime it sometimes feels like our 'first home,'" Gennifer laughs.

They consider their employees part of the family too. Same goes for their customers.

"It's important for us to know that our customers have a great experience every time they come," Gennifer says. "We aren't just someplace where they eat breakfast and then leave."

Indeed, The Pancake House offers made-from-scratch comfort food – think homemade gravy, hand-shredded hash browns and pancakes the size of a plate – with a personal touch.

"We know our regulars, and we know exactly what they order," Gennifer says. "I think we kind of spoil them, but that's why they come back."

DARE 2 DREAM

Camdenton, MO • 573-836-2956 • dare2dreamvacations.com

When Kelly Spickler helps a young couple plan their honeymoon, she becomes just as excited as they are.

"I love making someone's dream vacation come true. I enjoy traveling and making memories," says Spickler, a franchise owner of Cruise Planners, which she operates as part of Dare 2 Dream Vacations.

She's been in the travel business only two years, but her enthusiasm and long experience of customer service at the Lake have propelled customer satisfaction and referrals. She planned nine honeymoons in one week recently. At the other end of the marriage spectrum, she has worked with three couples on 50th anniversary trips.

She listens carefully to what clients want in a vacation and keeps strictly to their budget, listing all expenses so there are no surprises. Often, the only surprise is that she charges no fee.

While customers come to her from all over the country, her base is the Lake. "The Lake is my home. I'm very thankful for the support I have."

RESTAURANT



**BEST BREAKFAST
2017**

**BEST TRAVEL AGENT
BEST HONEYMOON AGENT**





JULIE BRADBURY ANYTIME FITNESS

965 Highway 42
Osage Beach, MO
573-693-9339
www.anytimefitness.com



Julie Bradbury, owner of Anytime Fitness, calls it “a normal person’s gym.” You won’t see a lot of muscular specimens there, just people gaining strength for life’s everyday tasks.

“A lot of my senior clients just want to be able to get dishes out of the cabinet or put on their pants without falling over,” she says.

As a personal trainer with a master’s degree in exercise science, Bradbury starts the typical 50-plus client with simple balance exercises, then moves to strength training. As a client’s physique improves, they celebrate victories like weight loss and a physician’s release from medication.

She says the key is to make people feel comfortable. “They need someone to encourage and support them through the journey.”

Bradbury realized how fitness could improve a life when she was able to relieve the pain in her own back and knees with proper exercise. “I saw what exercise could do for me, and I wanted to work with other people.”

DUGAN’S PAINT & FLOORING CENTERS

4295 Osage Beach Pkwy North • Osage Beach, MO
573-348-9017 • duganpaints.com

You have to go all the way back to 1871 – the year Orville Wright was born and the first major league baseball game was played – to find the beginning of Dugan’s Paint & Flooring Centers. That’s the year Ernest Dugan opened a paint and glass store in Sedalia that would grow with his family.

Today, the sixth generation of the Dugan family is managing the company, which has expanded to four locations, including stores in Osage Beach and Laurie. Today, the company offers a wide variety of flooring, including carpet, tile, hardwood, vinyl and laminate. Especially popular in the Lake area are newer hard-surface products that are waterproof and not sensitive to temperatures, says Al Murphy, manager of the Laurie store.

Dugan’s long history in the flooring business gives employees the knowledge they need to help customers find the right flooring, Murphy says. “We can come in and, after a brief conversation with the customer, know what they’re looking for and what they need. Our customers are not just another number.”

HEALTH SERVICES

HOME SERVICES



**BEST FITNESS CENTER
BEST PERSONAL TRAINER**



**BEST CARPET/FLOORING
2017**



BEST LOCAL BAND

THE I-BERRYS

Lake of the Ozarks, MO • theiberrys.weebly.com



As a band, the i-Berrys defies any musical label.

Guitarist and chief visionary Roger Hulett attempts to describe it: "We try to be as different as people will allow us to be. Outside of not doing any classical music, we're going to throw everything at you. We'll play an Irish song, and three songs later we may be throwing a rap song at you." Pop, funk, country and rock also work into the mix.

It's lively and loud, continuing for four hours with no break. "We want everyone to have fun and leave not understanding what just happened," Hulett says. "It has to be memorable, or why do it."

The 10-member band formed in June 2014, bringing together locals from various walks of life – including a hair stylist, accountant, fireman, state employee – and all accomplished musicians. They all bought in eagerly to Hulett's idea of a different kind of band.

"They're the dream team as far as musicians go," he says. "We have all the best players you could possibly get in one group." They bring a wide assortment of instruments to the stage, including all the usual guitars, keyboards and drums, but also harmonica, fiddle, melodica, banjo, ukulele and even a recorder.

The band performs in local venues where it began, but also regionally in Kansas City, Omaha and Des Moines – sometimes breaking attendance records and even depleting a bar of beer.

You can tell the band members are having fun, and that spills off the stage into the audience, Hulett says. "It's like I'm hanging out on a night with nine of my best friends."





BEST RADIO PERSONALITIES



MIKE & STACY IN THE MORNING

160 Highway 42 • Kaiser, MO • 573-348-1958 • mix927.com

**BEST
RADIO
STATION**

MIX 92.7

For Mike Clayton, production manager at Mix 92.7 and half of “Mike & Stacy in the Morning,” being part of the best radio station at the Lake entails a lot more than talking on the air – though he’s really good at that too.

“A lot of it has to do with community involvement,” he says. “We are involved with many different fundraising and family fun events, like Aquapalooza, golf tournament fundraisers and Bike Nights on the Bagnell Dam Strip.”

He notes that the Lake is a unique atmosphere for radio because there are, in effect, two audiences.

“One audience is the locals that we talk to year-round, and the other is the weekender, the tourist, the summer-home resident,” Clayton says. “We have to kind of tailor our radio station and our talk sets to two different crowds, and I think we do a pretty good job of that.”

Clayton has been working in radio for three

decades, and for the past three years, he’s been doing Mix 92.7’s morning show with Stacy Johnson. Their on-air chemistry is apparent to listeners, and Clayton says they get along great off the air as well.

“Stacy is pretty sweet, and she’s very likable,” he says. “She keeps me in check because I can get a little unruly at times.”

Case in point: He jokes that his mission is “to get her off of Tinder and out into the dating world at Lake of the Ozarks,” which he follows up with, “She’s going to kill me for saying that.”

Jokes aside, there’s something about Clayton and Johnson that listeners love, and it keeps them tuning in day after day.

“We try to talk with our listeners, not at them,” Clayton says. “We are always hopefully bringing our A game.”



DR. BRIAN EVELANDE

3251 Bagnell Dam Blvd.
Lake Ozark, MO
573-365-3717
lakefamilyeyecare.com



In choosing a career, Brian Eveland, combined two of his chief interests. Helping people was one. The other interest was eyeballs.

As a child, he was intrigued by his grandfather's glass eye, which replaced the eye he lost in World War II. While other children were spooked by the artificial eye, he says, "I was fascinated."

So, he chose optometry and graduated with honors from the Southern College of Optometry in Memphis, TN. He joined Family Eyecare Associates in 1999 and rotates among the clinics in Camdenton, Lake Ozark, Osage Beach and Laurie.

It's his goal to treat his patients with respect and compassion, while providing quality medical care, Dr. Eveland says. "Our niche is people who want better eye care, better vision and better long-term eye health."

All the physicians and staff at Family Eyecare Associates have a strong stake in the community, he points out. "We want to make sure we're doing the best we can for friends and family."

HEALTH SERVICES

DR. JOSEPH MUFF

XXXXX

HEALTH



**BEST OPTOMETRIST
2017**



**BEST DENTIST
2017**



PEAK SPORT AND SPINE

5780 Osage Beach Pkwy. #220

Osage Beach, MO

573-693-9128

peaksportspine.com



Rodney Brownell's patients have ranged in age from 3 months to 103 years, proving that muscle and joint problems can be treated at any stage of life.

Physical therapy is not just for athletes, although Brownell's own college sports experience is what sparked his career. While playing football at Northeast Missouri State University (now Truman State), foot and knee injuries introduced him to physical therapy.

After majoring in exercise science at Northeast, he got a Bachelor of Science degree in Physical Therapy at the University of Missouri. Brownell returned to the Lake and in 2000 opened his own PT business. In 2013, he partnered with Peak Sport and Spine and is clinic manager and chief therapist. His wife, Suzanne, is office manager.

Brownell spends a lot of time with each patient, explaining therapeutic exercise techniques and applying manual therapy on muscles and joints to relieve pain and stiffness.

"There's a lot to the human touch that people don't realize," he explains. "Almost everybody can benefit from it."

HEALTH SERVICES



**BEST PHYSICAL THERAPIST
2017**



BEST CONCRETE SUPPLIER



SCOTT'S CONCRETE

2969 Old Route 5 • Camdenton, MO • 573-346-2450 • scottsconcrete.biz



Scott's Concrete has been around since 1954, and the same family has owned it for all those years. Established by Bob and Jo Ellen Scott, the company is now owned by their daughter, Jane Martin.

The business is primarily a ready-mix concrete supplier, with projects including residential driveways and patios, commercial parking bumpers, and concrete foundations. In addition, it sells construction supplies and offers concrete polishing.

Polished concrete is different from the drab gray material of sidewalks and house foundations. Instead, it can appear "as intricate as stone, as decorative as tile, and as creative as abstract art," according to Scott's Concrete's website. Polished concrete is often seen in large retail stores and industrial areas, but it can be done on a smaller scale too – for residential garages or kitchen countertops, for example.

No matter the project, if it involves concrete, Scott's Concrete can handle it. Martin says the

company's employees work tirelessly to meet customers' needs.

"Our employees are service-oriented," she says. "They know that our customers choose to do business with us. Many of our employees and customers have been with us for years. We are grateful!"

Martin also highlights Scott's Concrete's focus on environmental stewardship.

"Concrete is a 'green' building material," she says. "We are non-petroleum-based and have had concrete reclaimers at our plant sites for a number of years. All return concrete is recycled. None of it goes into a landfill."

Scott's Concrete has three locations around the Lake – in Camdenton, Eldon and Climax Springs. And more than 60 years after its founding, there are no signs that the company will lose its local, family-owned status anytime soon. The third generation – Martin's son, Scott – serves as vice president of operations.



AB PEST CONTROL

74 North Shore Drive • Lake Ozark, MO • 573-964-1100
 abpest.net

In the battle between A B Pest Control and the spiders, termites and scorpions so common at the Lake, place your bets on the two-legged army of technicians.

Armed with seven different licenses, the company can attack a multitude of invaders on several fronts – in the home, lawn or water.

“We have to make sure we can touch on anything that needs to be done,” says Lisa Westbrook, who owns the company with her husband, Bert. By acquiring a variety of licenses, they ensure that they stay current on training and regulations, she explains. “Licensing is a protection for not only the employees, but also the customers. We want our customers to be safe.”

Since starting the company in 2000, they have grown to about 20 employees and have expanded into pesticide-infused insulation.

They are active in Lake area community groups. “We’re very thankful for the Lake community,” Lisa says. “Our customers are truly satisfied, and that makes me happy.”

HOME SERVICES



**BEST PEST CONTROL
 2017**



HOME SERVICES

BLINDS AND MORE

5509 Osage Beach Pkwy
Osage Beach, MO
573-348-4708
lakeblindsandmore.com



Whether you want to let in a lake view or block out the sun or just complement your distinctive decor, Blinds and More has a window treatment that can fit.

Joni Walden, owner of Blinds and More on Osage Beach Parkway, has a showroom of choices, including Hunter Douglas blinds, shades and shutters, as well as draperies and valances. She can also bring the samples directly to a homeowner to make the choices on site.

After working for the previous owner of the business, she became so smitten by the work that she purchased it in 2000. "I liked dealing with customers, fabrics, colors and products," she says.

While classic shutters remain popular with homeowners, Walden's clients also like motorized shades that raise and lower automatically throughout the day. Window coverings that can be controlled remotely through apps are also increasingly popular. But, taking advantage of the area's natural beauty is a top priority.

"At the Lake, it's all about the view," she says.



**BEST WINDOW TREATMENTS
BEST OF THE LAKE**

SPLASH PAINTING

74 State Hwy Y
Eldon, MO
573-480-7912
splashpaintingonline.com

Ever since Joe Willard and Steve Jenkins started Splash Painting in 2004, they've been committed to one simple rule:

"We do what we say we're going to do," Willard says. "That really sparks people to tell others about us just due to the fact that we always try to stay on time and in budget. When you do that, you are rewarded by word of mouth, and that has been a wonderful thing for us."

Splash Painting offers both interior and exterior painting services for residential and commercial clients. The owners take pride in their honesty and integrity, and they aim for nothing short of the highest-quality workmanship and products.

Willard says the best part of his job is witnessing people's excitement when they see their new home transformed by the paint colors they chose themselves.

"It's pretty rewarding to see customers welcomed into a new home that they put their personal stamp on," he says.

He credits Splash Painting's customers for the company's successful year and says he is optimistic about the future.



**BEST PAINTING
2017**

HOME SERVICES



BEST PLUMBER

FOUR SEASONS PLUMBING

1125 Industrial Drive • Osage Beach, MO • 573-348-2093 • fourseasonsplumbingllc.com



With 45 years as a plumber, David Yost has seen it all and done it all. Leaking cast iron pipes? No problem. Drilling through rock? Can do.

"I don't mean to toot my own horn, but there's not one thing we can't tackle," says Yost, owner of Four Seasons Plumbing. "This company is equipped to handle anything."

He became a plumber in 1972 and three years later started his own company. He had five years of plumbing trade school and passed exams to become licensed, even though that's not required to become a plumber. That's what separates him from many others.

A knowledgeable plumber, he points out, can figure out the best – and most cost-effective – way to get a job done. While some companies, for example, might dig up a driveway to lay or repair

a pipe, Four Seasons has the know-how and the equipment to pull the pipe under the driveway, saving the property owner the expense of a new driveway.

"The biggest thing we're able to do is problem solve hundreds of different situations and make corrections with minimal cost. Knowledge is the key factor," Yost points out. He and his crew of 12 plumbers meet every morning to preview the day's work and discuss the best way to get each job done. "What makes this company is quality technicians. We have good people here."

And he expects his crew to continue to grow as more big projects come to the Lake area.

"We're looking forward to the next three to four years," he says. "The Lake is going to have great growth, and we want to be a party to that growth."



HOME SERVICES



BEST HEATING & COOLING

B&B HEATING AND COOLING

4177 Osage Beach Pkwy South • Osage Beach, MO • 573-302-4552 • bbhvac.com

B&B Heating and Cooling doesn't believe in "the four-hour window." When a customer calls for service, they get a precise appointment.

"We know people would rather be out on the lake and not sit around and wait for four hours for us to show up," says Chad Painter, who operates the family-owned business. "When we set an appointment, we're going to be there at that time. That's helped our reputation over the last 22 years."

B&B was started in 1995 by Chad's parents, Bill and Barb. Chad joined the Army out of high school, serving three years in Germany and Bosnia. After leaving the Army in 1998, he joined the family business.

"I began working with my dad, and it was awesome to work side-by-side. It was a perfect fit, and I loved it." His dad is now retired.

While getting the hands-on training from his father,

Painter also attended Ozark Technical College in Springfield. The combination was valuable. "Where my fellow students were looking at things in a laboratory or school setting, I was working on it in a real-life situation."

In the early years, it was just the three Painters, and then the company grew as it expanded its services beyond service and repair of heating and cooling systems. Today, they also replace systems and clean air ducts, with a work crew that totals 15.

But, the core of the business is still fixing broken systems, which requires the technical expertise Painter learned from his father. "We don't just look at systems as being disposable. Where some might give up too easy, we have the tenacity to try to fix it."

That's part of the commitment to customer service. "A lot of companies talk about customer service, but it's another thing to live it."





BEST ELECTRICIAN



CATALYST ELECTRIC

1106 Runabout Drive • Osage Beach, MO • 573-552-8488 • catalystelectric.com

It's been said about business that "a partnership is the only ship that will never sail" – especially when family is involved. Jon Bussey and Seth Agnew have reversed that ship.

As brothers-in-law and partners in Catalyst Electric for 10 years, they have made it work, despite the warning. And that's no small accomplishment, given the fact that they launched the business during the 2007-2008 financial crisis, when building trades activity plummeted. They were working together for another electric company as business dwindled and workers were laid off.

"We knew we had to do something, and we had the vision to do it and to put our noses to the grindstone," Bussey says.

So, Catalyst Electric was born with just the two of them, and today there are 16 electricians. They

install and repair electrical systems in homes and businesses. They've also worked on billboards, cell towers and windmills. While most of their work is in the region, they traveled to Chihuahua, Mexico, a few years ago to wire a multi-purpose building as part of a mission.

Safety is a driving force in their operation. To prevent the inherent danger of electricity and water, they collaborate with local governments and other businesses to improve safety around the lake and docks. "We educate our guys and make sure they understand how to ground and wire properly and to watch for other issues that may be overlooked," Bussey says.

As for being voted best at the Lake, he believes it has a lot to do with "showing up when we're supposed to show up and finishing the job when we say we're going to finish it."



**CATALYST
ELECTRIC**

**HOME
SERVICES**



FORT KNOX ALARM & SECURITY

Camdenton, MO
 573-365-2233
 ftknoxalarmusa.com



The very fact that Mayberry RFD doesn't exist in real life is what keeps Fort Knox Alarm & Security in business. But the company gives home and business owners that same sense of peace and well-being with quality security systems and customer service.

Owners Keith Stehle and Bill Meenan work statewide from their Camdenton-based business, which opened in 2004. They provide a variety of services for homes and businesses, including video monitoring, intrusion systems, fire and floor alert systems, remote control of home systems and medical alert systems.

As a U.S. Coast Guard licensed captain, Stehle recognized the need for the same kind of security for boats, so three years ago, the company's services were expanded to boats and boat lifts. For example, if a boat lift drops or someone enters a docked boat, the owner is automatically alerted by text message.

"We love being here at the Lake," says Stehle. "And we love taking care of customers. We try to make it affordable for everybody to get an alarm system."

HOME SERVICES



**BEST SECURITY SYSTEMS
 2017**



BEST BUILDING CENTER



MENARDS

1015 Barred Owl Lane • Lake Ozark, MO 65049 • 573-365-7604 • menards.com

How does a big, national chain store take on the personality of a small, hometown merchant?

It's simple, according to Chris Havner, store manager of s in Lake Ozark. "It's knowing your customers and being friendly to people," he says. "I have very friendly people working here."

Many of the store's approximately 145 employees are longtime Lake area residents who started working for the Wisconsin-based company when it opened the store here five years ago. Other employees, who brought their experience here from other Menards stores, have become personally invested in the local community.

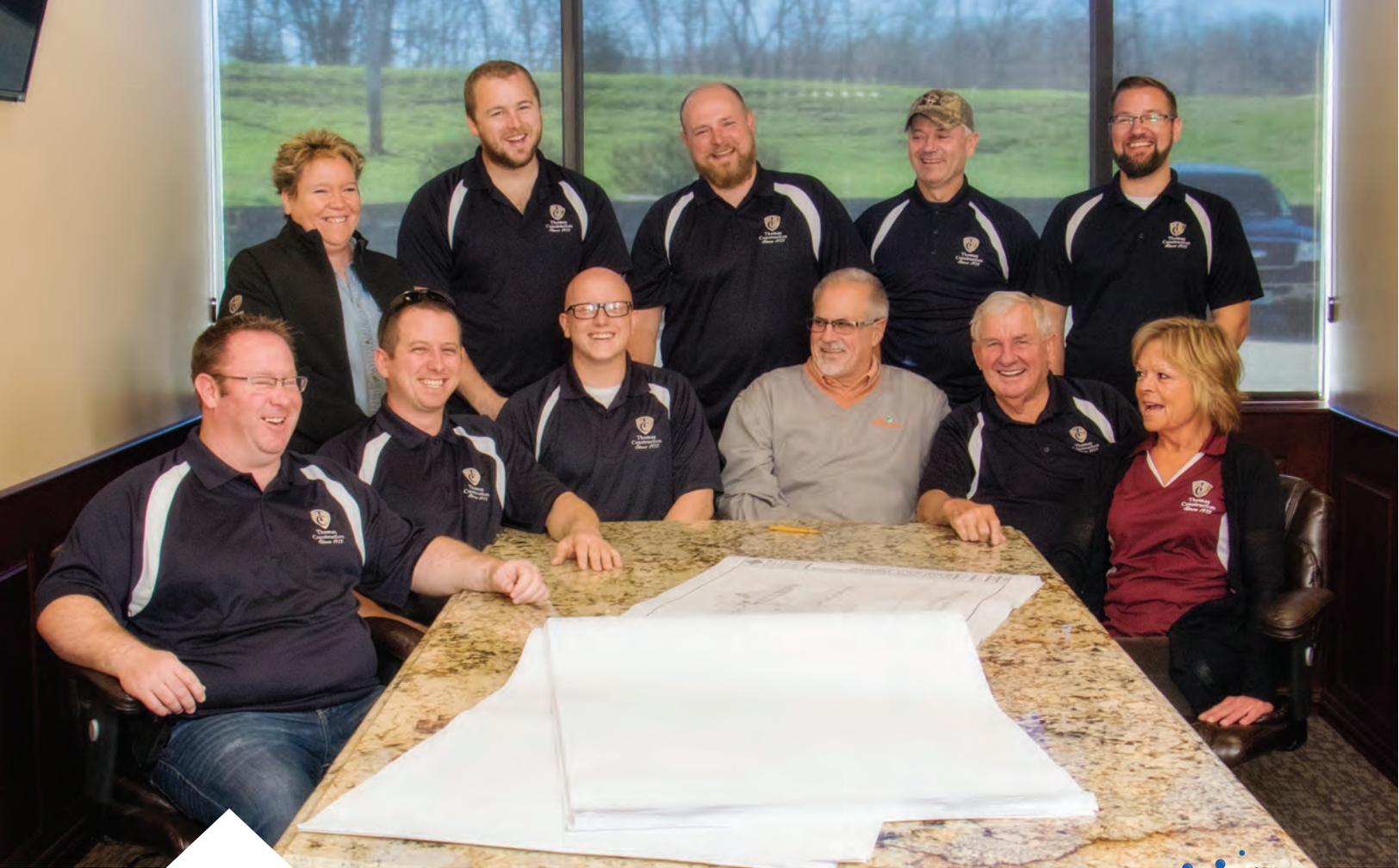
"The community was really welcoming," says Havner, who moved here with his wife and four

children to become the store manager. "In less than a year I felt at home here. We're big boating people, so we fit right in."

With that kind of connection to community, it's not unusual to hear employees and customers greeting each other by first name.

On the other hand, BIG is a benefit for busy people who like the convenience of one-stop shopping. Much more than a home improvement and building supply store, Menards carries groceries, clothing, garden supplies, rental items and even marine supplies.

"It's got something for everybody," says Havner. Started in 1958, Menards today has more than 280 stores in 14 Midwest states.



BEST HOME BUILDER



THOMAS CONSTRUCTION

5635 Osage Beach Pkwy • Osage Beach, MO • 573-348-3636 • thomasbuilder.com



Customers of Thomas Construction come back again and again. Whether they want a simple deck remodel or a whole new custom home, they return to the builders they know.

In fact, Chad Nugent is proud of the fact that as much as 70 percent of his company's business is return clientele. "People who have built with us 20 to 30 years ago come back to us. They know we're still going to be around."

He thinks that's because the company has a 42-year record of "doing business in a respectful, honorable and trustworthy way."

It's a family-owned company, with Nugent a junior partner. Senior partners are his father, Jim Nugent, and cousin, Dan Lind. The other long-time partner and founder, Wayne Thomas, passed away in 2014.

While Thomas Construction does a lot of commercial construction spreading over seven states, it's best known for its large custom homes that ring the lake. They commonly build in features such as theater rooms, wine cellars and indoor basketball or racquetball courts.

An in-house architectural design team works closely with each customer on the desired style and makes the home fit on an often-challenging lot.

Currently, home remodeling is a rapidly growing segment of the business. That's partly because the availability of desirable lakefront lots is shrinking. But Nugent also explains that many current homeowners "like their location, but they want their homes to blend with the times. So, remodeling has been huge."

A lot of remodeling today entails expanding outdoor living space with the addition of kitchens and fireplaces. Nugent points out that the company respects each customer's budget, whether it's a few thousand dollars or a few million dollars.

"One of the best successes of Thomas Construction," he adds, "is the team we've developed. They get the work done day in and day out."



BEST ARCHITECT/ENGINEER

THOMAS CONSTRUCTION

5635 Osage Beach Pkwy • Osage Beach, MO • 573-348-3636 • thomasbuilder.com

MATT STEPHENS
AND DAN LIND



When designing a lakefront home, an architect must put the best face forward ... and backward ... and often sideward. A home's beauty is seen from all angles ... from land and from water.

"We want the front of the home to be just as good as the lake side," says Chad Nugent, junior partner of Thomas Construction. "These Lake home are 360 degrees. You don't want any feature to be understated."

That's why every custom home, each sitting on a unique lot, is carefully designed by Thomas's architectural team of Matt Stephens and Dan Lind.

A graduate of Drury University's Hammons School of Architecture, Stephens pairs his three-dimensional computer models with Lind's artistic sketches of a design's unique details. That gives clients a realistic perspective – and valuable input – during their home's design process.

Lind, a senior partner of Thomas Construction, has been designing homes for the company for many years. He's an expert at suiting homes to the Lake's challenging building sites. Many are steep or irregularly shaped.

"A huge challenge is the steepness of the lot," Stephens points out. Much planning goes into how a home is situated on the site. "We always try to avoid the really steep driveway." Another signature of Thomas-built homes are the uniquely interesting roof lines. "It's a lot of movement. A lot of thought goes into the roof."

Popular Lake home designs today blend contemporary and rustic styles, he says. They typically have open floor plans that allow the kitchen and living room to interact for entertaining guests.

And, he adds, they use lots of glass. "You have to be very aware of the views you're capturing."





BEST RESTORATION COMPANY



SERVPRO OF LAKE OF THE OZARKS

360 Business Park Road • Linn Creek, MO • 573-346-7200 • servprolaketheozarks.com

The stress and worry that comes with having fire or water damage to a home or business and the disruption it causes can be devastating. The team at SERVPRO of Lake of the Ozarks is uniquely qualified to help minimize the interruption to daily life and quickly make it “like it never even happened.”

Specialists in the cleanup and restoration of residential and commercial property after fire, smoke or water damage, SERVPRO of Lake of the Ozarks provides emergency cleaning and restoration services 24 hours a day, seven days a week, including all holidays, so customers can expect an immediate response, day or night. SERVPRO can also mitigate mold and mildew from residences and businesses.

When water or fire damage sidelines a business, every hour spent on restoration affects revenue and productivity. Commercial restoration presents a unique set of challenges and SERVPRO experts have the training, experience and resources to tackle them.

“We truly are a great team. SERVPRO as a company

ensures that their franchises are qualified to help others when disaster occurs. We know just how busy life can be. There is no time for interruptions, and we want our customers to have one less thing to stress about,” says Jesse Cox, SERVPRO Marketing Manager.

The SERVPRO staff is highly trained in property damage restoration using the most advanced technology and techniques available in the industry, including moisture detection and measurement equipment; powerful water extraction and drying equipment; odor removal and deodorization; and sanitizing agents, germicides and anti-microbial treatments. No damage is too large or too small for SERVPRO to handle and they work directly with insurance companies to manage the insurance process and paperwork, further reducing stress.

“If there is a SERVPRO vehicle in your drive, you can take a deep breath knowing that you are going to be taken care of,” Cox says. “Customer satisfaction is our number one goal.”





PICKS GALLERY

562 MO-42
Osage Beach, MO
573-348-9100
picksgallery.com



Picks Gallery is so much more than a fireplace dealer. It also sells and installs stoves, mirrors, shower doors, closet shelving, mantels, veneer, bath accessories, gas lines, fireplace surrounds and outdoor kitchens, to name a few.

Carrying such a large product list might sound daunting, but employees at Picks Gallery excel at working with clients on custom remodel projects.

"We are fortunate to have the staff we do," says owner Darin Bricker. "It makes our jobs easier and lets us do the seemingly impossible for clients."

Bricker started Picks Gallery in 1997 as a new segment of an existing business founded by his grandparents. Today it runs with the efficiency of a large company and the personal touch of a family business.

"Our clients enjoy the selection process because we don't rush it," Bricker says. "Whether we are working with a contractor or a homeowner, it is our goal to work through all challenges with thoughtfulness and enthusiasm for what we do. We all truly enjoy our work."



BELLA DONNA SALON

1058 Osage Beach Pkwy
Osage Beach, MO
573-302-1929
belladonnasalonalakeoftheozarks.com

Voted Best Salon at the Lake, Bella Donna Salon in Osage Beach is named for the Italian expression for "beautiful woman," as well as its owner and senior designer Donna Comelli, who has been a hair designer and barber for 30 years. Donna specializes in short, fun, textured and sassy women's haircuts and designs, as well as color. She also works with fine and thin hair, educating her clients on how to create fuller and thicker looks and teaching them how to take care of their scalp and hair.

"I feel so humbled and blessed that that our community voted us the Best Salon at the Lake," Donna says. "We are honored to serve our clients, friends and community for over 17 years. Our Design Team is so talented amazing, always giving back to our community and working hard to further their education."

Another of Bella Donna's star stylists, Jodie Cline, was awarded Best Wedding Hair & Makeup at the Lake. Jodi joined the Bella Donna team two years ago after relocating from St. Louis and specializes in Hot Heads Hair Extensions and color transformations, as well as unique up styles for weddings and special occasions.

In addition to the full range of hair services, Bella Donna offers waxing and nail services. "We love our clients to have fun and be pampered with our professional side by side pedicures and CND Shellac Manicures and a glass of wine or champagne," Donna says.

HOME PRODUCTS

PROFESSIONAL SERVICES



**Best Fireplace Dealer
2017**



**BEST SALON
BEST WEDDING MAKE-UP & HAIR**



CENTRAL BANK OF LAKE OF THE OZARKS

4252 Osage Beach Pkwy.
Osage Beach, MO
573-302-1120
www.centralbank.net



PROFESSIONAL SERVICES

Central Bank of Lake of the Ozarks offers cutting edge technology in banking products and services, while sustaining our traditional values and deep roots in the Lake area. We understand your needs go beyond checking and savings solutions. In addition, we have other services available for circumstances outside of your traditional banking needs.

We'll connect you with the right solutions for your lifestyle. Plan the perfect vacation, wire money internationally, purchase a prepaid card and more. We are more than a financial institution. We are your trusted resource.

Stop by any of our eight banking facilities in the Lake area, and let us know how we can help you. Our six full-service facilities are located in Eldon, Camdenton, Laurie, Lake Ozark, and two in Osage Beach. To offer further convenience, visit our two retail facilities located within the Walmart SuperCenters in Osage Beach and Camdenton.



**BEST BANK
BEST MORTGAGE
PROFESSIONAL**



BEST NAIL SALON



LUXURY NAILS & SPA

3797 Osage Beach Pkwy.
Osage Beach, MO
573-348-4888
luxurnailspamo.com

Having your nails done is a comfort for the spirit. That's why it should never be rushed.

At Luxury Nails & Spa, you won't find the owner, Whiskey, rushing through a manicure or pedicure. "I never rush when I do nails. I take time," he says.

The deluxe spa pedicure, for example, is to be savored slowly. The scented service consists of a warm soak and exfoliating sugar scrub, finishing with a foot mask, hot towel, paraffin wax and hot-stone massage reflexology penetrating deeply into the muscles, melting away tension and stress. All while you sip on a glass of house wine.

Whiskey and his wife, who provides waxing services at the salon, have lived in the Lake area for about 10 years. The salon – their first – opened in 2012. Six employees work alongside him, and the chairs are full most of the time.

Asked if the secret to a popular nail salon is technique, personality or spa environment, Whiskey says, "all of the above."

LUXURY NAILS & SPA

PROFESSIONAL SERVICES



KRADLE TO KRAYON

4075 Osage Beach Pkwy

Osage Beach, MO

573-348-1200

kradletokraxon.com

At Kradle to Krayon daycare, the goal is to help children develop a love of learning and provide a positive and supportive atmosphere in which they can do just that. All of Kradle to Krayon's teachers are dedicated to helping each child learn, develop and grow at their own pace. They've been doing it since 2006 and now have locations in Lake Ozark, Osage Beach and Camdenton.

"When we started eleven years ago, I never dreamed we would grow this much," says owner Kari Johnson. "As a mother, I set what I wanted for my own kids as my philosophy. I wanted it to be homey and clean and for the kids to be loved and fed well. We also put a lot of time into learning and having fun activities for the kids."

Each Kradle to Krayon center provides the personal, developmental and educational techniques needed to care for children ages 6 weeks - 12 years old, and offers everything from infant and toddler care to preschool to summer and after school programs for school aged children.

All of the children, parents, family members, teachers and directors who walk through the doors of Kradle to Krayon are part of a community where each and every member works together for one purpose: To enrich the life of a child.

PROFESSIONAL SERVICES



**BEST CHILD CARE
2017**



BEST CARPET CLEANING

ASHLEY CARPET CLEANING

Osage Beach, MO • 573-302-4577 • ashleycarpet.com

Folks often tell Ryan Fitzgerald, "I see all of your vans around."

Truth is, Fitzgerald has only one business van because there's only one of him – and no employees. Although he hasn't yet mastered the physics of being in two places at once, he does get around. Since starting Ashley Carpet Cleaning 12 years ago, he has completed more than 11,000 carpet jobs, averaging 1,300 a year and up to six a day.

"I'm basically a workaholic. I enjoy the thrill of getting the job, then getting the job done and seeing people satisfied. The Lake is an opportunity where, if you want to work and work a lot, it will let you do it," he says.

He learned the business at a large cleaning and restoration company in St. Louis, where he started in an office job. Later, when he had the chance to

work part of the time in the field as a supervisor of work crews, he realized the hands-on work was what he liked most.

He eventually followed his childhood dream to live and work at the Lake of the Ozarks and started his own business here, named after his daughter. As a one-man shop, he does it all. "I answer the phone, do the work, the billing, the marketing, the whole nine yards."

Fitzgerald thrives on challenges – like the nicotine-coated bedroom that looked as though it had been in a fire and the forgotten pet stains that homeowners left behind through the winter months.

His key to customer satisfaction is simple: Show up on time and never charge more than the price quoted. "If you do a good job with a smile on your face, you get all that repeat and referral business."

ASHLEY
CARPET CLEANING
573-302-4577

**PROFESSIONAL
SERVICES**



BART SCHULTE, CWS CETERA INVESTMENT SERVICES

117 N. Business Route 5 • Camdenton, MO
573-346-3311 • fnb-lakeozarks.com



If you ask Bart Schulte for investment advice, don't expect a quick answer. Advice – good advice – requires some time to get acquainted.

As a financial advisor with Cetera Investment Services, located at First National Bank, Schulte will spend time learning about your financial goals. You'll discuss the major life events that lie ahead. And, he'll educate you on various investment options. You'll talk it over. It might take several appointments. And then, you'll get his best advice. "It comes down to developing a plan based on each individual's needs."

Schulte brings 18 years of investment experience to the table, as well as an MBA degree from Fontbonne University and designation as Certified Wealth Strategist.

That's why more and more people moving to the Lake are "bringing their investments home."

*Securities and insurance products are offered through Cetera Investment Services LLC, member FINRA/SIPC. Cetera is not affiliated with the financial institution where investment services are offered. Investments are: *Not FDIC/NCUSIF insured *May lose value *Not financial institution guaranteed *Not a deposit *Not insured by any federal government agency*

PROFESSIONAL SERVICES

**BEST FINANCIAL
PLANNER 2017**





BEST INSURANCE AGENT

MARKUS SYKORA - STATE FARM INSURANCE



Marcus Sykora is candid about the nature of his business: "There's nothing that exciting about insurance." But then he points out: "Insurance is at the core of every financial decision you make."

Those decisions might involve the purchase of a home, business or car. Or securing your family's health or financial future. Or guaranteeing a comfortable retirement.

It's his job as a State Farm insurance agent to help people manage risk by listening to what's important to them. "State Farm has over a hundred different products and services. But, it's ultimately what's most important to the client. I would like to think we do everything we can on a daily basis to make a difference in our clients' lives."

While many insurance providers have turned into

mere "quoters," he says, "that's not who we are. Price is absolutely important, but only in the context of value. We bring value to customers while remaining competitively priced."

As a youth growing up at Fort Leonard Wood, it was Sykora's goal to one day own his own business and become involved in the community – preferably at the Lake of the Ozarks, where he waited tables during his high school years. The avid bass fisherman and golfer knew the Lake area was a "perfect fit for me."

He's active in community projects and organizations. "I want to do everything I can to make sure we're constantly importing into the community – importing business improvements, tourism and economic growth."



SHEAR BLISS STYLING SALON

1667 Bagnell Dam Blvd.
Lake Ozark, MO
573-693-1675



PROFESSIONAL SERVICES

You might think you're going in for only a haircut and style. But Allie Lamb insists you're going to leave Shear Bliss Styling Salon with much more.

"The most rewarding part of the job is that we are able to change the way someone feels about themselves. It is so much more than just a haircut. If we feel good about our hair, we tend to have more confidence," says Lamb, salon owner.

A lifelong Lake area resident, Lamb has always had a passion for hair. As a child, her Barbie dolls and trolls experienced haircuts and color changes, and later her volleyball teammates sported braids she wove. She's been doing hair professionally now for 11 years.

After opening last October, the salon quickly grew to seven stylists. Lamb attributes the salon's popularity to the continuing education her stylists obtain to keep up on trends and techniques. The friendly atmosphere is also a factor. "I try to go out of my way to provide a comfortable, relaxing environment."



**SALON
2017**



PROFESSIONAL SERVICES

PMG PROPERTY MANAGEMENT

3624 Osage Beach Pkwy.....
Osage Beach, MO
573-365-3800
pmlake.com



19 mini-cities, says Karen Bowman, general manager of PMG Property Management.

A staff of 50 is at work doing everything from accounting to building and grounds maintenance and making sure complexes are in compliance with state and local regulations. They also plan and oversee building, grounds and dock upgrades and stay in communication with association members.

Bowman sees her role as making the job of board member – a voluntary position – as easy as possible by providing good documents and research on which to base decisions. Keeping associations fiscally sound is a top priority by building healthy reserves to handle unforeseen costs and avoid the necessity of special assessments.

She has been with the company since it began 32 years ago, and in that time has attended countless meetings of the Boards of Directors of each association. "After 32 years I have forged some great friendships and business relationships with so many of these great board members," she says.



BEST PROPERTY MANAGEMENT COMPANY 2017

SERENITY MEDICAL SPA

111 Crossings West Drive, Suite 3
Osage Beach, MO
573-365-5002
serenitymedicalspa.com



Lindsey Eveler developed a passion for skin care when she began working at a salon owned by Janice Kayden 14 years ago. Kayden recognized the potential in her 19-year-old receptionist, and an apprenticeship began.

Later, Eveler received advanced training at the Swiss Laboratory Methode Physiodermie in Montreal, Canada. In 2009, she and Kayden partnered to open Serenity Medical Spa at the Lake.

With a doctor on the team, Serenity is not just another spa, Eveler points out. "The biggest thing that makes us different at the Lake is that we combine medical skin care with relaxation. In a lot of places, it's one or the other."

Spa services include massage, facials, manicures and pedicures. In addition, Dr. Debra Atkinson is on staff to provide a variety of medical services, including injectables that soften fine lines and wrinkles in the face, enhance lips and cheeks and reduce fat below the chin. Clients can leave feeling relaxed, as well as more confident in their appearance.

"When people think about Serenity," Eveler says, "they see the great team we have built."

PROFESSIONAL SERVICES



ESTHETICIAN 2017



FITZ FISHING TACKLE & SUPPLIES

3621 Osage Beach Pkwy • Osage Beach, MO
573-693-9299 • fitzfishing.net

Fitz Fishing Tackle & Supplies is set apart for two reasons: experience and product. Started in 2007 by Wayne and Barb Fitzpatrick, the expertise behind the business has a much longer history. Wayne has fished tournaments around the Midwest for upwards of 30 years; he started building rods about 20 years ago. Wayne's experience goes a long way in helping customers.

Fitz carries a wide variety of products, including some locally-made, live and frozen bait. "We are the largest St. Croix dealer within a 300-mile radius," Barb said.

The staff at Fitz Fishing has a vast knowledge of the Lake of the Ozarks. "We are fortunate to have Bassing Bob and his staff of experts in our corner to acquire new and past knowledge of the what, where, when, and how to catch any and all species of fish in this lake," Wayne said.

They have everything customers need to catch fish at the Lake. "We keep the store stocked with all of the latest and greatest tackle," Barb said.

SHOPPING



**BEST BAIT AND TACKLE
2017**



BEST PLACE TO BUY A MATTRESS

SLUMBERLAND FURNITURE

6241 Osage Beach Pkwy. • Osage Beach, MO • 573-302-4222 • slumberland.com

Several things set Slumberland Furniture above the rest when it comes to helping customers get a good night's sleep. The "Dream Team" of sales associates, the long history of the company, and the knowledge of the area are just a few.

Started in the Minneapolis area 50 years ago as a mattress store, the company has grown to include 127 stores in 11 states throughout the Midwest. The Lake location is franchised by Jill Ray – a businesswoman with a lot of passion behind her product.

"One-third of your life is spent in bed...we understand a good mattress means a good night's sleep. We want you to wake up with that rested feeling."

Slumberland at the Lake offers exclusive mattresses from top-notch brands like Sealy, Stearns and Tempur-pedic. Because of a long history with manufacturers, Slumberland is able to secure mattresses you won't find anywhere else, some even made in Missouri.

Understanding the Lake market is also a plus for local customers. "We work with second home owners and rental managers. We know that having an extra place to sleep in rentals adds value," Ray said.

Slumberland carries options to fit every customer's needs – including mattresses for trundle beds, sleeper sofas, day beds, and bunk beds.

The company prides itself on making a good night's sleep affordable for every budget. "Ninety-nine percent of our mattresses have the option of adjustable bases. We've fought to make that affordable for everyone," Ray said. "They've gone from something for the elite, to something for everyone."

Because the master bedroom has turned into a second living room for many families, having that adjustable base is even more important.

Customer service is number one. Associates are trained in sleep education, and the store offers a 120-night sleep guarantee – they'll even pick up your old mattress.

slumberland
FURNITURE

SHOPPING



BEST FURNITURE

SLUMBERLAND FURNITURE

6241 Osage Beach Pkwy. • Osage Beach, MO • 573-302-4222 • slumberland.com



Selling furniture is a matter of knowing what your customers want. In the Lake area, they want comfort, lots of places for guests to sleep, multiple storage options and bold colors.

“People with second homes are bigger risk takers. They want a splash of color and want it to be a little more modern,” says Jill Ray, owner of Slumberland Furniture in Osage Beach.

She had been an independent furniture store owner until she met the CEO of Minneapolis-based Slumberland Furniture and was convinced to buy a franchise. “What struck a chord with me was that he talked about love, dignity and respect and hiring people who had those character traits,” she says.

She encourages her sales team to focus not on sales numbers but on building relationships with customers to learn what they want and how they shop. “Some people are super excited to buy

furniture, some are scared, and some just want it done. It’s important to read the customer and make it the best experience for the customer.”

Ray’s first Slumberland stores were in Springfield and Columbia. After opening the Lake area store in 2008, she sold the other two. Being part of a large company enables the store to take advantage of the company’s buying power to offer competitive prices and to get what customers want.

It’s especially helpful in offering a large inventory of all the best brands of mattresses, she points out.

Not only does Ray want her store to be the best place for buying furniture and mattresses, she also wants it to be the best place for employees to work and for the Lake area to be the best community in which to live and work. “I try to effect all of that.”

slumberland
FURNITURE

SHOPPING



JANINE'S FLOWERS

235 Ha Ha Tonka Cut Thru • Camdenton, MO • 573-346-3388

janinesflowers.com



Meeting a bride's every wish for her wedding is always a pleasure – and sometimes a challenge. Like the Star Wars fan who wanted her bridal bouquet to fit inside the handle of a lightsaber.

Janine's Flowers rose to the challenge. "We're just thankful they let us be a part of their special day and trust us enough to let us do the job," says Janine Bullock, who opened the florist shop more than 37 years ago. With access to a global market, she and her team of four designers can fill orders for most any kind of floral arrangement.

While working weddings, she shares in "incredibly happy moments," she points out, but she also shares in sadder times as families plan funerals for loved ones. "We look at it as the last thing we can do for them."

Every day, Bullock and her delivery team are out making the world a little brighter for Lake residents. "It's nice to come to a job every day that I love."

SHOPPING

**BEST FLORIST
2017**





BEST BOUTIQUE AND BEST PLACE FOR WOMEN'S CLOTHING

SHABBY CHIC

1056 Main Street • Osage Beach, MO • 573-348-1507



Brenda Cribb is a self-described “girly girl” who loves clothes that are lacy, furry and all-around girly. So when she noticed a lack of boutique stores selling them at a medium price point at the Lake, she took the opportunity to fill the niche herself, opening Shabby Chic in 2011.

In addition to “romantic, casual and fun” clothing for women, Cribb says, the store offers “shabby chic” home décor and furniture as well as handmade jewelry.

The shabby chic theme goes beyond the merchandise to permeate the design of the store itself. For example, there’s not a single traditional metal clothing rack in sight. Instead, clothes hang from the ceiling, for example, or are displayed on racks made from furniture.

“But we’re not all lace and frills,” Cribb says. “We have something for everyone.”

Though she estimates that her core clients are in the 35-to-65 age range, she notes that during

the summer tourist season she carries a lot of merchandise geared toward 20-somethings and teen girls vacationing with their parents.

And the small, boutique feel of the store means Cribb and her employees are on a first-name basis with many of their customers. She describes the store staff as being “like a family.”

“We just have so much fun in the store and with our customers, who have become our friends,” Cribb says.

In addition, she calls Shabby Chic’s location – alongside the “wonderful stores” in The Landing on Main Street – key to its success.

Cribb also recently closed Shabby Chic’s sister store, The Front Porch of Shabby Chic, which primarily carried home décor. But she’s in the midst of revamping the store and plans to reopen it in May.

“We will have a whole new look,” she says. “Everyone is going to love it!”

