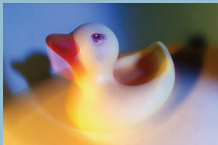


Inside This Issue:

What's New...	1
Project Highlights	2
Your GIYB Crew	3
Community	4

**2011 Harpswell
Duck Race
June 4th
- See Page 4 -**



Upcoming Events:

- Maine Boat Builders Show, Mar. 18-20
- 2011 Harpswell Duck Race, June 4
- Coast Guard Auxiliary Boat Inspections, June 5
- Great Island Party, July 23
- Maine Boats, Homes and Harbors Boat Show, Aug. 12-14
- Newport International Boat Show, Sept. 15-18

What's New...

State-of-the-Art Storage & Refit Facility - A new 10,800 square foot facility will be taking the place of two old, less efficient work buildings along the waterfront. The new facility will have: larger doors (26'X24'); a state-of-the-art spray booth for boats up to 70'; inside heated storage; and two enclosed Refit Bays. Construction will be completed this summer.

Marina Customer Service Center - This spring we will also break ground on a Marina Customer Service Center that will include a fitness center, laundry services and a café / provisioning center. The Wheelhouse Café will be run by Beth, Alden and Chelsea Leeman. The café will offer items from Panini sandwiches and specialty salads to gelato and lattes. The mission of the Wheelhouse Café is "to serve the highest quality foods that will not slow you down in a cozy atmosphere of a ship's wheelhouse."

More Inside Heated Storage - We've had great success storing boats in a heated building at the Brunswick Naval Air Station only 5.5 miles from GIBY. The facility is clean, secure and convenient. The boats were moved over the short distance on a sunny, dry day and we have had crew members working there over the winter months. We plan to double our capacity (16,000 square feet), boats and crew working at the base in 2011.

Stronger Customer Support Team - We enjoy developing strong customer relationships, along with a deep knowledge of their boats. As we grow, we must expand our team to insure that we continue to deliver in these areas. We are pleased to announce that **Graham Wright** has joined GIBY. Graham has a degree in Boat Yard Management from Maine Maritime Academy and has spent over 20 years delivering quality service to customers at the Boothbay Region Boat Yard and Dimillo's Yacht Sales. **Butch Dismukes** joined the GIBY team as Parts Manager in October, bringing over 29 years of parts experience from the Hinckley Company to GIBY. Butch is already helping us lower your parts and subcontractor costs with his strong vendor relationships and industry knowledge.

Marina Customer Service Center



Sister Ship Shown Here

70' Boat Spray Booth



Brunswick Naval Air Station



NEW REFIT & STORAGE FACILITY

Customer Testimonials

"I was impressed with the work you are doing on *Patience* and the discussion we had regarding the re-fit. I was also impressed with the general condition and appearance of the yard and buildings - I always pay attention to these conditions, because if you expect your boat to be well cared for, then that should be reflected in how the yard and facilities are maintained."

Feb, 2011

"GIBY hits the sweet spot of being on one hand just big enough to provide full, custom service, yet on the other hand small enough to retain a family feeling in the best sense: tons of attention, clear and forthright communication, easy access to anyone, folks who really care about us and our boat, trust."

John Reid, *Ramble*
Oct, 2010

Refit Project Highlights

Patience, Ted Hood Pilot-house 51 - The innovation, the experience and the detailed design work that were poured into Ted Hood's boats makes them a pleasure to work on. *Patience* is no exception; designed and built at the end of Ted's career, she embodies many of his trademark innovations. The goal of the refit is to upgrade her systems to the latest technology while giving her

a major cosmetic makeover. You won't recognize her when she launches on May 9th!



Work Scope

- Garmin Electronics
- Awlgrip Deck
- Awlgrip Hull
- Awlgrip Spars
- New Heads & Hoses
- Hatches & Deadlights
- Interior Carpentry
- Exterior / Interior Varnish
- Rig & Winch Service
- Furler Rebuilds

Ramble, 1961 Ted Hood Yawl No this is not a re-print; this is indeed a second refit on *Ramble*. She has completed four trans-Atlantic crossings and sailed



35,000 nautical miles since she left GIBY in '07. She returned in August needing some TLC and a couple new masts! The crew shown here were making the last push to get her back to sea before the ice closed in last fall. Our good friend, John Reid, happily reported that the *Queen Mary* identified *Ramble* transmitting on AIS and sent a crew member to the crow's nest as they were not yet picking her up on radar!

Work Scope

- Replace Spars & Rigging
- Service Winches
- Repair & Paint House Top
- Repair & Caulk Cockpit
- Varnish
- Interior Carpentry
- Remove, Repair, Paint Engine
- AIS
- Multiple Electrical Projects

Inisharon, F&C44 - I include this project because this was the most extreme transformation that we've ever completed. The top picture shows the boat with a 10-foot section of the hull removed. The carbon steel chain plates were glassed to the INSIDE of the hull but failed and caused the hull to buckle. New chain plates (stainless this time) were installed, and the 1/2"-thick hull sections were infused into place before fairing and painting.

Work scope

- Replace Chain Plates
- Peel & Infuse Hull
- Awlgrip Hull
- Repair Teak Decks
- Replace Toe Rail
- Custom Stainless Bow Stem
- Custom Stainless Chocks
- Rig Repairs

We had so much fun that we took on the same project for a sister ship this winter!



Contingency, Oyster 53 - This job put our project management capability and crew to the test. We took on a work scope that we would have comfortably completed in six weeks and committed to complete it in just three. While we were down to the wire, with five people working at 7 PM the night before departure, we pulled it off with zero punch list items and a happy customer.

Work scope

- Simpson Davits
- Remote Control Lighting
- New Head Hoses
- Interior Carpentry
- Air Cond. Modifications
- Ice Maker
- Compound & Wax All
- Electronics
- Satellite Receiver
- Custom Stainless Mast
- Many Small Details

Your Great Island Boat Yard Crew



Tom Burrows
Rigger



Sandy Carter
Detailing



Steve Chase
Carpentry



Steve Dee
Mechanical Systems



Butch Dismukes
Parts



Curt Genthner
Yard Crew



Jeff Goodenow
Operator



John Goodwin
Rigger



Michael Hogan
Refinishing



Jim Holden
Carpentry



Kevin Holt
Fiberglass, Awlgrip



Doug Hyland
Rigger



Amber Junkins
Office Assistant



Jim McGrath
Fiberglass, Awlgrip



Tracy Morris
Accounting & Parts



Kevin Ouellette
Systems



Mickey Polakowski
Systems



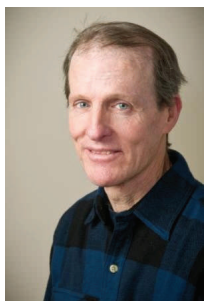
Stephanie Rowe
Owner



Steve Rowe
Owner



Mark Salmons
Carpentry



Bob Sharp
Customer Service



Rick Tripp
Mechanical Systems



Nathan Tripp
Refinishing



Graham Wright
Customer Service

Proud Members of...



Stephanie, Steve,
Gavin & Keegan Rowe



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Community

Experience GIBY

Our business, people and culture evolve every year. The annual Newsletter provides a milestone for us to think about our past experiences and our future direction. It helps that we write the newsletter immediately after the Presidents Day holiday week when we've just returned from a week away with the kids. Our minds are clear and we are able to focus on the more important things.

As we move into 2011, we are investing in the business and adding more of the things that have contributed to our success; clean heated storage, qualified and motivated employees and tools for productivity (see page 1). We've been taking these same steps for several years and so the process has become engrained, even semi-automatic. This gives us time to think about our higher level mission...call it Maslow's hierarchy of boat yard development.

We had several experiences last year that, when pieced together, created a big "Wow!" for us. A new customer who had just awarded us the project on his amazing wooden motor sailor said, "I look forward to experiencing your boat yard."

"Experience," that's an interesting word choice. Several friends and customers wrote referrals to support our bid for the Patience Refit. The referrals included many interesting phrases like: "family feeling," "easy access to anyone," and "folks who really care about us and our boat."

Several customers have asked for a picture directory of our crew so they can communicate on a first-name basis. One customer suggested that we create GIBY Car Stickers to remind them of the yard when they are away. Something about this service business is very, very unique!

I have never contemplated "experiencing" the car garage, I don't want to "remember" the accountants office and I've never felt that the plumber really "cared" about by pipes! The "wow" is that we have, with the most incredible luck, fallen into a service business where we are trusted to work on an asset (the boat) that is treasured and emotionally connected to our customers. We realize that the experience of maintaining and refitting to the highest standard is an important part of the happiness that boat ownership brings.

Many of this year's efforts aim to improve the "GIBY Experience." We are doing many small things like the crew directory, GIBY stickers and a daily weather posting; and a few large projects like the Customer Service Center. We welcome your recommendations on how we can further improve your experience!

Sponsor a Duck to Benefit Harpswell Elementary School!

The Great Island Boat Yard will be throwing its first of two summer parties on June 4, 2011 at 2:00 pm. The 2011 Harpswell Duck Race will be a fundraising event to benefit the Harpswell Islands School Parent-Teacher Organization. The proceeds from the event will fund valuable programs such as mini-courses, field trips, technology purchases and facility upgrades at the Harpswell Islands School.

The event will include a rubber duck race, music by **Pan Fried Steel Drum Band** and a food and beverage tent. Our goal is to raise \$10,000 by "selling" 500 rubber ducks at \$20 each. The ducks will race just off of the GIBY docks, and the owners of the winning ducks will win one of the following prizes:

1. **Apple iPad** with Wi-Fi and 3G - donated by **Hollie and Bob Bauman**.
2. Get-away at the **Log Cabin Inn** on Bailey Island, including a 1-night stay, breakfast, and \$100 dinner voucher - donated by **Aimee and Matt York**.
3. **Restaurant Package** which includes gift certificates to Mediterranean Grill, Bacari Bistro, Cooks Lobster House, Great Impasta, and more (total value of \$300).
4. Club-Level **New England Patriots Tickets** at Gillette Stadium - donated by **Rich and Teri Bolton**. The game date will be determined when the schedule is published.

For more information or **to sponsor a duck** please go to <http://hisduckrace.weebly.com/>
A huge thank you goes to all who donated prizes and to all of you who sponsor a duck!