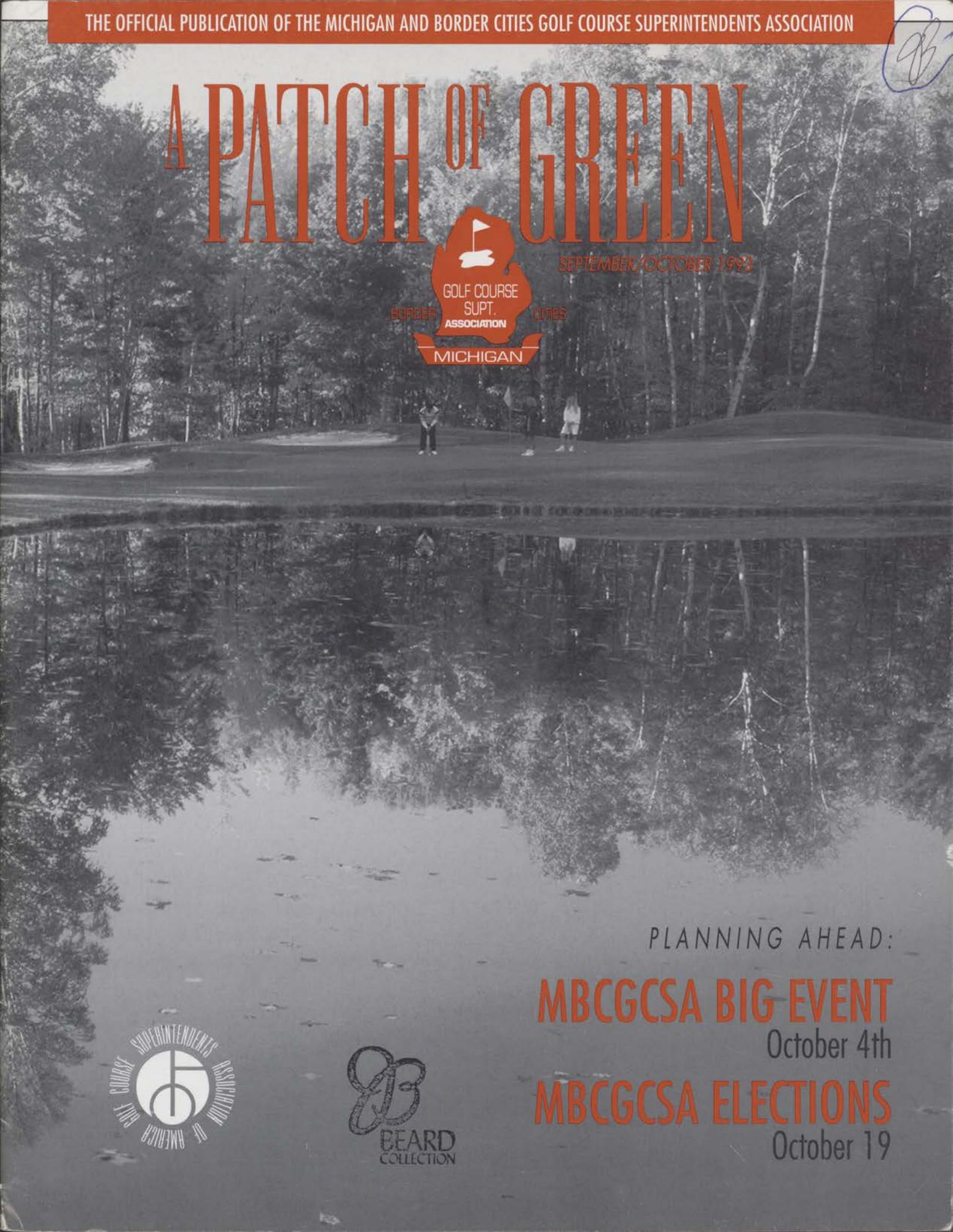




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SEPTEMBER/OCTOBER 1993



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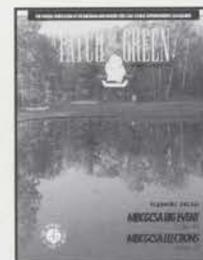
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page 19



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O-(313) 626-1220  
CLASS S

# CALENDAR OF EVENTS

## SEPTEMBER

- 6 ..... **Labor Day**
- 13..... **WMGCSA. MTF Fund-raiser** Egypt Valley Golf Course
- 14 ..... **Membership Meeting** Sycamore Hills Golf Course. Host: Craig Roggeman
- 16..... **Michigan Superintendents Championship** The Fortress in Frankenmuth. Scott Watkins - Superintendent
- 20 ..... **NMTMA Fund-raiser** Little Traverse Bay

## OCTOBER

- 4..... **MBCGCSA Big Event** Franklin Hills, Grosse Ile Country Club  
Katke-Cousins, Oakland Hills Country Club
- 14..... **GCSAA Seminar** "Microbiology of Turfgrass Soils"  
Holiday Inn, East Lansing
- 19 ..... **Annual Meeting** Maple Lane Golf Club

## NOVEMBER

- 16-18... **GCSAA Seminar** "Developing and Maintaining Effective Management/Employee Relationships"  
East Lansing

## DECEMBER

- 4 ..... **Christmas Party** Red Run Golf Club
- Ohio Turf Conference to be held in December**

## JANUARY

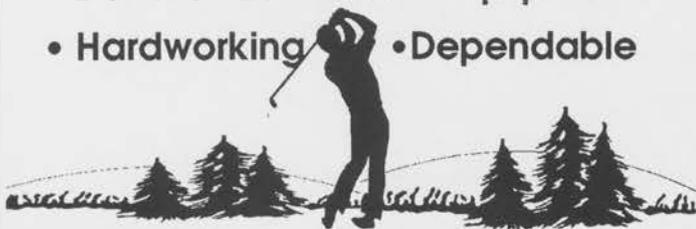
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# On par with the president



Ken DeBusscher  
PRESIDENT

This is my favorite time of the year. How can you beat September and October in Michigan, especially when viewing it from our professional perspective. Summer tensions melted away with cooler nights, tournament schedules have dwindled, tired turf is being resuscitated by aeration and my golf game that was packed away for three months is now getting some attention. How fortunate we are to be turf managers in Michigan. We have only two months of 12 to worry about turf loss? Kid stuff compared to our counterparts throughout many areas of the country. Oh we have our tough summers, but those are only glitches from the norm. Some of the gravy we enjoy comes from the fact that we work in the state with the finest turf school in the world. This

adulation comes from a Purdue University graduate. Now I wouldn't trade my Boilermaker education for all the soybeans in Indiana, but I enjoy the accessibility and confidence I hold knowing Michigan State University is only a few miles down the road. I seem to be bleeding green and white these days because I was fortunate to have attended the America's Cup game between England and Germany. The eyes of the world inspected what turned out to be the sensation of the tournament—the playing field! The MSU team led by Dr. Trey Rogers provided flawless turf conditions and a taste of what to expect when the big show, the World Cup, comes to the Silverdome next summer. Many of us attended a bash and shared the post-game elation with the professors, students and other 'turf dignitaries.' It was a proud moment for MSU, the turf school and those of us who harbor a kinship with the turf program. Admirable execution. Congratulations and good luck during the World Cup.

In an effort to get back in line and abide by our By-Laws (Article II, Section 3), dues statements were sent out August 15, with payments due by October 1st. All members paying after this date will be assessed a reinstatement fee. We've decided to stop the practice of sending out 3 or 4 payment notices and will now only send two. This is certainly not an attempt to generate money but rather an effort to expedite the dues collection process, promote prompt professional action and forward our membership roster to you in a timely fashion. Thank you for your punctual response.

As many are aware, our association is recognized nationally as one of the premier local organizations in the country. This stems from a lineage of admirable leadership and responsive membership. We are always looking for those in our profession to step forward and serve this delegation. This year election slate is comprised of the aggressive personalities we need to sustain this heritage.

Please investigate the candidates and either vote for your favorites by proxy or mark your ballots in person at the annual meeting at Maple Lane. Happy Hunting.

Sincerely,

Ken DeBusscher

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## **The Whole Truth and Something Like the Truth**

By Tim Doppel

I receive a publication that comes from the Pesticide Education Office of MSU Extension called Pesticide Notes. These folks do a wonderful job summarizing lots of important bits and pieces of news relating to pesticides. In the May-June issue there appeared a note relating to some reports from the American Association of Poison Control Centers.

Each year this group publishes a summary of calls received by participating poison control centers. The 1991 data were released recently and I found it rather interesting. It made me pause to think how some of your members might react if they heard the results of this summary.

In 1991, poison control centers received more than 78,000 calls relating to pesticide exposures. Wow! That's a lot. No wonder we hear so much about pesticide poisonings! Except that it was only 3.8% of all the calls they received. Pretty small numbers in reality, wouldn't you say? Keep in mind that there are 73 centers who report for this summary and they serve a population of over 200,700,000 people.

Pesticides ranked seventh as the substance most frequently involved in poisonings, behind cleansers, analgesics, cosmetics, plants, cough and cold medications, and bites. Again while that may seem high, let's keep it all in perspective. Weeds caused more problems than weed control. And of all the pesticide calls only about a third required any kind of medical attention. Only 1 or 2 percent of those pesticide calls requiring medical attention were classified as moderate or severe.

There were 22 deaths reported from pesticide poisonings in 1991. On the basis of that, we should probably ban all pesticide use, right? Well, when you find out that the

majority were from intentional ingestion (suicide), it appears that maybe pesticides are not the terrible culprit they first appear to be. In fact, only two deaths could be positively traced to accidental exposure to pesticides.

My point in sharing all this information with you is to remind you how easily the truth can be twisted and used to sell a particular story. If you read the first sentence of each of the three previous paragraphs, think about the kind of headline each would make. Boy, wouldn't that grab your attention on the 11 p.m. news! Each sentence is true, but when you read the rest of the paragraph, the opening statements don't appear quite as ominous.

Be sure you get the whole story when you hear something negative, but be sure to TELL the whole story when you are asked about the safety of pesticides. For example, go back and read the last sentence of each of those three paragraphs. This is what you would expect to hear from applicators and, truthfully, it doesn't tell the whole story either, now does it. We can be just as guilty as the media in spreading half truths if we don't own up to potential problems with misuse.

When you tell the whole story and stress that properly trained, professional applicators, using products according to label specifications, pose no undue risk to the general public, the kind of stories that appear in the headlines will carry much less weight in your member's mind. And you will be looked upon as the true professional you are. ▢

**Be sure you  
get the  
whole story  
when you  
hear  
something  
negative,  
but be sure  
to TELL the  
whole story  
when you  
are asked  
about the  
safety of  
pesticides.**

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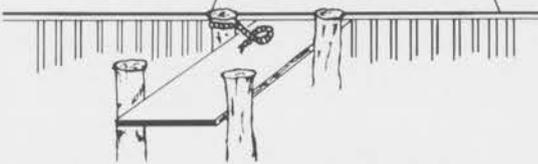
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# LEARNING FROM FAILED IDEAS

by Steve Rebhan  
Superintendent at  
Chandler Park Golf Club

Every now and then somebody gets an idea that something can be done better. The following is an example of just that, and why failure shouldn't be feared, because something is always gained. This time, it was an education.

During the winter of 1992, the "boss" asked, how can we increase the quality of our detail work such as trim work, flymowing and other labor-intensive, crew-hated tasks. As an alternative to the traditional method of assigning these jobs, the idea of giving specific crew members their "own" area of the course was suggested, hoping to instill a bit of pride within their own section to achieve this goal. While in school, I had heard of other golf courses using similar systems. So, with this idea in mind, the following plan was implemented in the spring of '92. Although the project failed, the lessons learned made it all worthwhile.

The goal in "dividing" up the course was to give a sense of pride and increase job satisfaction to those crew members usually assigned the "undesirable" labor intensive duties, and also to increase the quality of the work, accountability and pride for each crew member. With the traditional method, an employee assigned to trim around trees could "just try to get through the day" and let the person assigned to trim around trees the next day worry about it. Using the "sectional" system, an employee knows he's responsible for "these" trees and there isn't going to be anyone else to do it. As a manager, the benefit would be the easy identification of employees who "weren't carrying their own weight."

The idea was to divide the 18 holes at Great Oaks C.C. into four sections by area, each section containing four to five holes. For example, one section contained the four holes around the clubhouse, the first, ninth, tenth and eighteenth. Next, one employee was then assigned to each section to handle the daily tasks of hand mowing greens, fixing ball marks, hand raking bunkers and setting up the tee boxes on "their" holes. After completing the morning jobs, the crew member then would continue working on "their" section with trimming, hand mowing, debris pick-up, flymowing and other detail tasks within "their" area. (Most of the fairway, rough and tee mowing responsibilities are handled by retirees or veteran crew members.) Days off and absenteeism were handled by "rovers" who filled in as needed or participated on course improvement projects when available. On paper, and for the first month or so, it seemed like the "sectional" management system would really increase the productivity and the quality of work at Great Oaks C.C.

However, as with most "new" ideas, if they were actually that great, someone else probably would have implemented the method long ago. The first problem was the variability with employees. As with any new group of employees, some are better than others. It developed that two of the employees were finishing up their tasks and being asked to help the weaker employees, thus losing all incentive to work hard. Plus, one of the better new employees was being "groomed" to become an irrigation tech, and the other had proven so versatile that he was being asked to do other tasks. This left their two sections open. On the other hand, while the "sectional" management quickly pointed out the weaker employees and made it quite clear that their services would no longer be needed by Great Oaks, this plan continued, but the lessons learned in that first month made it

clear that a return to the traditional method would be inevitable.

Nevertheless, while the loss of two sectional workers and the promotion of the remaining two led to the demise of the "sectional" plan, it proved to be quite an educational experience for this assistant golf course superintendent. First, the promotion of two inside people to fill key positions helped to form a unified, loyal crew, which was very eager to learn, not to mention an example to the new employees that there are more than monetary rewards for hard, intelligent work. Second, the value of accountability by the sectional plan provided by immediately highlighting key employees was something that helped this manager greatly, through immediately making new employees accountable, documenting poor performance and quickly dismissing employees without wasting valuable time training them. (However, through assigning future tasks in a "beginning to end" fashion, i.e., trim trees, back nine, and then continue to assign that same person that task daily until it was completed, duplicated the sectional plan accountability value.) Third, it taught this manager that not all employees are equal and very few are the same. Not unlike a basketball coach, a manager needs to know his/her personnel. Some enjoy the repetitive duties, such as greens mowing, while others are naturally gifted with carpentry or mechanical skills and can be better utilized in other positions. Fourth, the "sectional" plan required numerous trips back to the maintenance facility. Although on paper it may seem that an employee can wash, and put away one piece of equipment and take out another in about five

continued on page 20

# Being a mechanic used to mean being a contortionist!



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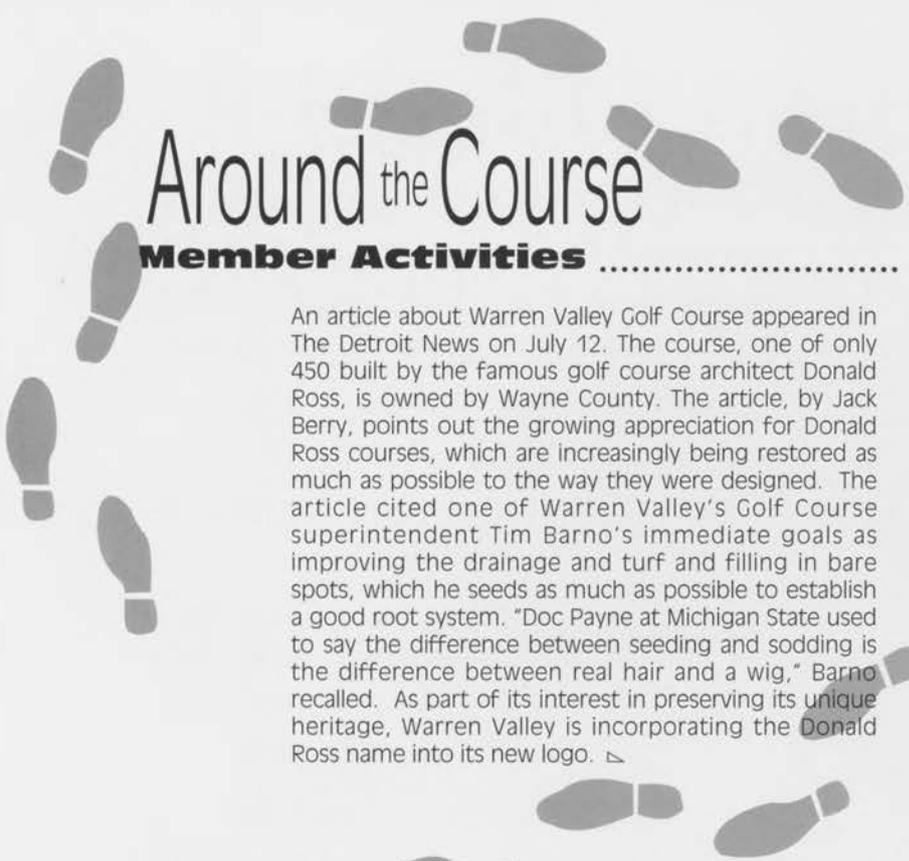
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# Around the Course

## Member Activities .....

An article about Warren Valley Golf Course appeared in The Detroit News on July 12. The course, one of only 450 built by the famous golf course architect Donald Ross, is owned by Wayne County. The article, by Jack Berry, points out the growing appreciation for Donald Ross courses, which are increasingly being restored as much as possible to the way they were designed. The article cited one of Warren Valley's Golf Course superintendent Tim Barno's immediate goals as improving the drainage and turf and filling in bare spots, which he seeds as much as possible to establish a good root system. "Doc Payne at Michigan State used to say the difference between seeding and sodding is the difference between real hair and a wig," Barno recalled. As part of its interest in preserving its unique heritage, Warren Valley is incorporating the Donald Ross name into its new logo. ▽

This column introduces a new feature by the MBCGCSA Executive Secretary Kate Mason, who will answer representative questions from the membership. Kate can be reached at 313-362-1108.

## kate speaking

"Michigan and Border Cities...Kate speaking."

"Hi, Kate. Pete Miller, here."

"Hi, Pete. What can I do for you?"

"I'd like to make a reservation for the next meeting."

"Okay. I'll put you down."

"I'm putting my check in the mail today."

"Oh, Pete, for regular meetings you'll pay at the door. That's what that "Arrival Time" is scheduled for on the flyer. For some special activities, like Special Olympics or Golf Day, we require you to mail in your reservation with a check."

"Will do."

"You're in Canada, aren't you, Pete? Be sure you come prepared to pay with U.S. Funds... AND... everybody should make their checks payable to MBCGCSA, not the club where the meeting is being held."

"Okay. Thanks, Kate." ▽

---

## A Past Patch of Green TEN YEARS AGO

(reprinted from *A Patch of Green*, October 1983)

### How to Turn Complaints to Your Advantage

How do you handle complaints from golfers? Nobody finds it easy to take criticism, especially when the gripes come from someone whose only turfgrass experience is his dandelion-free lawn. Unfortunately, golf courses were built and superintendents hired for the benefit of golfers, a situation which often necessitates a kid-glove approach to complaints.

Even if complaints are supposed to go to your green chairman, chances are you'll still have to field a few questions and comments from golfers who catch you on the course. Generally, they will be friendly, but there are always a few who aren't.

The first rule is keep your temper. Some people actually enjoy harassing an employee and others have to find someone to blame for a bad round. However, if you stay cool, he will soon realize he is out of line.

Hear him out. Many people who have honest complaints only reveal portions of their grievances because they are afraid you don't have time to listen to them. When you've heard the whole thing, try to give a thorough explanation. Above all, don't cut him off abruptly, even if you are in a hurry. Try to set up a time when you can go into the problem in detail if you think it is necessary.

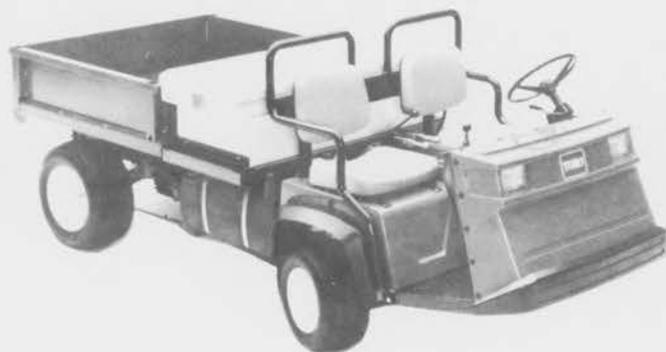
Don't try to laugh it off. If he is serious about his complaint, he probably won't be very receptive to a joke about it. After all, he may have a point. Don't try to cover up. Even if it's your fault, he'll be more impressed with your forthrightness than with a slick, superficial explanation which blames everything from the weather to last month's ladies tournament.

There are some positive steps you can take to head off complaints. You can keep members informed of construction, maintenance operations and other problem areas on the course by posting signs in the pro shop. If your club has a monthly newsletter, you can use it to keep members informed of upcoming operations and explain why they are necessary. Some superintendents have found it helpful to compile regular reports of their operations so that everyone, including club employees, know not only what and when but also why an operation is taking place.

You can also train your crew to successfully deal with problems on the course. Make sure they have enough information to handle the problem and that they realize they are representing you and the club when they handle a complaint or answer a question. ▽



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# MEMBER FOCUS

by Katie Elsila

## Heather Hills GOLF CLUB

**JANE ST. JOHN**  
HEATHER HILLS  
GOLF CLUB  
3100 McKail Rd.  
Romeo, MI 48065



Jane St. John is the manager/superintendent of the Heather Hills Golf Club in Romeo. The course, which draws players from communities to its south such as Sterling Heights, Utica, Warren, Troy and Rochester, is located at one of the highest points in southeastern Michigan. Its hilly terrain and windy environment add new elements of difficulty for golfers.

Originally the course was nine holes when it opened 14 years ago; it later added another nine to provide a picturesque 18 holes. "The back nine are the original holes. There's a 100 foot elevation change from the pump house to the clubhouse. You're always above and below the ball or standing halfway up or down. There's only a level lie on about two of the holes," explains Jane.

"Most of our play comes from communities south of us. As the days grow shorter, golfers find it's a long way to go after work. Fall has gotten to be a nice, easy time for my grass to catch up," she says.

"We have a running debate about which is the toughest hole. Number one is straight down, dog leg to the right. It has two

ponds and a creek in front of the green. It's a tough starting hole. You can't get people off of it; they're seldom on the green in two. On weekends, we added a tee a little bit forward of where it originally was located, hoping to speed up play.

"At #6, you're high at the tee with the fairway below you. You play it along fairway level and then the green is up about 30 feet. It's not a completely blind shot, but it is up. To hit it on the fly on your second shot is par 4."

An advantage of the club's elevation is the excellent drainage. "We don't have a problem with flooding," says Jane. "During one heavy rainy period, many courses south of us were closed or not letting carts out. The rains stopped Sunday night, and we were dry by Monday morning. We sent golfers out on the back nine first because they dry a little quicker, but by the time they were making the turn, the course was dry."



"The disadvantage is that it takes more water for us to irrigate," she adds.

In a minority as a female golf club superintendent, Jane says, in general, her colleagues are receptive and don't seem to make a judgment one way or other. "Sometimes I have a hard time being taken seriously by golfers. Some men don't like to see women in any position of authority," she says.

Jane grew up next to Lake Doster Golf Course near Kalamazoo and began washing dishes there when she was 15 to pay for a much-wanted horse (her eighth). Later, when

continued on page 17

# MEMBERSHIP MEETING UPDATE



## June Meeting at BHCC

### Bloomfield Hills Country Club Bloomfield Hills, Michigan

The June 14th meeting was held at Bloomfield Hills Country Club with Kevin Dushane as host superintendent. The course was in magnificent condition and the opportunity to use a caddie was enjoyable and relaxing. We hope we're able to do it again at various private clubs. Threatening weather all day finally opened up with a thunderstorm, delaying the completion of the round by 45 minutes.

The golf format was as follows: Each group was given an orange ball. At each hole a different member of the group used it. The individual net score with the orange ball was the team score for the hole. The winning team of Dr. Joe Vargas, David Mahaney, Gordie La Fontaine and Gary Thommes shot a team net score of 64.

Special thanks goes to the pro shop staff and head professional Michael Kernicki for assisting in the scoring, organization of prizes and monitoring of weather conditions.

An excellent buffet lunch was provided. Guest speaker was Tom Ellis of Michigan State University's Department of Entomology, who discussed the gypsy moth condition in Michigan. He handed out Extension Bulletin E-2302 (see July-August issue for excerpts). Ellis explained the life cycle, mentioning that in the fall buff colored egg masses containing 50-1,500 eggs appear. He recommends scratching them from the surface into a coffee can or similar receptacle and burying or burning them. Monitor your trees, and with enough education about gypsy moths you can make an intelligent decision.

The meeting was well attended; more than 100 people participated. Thanks again to the professionalism of the staff of Bloomfield Hills Country Club.

*Bloomfield Hills Country Club's Kevin Dushane receiving a plaque from President Ken DeBusscher in recognition of Kevin's hard work in hosting the meeting.*



*Individual low net winners with 63 were Bob Rabideau (L.) of Special Touch Engraving and Don Fields of Lawn Equipment.*



The winners in the golf championship were:

#### CHAMPIONSHIP FLIGHT

- Overall Champion Low Gross  
Mark Policht-79
- Second Low Gross  
Jay DelCamp-81
- First Low Net  
Jeff Akers-74
- Second Low Net  
Tom Stark-78

#### FIRST FLIGHT

- First Low Gross  
Ron Abbott-85
- Second Low Gross  
Paul Kolbe-86
- First Low Net  
Rich Bellars-74
- Second Low Net  
Roy Szyndlar-77

#### SECOND FLIGHT

- First Low Gross  
Earl Prieskorn-88
- Second Low Gross  
Jim Vlassic-98
- First Low Net  
John Shannahan-79
- Second Low Net  
Martin Fuchs-83

#### VENDOR FLIGHT

- First Low Gross  
Ray Manion-80
- Second Low Gross  
Larry Obey-80
- First Low Net  
Frank Forier-69
- Second Low Net  
Mike Plague-73
- Third Low Net  
Jim Theiser-75

# MEMBERSHIP MEETING UPDATE



## July Meeting at Dunham Hills

Dunham Hills Golf and Country Club hosted the July 8 membership meeting. The day began with an educational discussion on the topic of "Pond Management." The guest speaker on this topic was Ted Batterson from the Department of Fisheries and Wildlife at Michigan State University.

Mr. Batterson suggested that limiting a pond's intake of fertility and sediment is the best way to prevent algae and weed problems. Some physical treatments discussed were circulation and/or aeration, dredging, dyes and harvesting. He also discussed chemical treatments of herbicides and algicides, but said that these actions have only temporary benefits. Some of the drawbacks associated with this course of action include reduced oxygen, sedimentation build up, restricted use and recurring expenditures.

We would like to thank Mr. Batterson for his informative discussion. For more information on the topic of water management, call Don Garling at MSU, (517) 353-1989.

Following the aquatics discussion, 68 of us teed it up for the annual MBCGCSA golf championship. Host Tom Stark and his crew had the formidable layout of Dunham Hills in fabulous condition.

The day's events concluded with a delicious steak dinner with all the trimmings. Our congratulations go to the winners of this year's golf championship. And our thanks go to Tom and all the staff at Dunham Hills for a memorable outing.

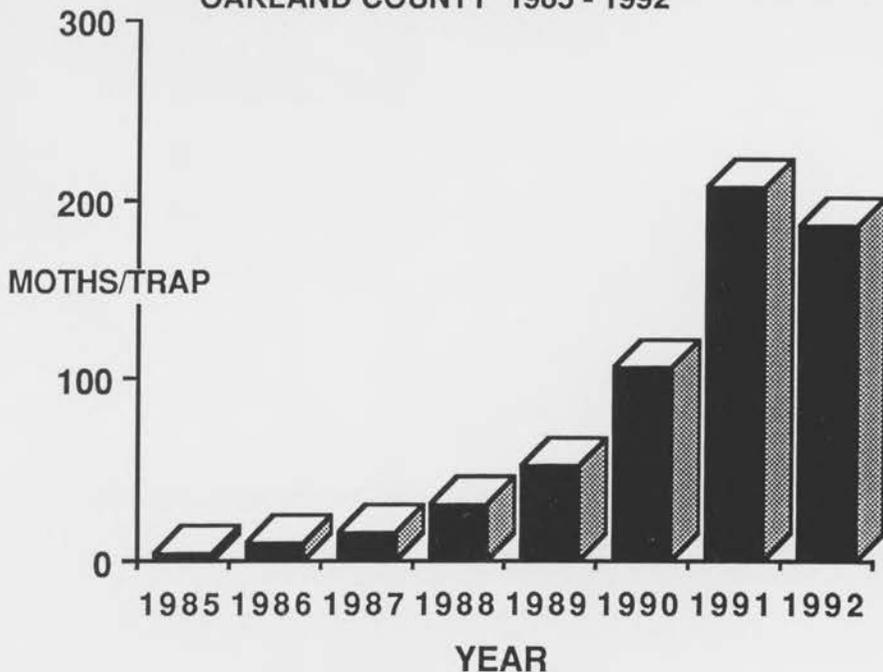


Above: First flight winner Ron Abbott of Bogie Lake Golf Club (L.) with education chairman Dave Picot of Port Huron Country Club.

Middle: Bob Pontius counts his skin money very carefully!!

Below: Dunham Hills Superintendent Tom Stark congratulates overall champion Mark Policht.

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# TOXICITY & EXPOSURE

The following is a comparison of "acute" oral LD 50 values (MF/KG) of some familiar household items, as well as certain pesticides. The chemicals are listed from the most toxic to the least toxic (the smaller the number, the more toxic the material):

ITEM	LD50
Warfarin (D-Con).....	3
Parathion (Ethyl).....	8
Parathion (Methyl).....	(17 avg.)
Strychnine.....	30
Kerosene.....	50
Nicotine.....	83
Gasoline.....	150
Caffeine (Coffee,Tea).....	200
Aspirin.....	750
Subdue 2E.....	1290-3000
Banner.....	1310
Table Salt.....	3750
Pace.....	4000
Citation.....	4460
Ethyl Alcohol (Drinkable).....	4500
Borax.....	4980
Sprint 330.....	5000
Pennant 5G.....	5030
Triumph 4E (Diluted).....	5050
Subdue 2G.....	5050
Sprint 138 Fe.....	8119

How TOXIC something is doesn't tell you anything about how much RISK there is in handling it. For example, gasoline is very TOXIC if you ingest it (LD 50 is 150 mg/kg). But as long as you don't drink it or extensively breathe it, it doesn't present a significant health RISK.

We handle chemicals every day that are TOXIC, but they don't necessarily present any particular RISK because our EXPOSURE is low.

Studies show that most exposures to turf and ornamental chemicals occur during mixing, loading and application. When performing these functions, the hands, forearms and ankles account for 98% of the occurrences of dermal exposure. A Rutgers University study shows that simply wearing proper gloves, rubber boots and a long-sleeved shirt can reduce dermal exposure by 98%.

Take time to be safe. Make sure you and your staff wear appropriate protective equipment. Wash your hands and/or take a long shower after handling chemicals. Be informed, be prepared, be safety conscious! ▽

Excerpted from The Worker Right-To-Know Training Workshop, participant manual, CIBA-GEIGY Turf and Ornamental Products.

# Heather Hills

G O L F C L U B

## MEMBER FOCUS continued from page 13

she became an education major at Western Michigan University, she continued working at the club and was eventually asked to assume responsibility for night watering. The outdoor work really hooked her, and she was on her way to an unexpected career in golf course management. This is her sixth year at Heather Hills Golf Club.

Perhaps it is those education courses or her innate good humor that is responsible for Jane's excellent rapport with her employees. "We've had the same crew for five years and it makes all the difference in the world," she says. "It's a real team effort. Everybody knows how what they do impacts on their fellow workers. I don't have to do much in the way of discipline. If one of the employees is not pulling their weight, the others let them know."

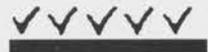
Because she is also general manager, Jane has clubhouse responsibilities in addition to superintendent tasks. This makes a positive difference, too, since the employees know they are reporting to a manager who really understands the big picture. Also, by rotating staff inside and out she keeps them interested in their jobs.

Jane takes part of the 14-member staff for a golf outing at least once a month. Besides boosting staff morale, these getaways "force me to make time to play," she says.

She also encourages her crew to play on their course as much as possible after work. "If they have trouble putting because the rough is too rough, it makes it easier to understand why I ask them to do certain things. I'm not just harassing them."

When she began the job, Jane averaged 90 hours a week. Now she says she works between 50-60 hours. All her "spare time" goes to her husband, John, and their two sons, Nick, 4, and Alex, 8.

Jane manages the clubhouse from her home through the winter. "We usually close the club at the end of November, she says. "I lock up the doors, board up the windows and go home." ▽



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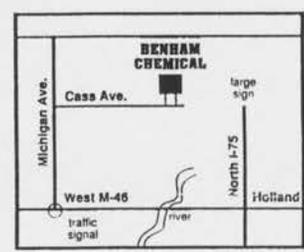
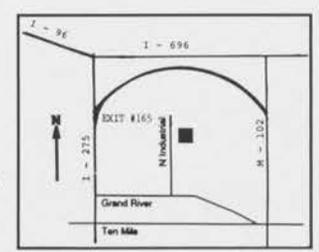
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# MEMBER FOCUS

by Katie Elsilá

## Benham Chemical Corp.

If we had been a car dealer, we would have been a Ford, Chevrolet and Plymouth dealership, all in one house," says Don Benham, describing the unique

concept upon which Benham Chemical was founded in 1979.

Had he followed the accepted practice of the time, Benham's company would have represented a single manufacturer. But, Don Benham had a different idea. "I wanted to represent a range of competing companies so I could offer customers the product that best suited their needs," he says.

Operating from an office consisting of a telephone, a card table and a lamp borrowed from his daughter's dresser, Benham set out to overcome the skepticism of major chemical manufacturers toward his unique proposition: namely, that Benham Chemical could do a better job for them if it had the option of placing their products where they could best be used in that marketplace—in other words, representing them and their competitors.

By 1984 he had succeeded to the point where other chemical companies adopted his idea.

Today Benham Chemical Corporation is generally credited with pioneering this change in the way chemicals are now sold to the Green Industry in Michigan.

Offering customers the right product for their needs is the heart of Benham Chemical Corporation. "Probably, there is nothing we sell that a customer can't buy from another company—and sometimes cheaper. The only unique thing that we have to sell is the quality of our service," says Benham. "We think we do an outstanding job amidst some excellent competition," he adds.

Of Benham's seven staffers, four are former golf course superintendents. The combined years of turf growing experience of Benham's sales staff is 230 years! Paula Dietz,

who was with Benham Chemical since its beginning and whom Benham calls "one of the best turf experts in this state," was the first turf extension agent for the State of Michigan. (Dietz, now Benham's daughter-in-law, has chosen to remain home at this time to raise her children, but shares her considerable expertise by acting as a resource for the company.)

Two recent staff appointments are general manager Dan Banks, formerly sales manager at Shemin Nursery, and Dan Shemon, promoted to sales manager from sales representative.

"We take a staff that already is highly knowledgeable and ensure that they are consistently trained by the individual manufacturers in the usage, precautions and benefits of each of their products," explains Benham. This knowledge ensures the proper product for the customer's need and often includes manufacturer support. It is common place for the Benham representative to be joined by the manufacturer representative for on-site diagnosis and consultation.

"We constantly receive information from universities and manufacturers, who spend a great deal of time, effort and money developing the accuracy of their statements and material," he continues. "Our job is to stay on top of this information so we can inform

*Don Benham, founder of Benham Chemical.*



*Top: Dan Shemon, sales manager of Benham Chemical.*

*Bottom: Benham's warehouse manager, Leon Dziadzio.*



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*continued from page 9*

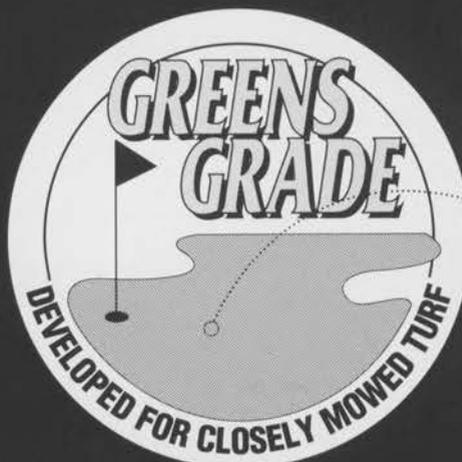
minutes, this proved to be an impossibility. (Also, the "change-over" time increased exponentially with the number of fellow crew members that were inside the building; everyone always has a story to tell.) Finally, it helped this manager's morale when his boss first allowed him to try the idea, and then didn't blame him or become upset as it became apparent that the plan wasn't going to last.

In conclusion, while the "sectional" plan had been completely deserted by mid-summer, the lessons learned will last a lifetime. And without a doubt, the two greatest lessons were don't be afraid to try something new and failures aren't always bad. Both can be highly educational. ▢



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Top: Benham Chemical in Farmington, MI.

Below: Benham's warehouse stocks a full inventory.

## BENHAM CHEMICAL CORPORATION

Member Focus continued from page 19

our customers about exactly what is available and educate them in its proper usage. We believe that every chemical we sell is completely safe if used within the contents of the label.

"We are now looking forward toward environmental management products," states Benham. "New chemistry today is starting to provide products which use three to four times less active ingredient while providing superior control," he continues. "Benham Chemicals represents these manufacturers and is introducing this new chemistry currently."

Benham is well aware of the pressures on the golf course superintendent from members and customers. "Many of our public courses today are kept at a level that country clubs were maintained at in the past," he says. "The expectations of golfers today as compared to 10 years ago are unbelievable." Benham Chemical's job is to help the superintendent exceed those high expectations. ▽

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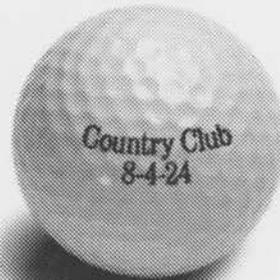
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## Bill Roberts Resigns from GCSAA Board

by Paul Kolbe

Bill Roberts, CGCS, of Lochmoor Club has resigned from the GCSAA Board of Directors effective June 23, 1993. Bill's resignation was based on different issues involving the association's activities. The recent Arthur Andersen internal organizational review of GCSAA's operations was one of Mr. Robert's primary concerns.

President Randy Nichols and the rest of the board of directors accepted Arthur Andersen's organizational plan on June 3, 1993, and gave the responsibility to implement the plan to the officers.

The results of this study dealt with three categories: opportunities for improvement, salary survey and organizational issues. In the area of opportunities for improvement, Arthur Andersen & Company recognized some operational changes, improved use of technology, additional staff training and policy changes that would increase efficiency and staff morale while improving the services to the membership.

The salary survey indicated that the top three employee salaries fell within normal range when compared to similar positions in the area.

The final portion of this study dealt with organizational issues. Arthur Andersen & Company proposed an organizational chart based on their investigation and expressed three reasons for these changes. A summary of the proposed changes follow:

1. Elimination of the Senior Director Management level.
2. Creation of Accounting and Finance Department headed by a Chief Financial Officer.
3. Creation of a Deputy Chief Executive Officer.
4. Consolidation of the Communications and Publications Department and separation of the Development Department.
5. Creation of a Conference and Show Department.
6. Addition of a Human Resources Manager, whose responsibilities will include employee benefits, interviewing, communicating policy and development and monitoring a continuing educational program for staff.

Bill Roberts felt so strongly against this review that he resigned after serving

faithfully for more than seven years, which included the presidency in 1992.

In a personal letter dated June 23, 1993, to Randy Nichols, CGCS, president of

the GCSAA, Roberts expressed his feelings and concerns of the direction the current board is taking with this study. Following is part of that letter:

"It has come to my attention that you and the other officers of the Golf Course Superintendents Association of America have begun implementation of the recommendations forwarded by the Arthur Andersen group in their May, 1993 "GCSAA organizational review." As you know, through correspondence to you dated May 28, 1993, (correspondence to which you have not responded) and as the record of the June 3, 1993, "Special Board of Directors Meeting" should reflect, I have been and remain opposed to and in disagreement with the premises of the study, with the means by which the study was conducted and with the conclusions and recommendations of the study. I opposed, by vote, the course of action adopted by the Board of Directors at the June 3, 1993, meeting and will insist that remarks made by me to that effect be included in the record.

"I believe this process, initiated and negotiated by you and, apparently, about to be implemented by the Board of Directors could place, not only that Board of Directors, but the very association itself in jeopardy and could subject that association and certain individuals to totally needless litigation. I want to make it perfectly clear that I have not, do not, cannot and will not support this process. To that end, and consistent with previous correspondence, I feel so strongly about this entire matter that I am resigning from a board of directors that I have served faithfully for over seven years. This resignation is effective immediately."

Bill Roberts will be missed, and his hard work of the past will remain part of the Association forever. Thank you, Bill, for your service and for your professionalism in representing the golf superintendents in the golfing industry. ▽

# MBCGCSA BIG EVENT

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# MBCGCSA Elections to be Held at Annual Meeting

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With our Association's election coming up at our Annual Meeting on October 19 at Maple Lane Golf Club, the MBCGCSA is proud to list the candidates for next year's Board of Directors. Following is the slate of candidates for 1994 officers and directors:

**President**

.....Jay DelCamp

**Vice President**

.....Gary Thommes

.....Carey Mitchelson

**Secretary/Treasurer**

.....Unfilled

**Director Terms Expiring**

.....Mike Bay

.....Paul Kolbe

**Director (Vote for two)**

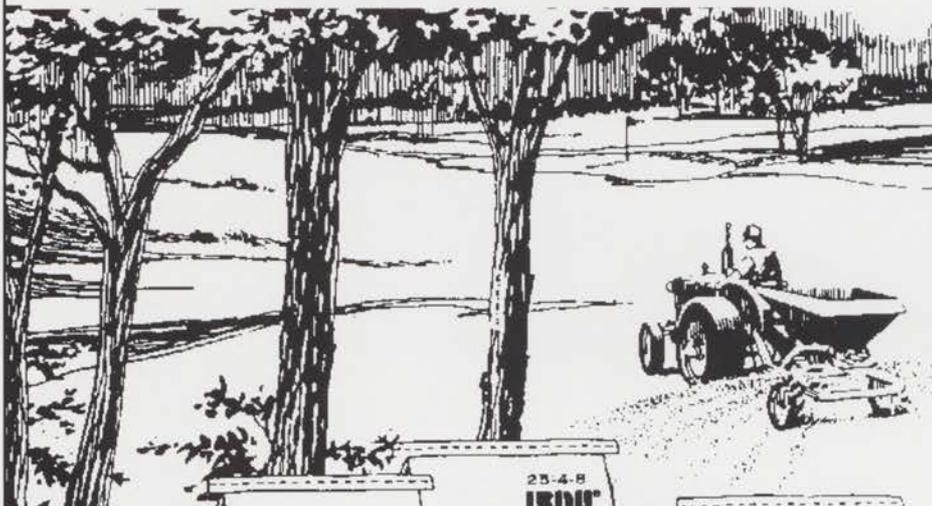
.....Paul Kolbe (PK)

.....Tom Schall (TS)

.....Jon Shreve (JS)

.....Roy Szyndlar (RS)

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**Jay Delcamp**

# WHAT DO THE CANDIDATES FOR BOARD OF DIRECTORS HAVE TO SAY?

## HOW DOES THE MBCGCSA BENEFIT ITS MEMBERS?

PK: I am running for a second term. During my last term, I contributed by helping to develop our magazine, A Patch of Green. This included the change in publishers to Kolka & Robb, Inc. and the revamping of the mailing list to 1,200 turf-related people or industries. The magazine's goal is to keep the membership abreast of association news and other current events that influence our industry.

I also was involved on many subcommittees, such as Scholarship and Fundraising and was co-chairman of the Golf Committee with Carey Mitchelson. This committee helps to make the golf event fun, fair and organized.

RS: Using myself as an example, I see its purpose as two-fold: First, the MBCGCSA has provided me with educational opportunities. These sometimes come directly from MSU professors at conferences and field days, and at other times from regular meetings that include a knowledgeable speaker. Second, contact with other MBCGCSA members has provided me with the opportunity to share ideas, find answers to real-world problems and to develop a genuine camaraderie with fellow superintendents.

TS: Education is a primary benefit. It enables members to be effective by allowing them to stay up to date on new practices in the industry and changes in, for example, environmental and labor policies.

JS: It allows members to share ideas and information and enjoy the camaraderie that comes from working as a team on matters that affect us all.

## WHAT WOULD BE YOUR GOAL AS A BOARD MEMBER?

PK: If re-elected, I would expand my duties as editor of A Patch of Green, try to get more members involved in writing personal "trade secrets" and publicize our association's accomplishments to the national magazines and newsletters. I would like to get more involved in the history of the Association and act as chairman of other committees so I can get a full understanding of how our Association works.

My goal is to keep the MBCGCSA a strong, growing, active group, whose emphasis is to preserve the environment, make golfing fun for all ages and make the superintendent position a proud, respected and professional vocation.

RS: I would like to see the Association continue to grow in numbers and in participation. The opportunities and resources are there; we just need to find a way to provide a spark that will ignite the desire to become involved.

TS: To support the membership with what "one acquires and retains through study and experience."

JS: To help make new members feel welcome. ☐



**Gary Thommes**



**Carey Mitchelson**



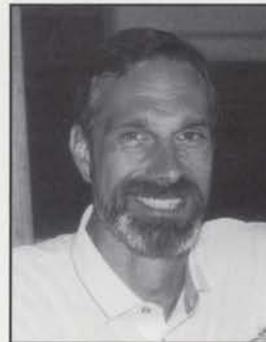
**Paul Kolbe**



**Tom Schall**



**Jon Shreve**



**Roy Szyndlar**

## MICHIGAN GOLF COURSE SUPERINTENDENTS' CHAMPIONSHIP

### "The Fortress or Bust"

by Jay Delcamp, Tournament Chairman

Once again it is time to pull off the work boots and polish up the golf shoes and clubs. The Golf Course Superintendents of Michigan will hold the 7th Annual Championship on September 16th at the beautiful Fortress in Frankenmuth. All the frustrations of the year can be taken out on the little white pill. This annual event has become the success that we hoped it would be seven years ago when it was first conceived. Everything takes a little time, and with the help of the host superintendents and sponsors the participation has doubled in the last two years.

Superintendent Scott Watkins had his course looking and playing terrific last year, even though he had two inches of rain the night before and a wind that brought us all to our knees. Hopefully, the weather will cooperate for us this year. Sixty participants managed to start and finish in 1992, and we are hoping that everyone returns again to "The Fortress" in September.

The entries went out in August. So, hopefully, you have returned your registration form and ensured your place in the championship.

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**POSITION WANTED:** Golf Course professional recently relocated to Michigan seeks position. Was superintendent at Oak Meadow Country Club, Rolla, Missouri. Managed seven man crew, ordered and scheduled chemical usage and supervised ground maintenance. Graduate of turf management program at Danville Community College, Danville, Illinois. Brad Cruts, 6747 Balfour, Allen Park, MI 48101. (313) 388-7620. References Available.

## Classifieds

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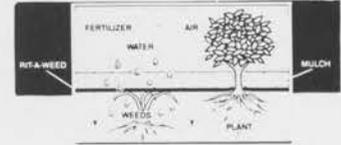


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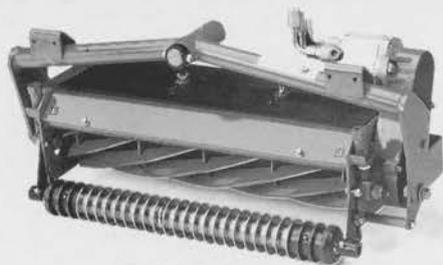
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