

July 1980

Published monthly by the Metropolitan Golf Course Superintendents Association

Vol. X, No. 6

JULY MEETING NOTICE

Date: Thursday, July 31st—1st Round

Superintendent's Championship

Location: Bedford Golf & Tennis Club

Route 22, Bedford, N.Y.

Host Club

Superintendent: Terry Boles Manager: Pat Federico

Greens Chairman: Peter Foot President: William Norris

Telephones

Superintendent: 914-234-3779 Clubhouse: 914-234-7275 Golf Shop 914-234-3325

Golf: 12:00 Carts: \$16. Caddies: \$9./bag

Lunch: Available

Social Hour: 6:00 p.m. with hors d'oeuvres

Dinner: 7:00 p.m., \$20 Program: Dr. Ralph Engel

Directions: 684 to Exit 4 (Route 172). Right on-

to 172. Take 172 to Route 22 North (left off 172). Remain on 22 through Bedford Village. Golf Course is 3/4

mile on left.

Special Note: Limited # of carts. Call ahead for a

reservation if a cart is desired. Only

5-6 carts available.

AUGUST MEETING NOTICE

Date: Tuesday, August 12th

Joint Meeting-CAGCS & MGCSA

Location: H.B. Brownson C.C.

15 Soundview Avenue

Shelton, Connecticut

Host Club

Superintendent: James Medeiros Manager: Jim Mandes Golf Professional: Terry Crawford Greens Chairman: Eugene Beach Club President: H. Tom Nickse

Telephones

Superintendent: 203-929-5220—Call for reservations

Clubhouse: 212-929-0555 Golf Shop: 212-929-0050

Golf: 11:00 a.m. Carts \$13 No Caddies

Lunch: 11:00 a.m. on

Pool also available from 11:00 a.m. Social Hour: 5 to 6 p.m. with hors d'oeuvres

Dinner: 7:00 p.m., \$15

Directions: From Meritt Parkway Exit 51 Route

108 North to Hunington Center

(Shelton). Club is on the left.

**COMING EVENTS** 

July 31 MGCSA Meeting, Bedford Golf & Tennis

First Round-

August 4 Superintendents' Championship
Dr. Andrew Virtuoso Memorial
Tournament, Whippoorwill Club

August 12 Joint CAGCS AND MGCSA Meeting

H.B. Brownson C.C.

August 14 MGCSA Family Picnic—Woodway C.C. August 14-17 Westchester Classic, Westchester C.C.

September 15 MGCSA Meeting, Spook Rock G.C.—

Second Round-

Superintendents' Championship
MGCSA Invitational, Fenway G.C.

November MGCSA Annual Meeting December 12 MGCSA Christmas Party—

Westchester Country Club



Host Superintendent Dennis Flynn, right, addressing MGCSA meeting at Wykagl Golf Club as MGCSA *Tee to Green* editor Pat Lucas, left, looks on.



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Publication deadline for *Tee to Green* is 21 days before the regular meeting.

#### SPECIAL EVENT

Dr. Andrew Virtuoso Memorial Tournament
August 4th
Whippoorwill Club
Chuck Martineau, Host Superintendent

#### **MGCAS NEWS**

More information to follow.

Dennis Flynn was our host for the June 10th meeting held at Wykagyl Country Club. A total of 37 golfers played the finely conditioned course. Low gross was captured by Mark Millet and S. Barry, both with 75's. Low net was a three way tie with Dennis Desantis, Paul Veshi and W. Belton with 70's. By the way, did you pick up the wrong golf shoes? If so, contact Chuck Martineau for an exchange.

Our speaker for the evening was Dr. Noel Jackson of Rhode Island University. Dr. Jackson gave us a very interesting and informative presentation of Turf Disease. Scott Niven, Superintendent of St. Andrews Golf Club has provided us with a report on Dr. Jackson's presentation. Scott's indepth report is contained in this newsletter.

John Hunt has resigned as Superintendent of Spook Rock Golf Club. John has joined the O.M. Scotts Pro Turf staff as a tech rep.

#### Equipment Budget\$

About this time, many club are considering new equipment purchases for fall projects. In line with this, we have received permission from Harvest Publishing Co. to reprint one of the finest articles on this subject I have ever seen. Good & Cheap! by Elmer Mott is elsewhere in this issue.

August 12th we have a joint meeting with CAGCS at Jim Medeiros' H.B. Brownson C.C. in Shelton, Connecticut. The meeting notice for this date is in *this* issue. Please call Jim for reservations.

August 14th will be our Annual MGCSA Family Picnic at Dick Allen's Woodway Golf Club.

The Dr. Andrew Virtuoso Memorial Tournament will be held on August 4th at Chuck Martineau's Whippoorwill Club.

This month's return postcard carries a survey. Please be sure to fill it out and return it.

Pat Lucas, Editor



Dr. Noel Jackson of the University of Rhode Island speaking on the subject of Turf Diseases at our June meeting at Wykagyl Golf Club.

# GCSAA NEWS McLoughlin Named Executive Director

The appointment of James E. McLoughlin, Executive Director of the Metropolitan Golf Association, to the position of GCSAA Executive Director was announced this week by Melvin B. Lucas Jr., CGCS, GCSAA president.

"The Executive Committee has deliberated at great length over the selection of a person to head GCSAA. We evaluated our history and looked toward our future. We are pleased and confident that the choice is one that will bring a new dimension to GCSAA and the golf world," Lucas said in making the announcement.

GCSAA Fore Front

**WELFARE:** Please contact Bob Alonzi, 203-531-8910 (office), or 203-531-1930 (home) regarding any hospitalizations, etc. of members of the MGCSA.

#### FOR SALE

SnoCo 3 wheel cart —lights, bed for sprinklers. \$125.00. Red Rider w/electric start. \$150.00.

Contact: Pat Lucas, Innis Arden Golf Club, 203-637-3210.

#### TURF DISEASES UPDATE

#### By Scott Niven, Saint Andrews G.C.

During the June MGCSAA meeting at Wykagyl Golf Club, plant pathologist Dr. Noel Jackson from the University of Rhode Island presented a fine up to date discussion of virtually all the turf diseases that infect our Northeastern grasses. Dr. Jackson began by mentioning that the dry snowless winter we just experienced brought few problems in the way of diseases, but did provide some dessication of turf in many areas, as well as frost heaving. It was noted that frost heaves should be not be rolled flat with a heavy roller, instead they should be allowed to correct themselves by thawing, after this occurs a light roller could be used to correct slight imperfections.

#### Snow Molds

A. Gray Snowmold This is caused by the fungi Typhula incarnata and Typhula ishikariensis and can occur with snow cover or without, during a cool wet spring or fall. Symptoms of this disease are small circular dead patches of turf with visible black fruiting bodies called sclerotia present on the leaves of the infected plants. Reproduction occurs vegetatively from the sclerotia or by germinating spores and will subsequently occur in the same areas every year.

B. Pink Snowmold Caused by the fungus Fusarium nivale also occurs with or without snowcover during cool wet periods in spring and fall. This disease is characterized by small dead patches of turf with an orange or pinkish cast. Visible on the leaf blades are orange drops which are spores that can be dispersed by footprints, equipment, or water. This is the number one disease in England and on the Northwest coast of the United States.

The best way to control snow molds is with a preventative fungicide application in the fall. Mercury will give good control of both gray and pink snowmold, if this can not be used, Cadmium will control gray snowmold but not pink, and Tersan 1991 or Cleary's 3336 will control pink snowmold but not the gray, so the fungicides must be combined to get complete control. It was also noted that Chipco 26019 and PCNB

Terrachlor do not give reliable protection and that pink snow-mold has possibly developed resistance to the 26019.

#### **Brown Patch**

A new low temperature brown patch caused by Serata basidium is exhibiting identical symptoms to the common high temperature brown patch fungus Rhizoctonia solani. Control of this new disease has not been exactly determined yet, but Daconil 2787, Thiram, 26019 and Mercury will probably work. The high temperature brown patch occurs in July and August during periods of high humidity and night temperatures above 65 °F. Good control can be obtained with Daconil 2787 or Thiram, on the other hand Dyrene and Actidione are not too effective.

#### **Ophiobolus Patch**

This disease was identified in Holland in the 1930's, in England in the 50's, in Washington State during the 60's, and finally on the east coast of the U.S. three years ago. Dr. Jackson asks the question, why was this disease not seen here until now? He then noted that the Pilgrims had probably brought it over with them and it subsequently was a common root disease on cereal crops grown here. In light of this, his answer to the question is that Ophilbolus patch has probably been there for quite some time, but until now has been misdiagnosed. This disease will occur in the same spots every year from late spring through the summer in areas with high moisture levels and a pH greater than 5.5, consequently it will often show up after liming. The top 1/2" of soil is the critical zone where favorable conditions are created for development of this disease. It attacks primarily bent grasses entering via roots and stems, the end results is a dead patch 3 feet or larger in diameter leaving other grasses and weeds to fill in. Ophioblous will often resemble a small fairy ring with an orangish brown perimeter. Currently there is not any fungicide available to effectively control this disease, so the only hope is to adjust the pH to a level below 5.5 by either using flowable sulfur or ammonium sulfate. As a final note Dr. Jackson asks that should anyone find some turf exhibiting Ophiobolus patch symptoms to please send him a sample.



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#### Stripe Smut

Merion K. Bluegrass is very susceptible to this disease. The fungus is systemic and will infect an entire turfgrass plant including all of its new tillers. Infected plants may appear healthy until either May, September, or October, when black streaks will appear which are germinating teliospores that will enter and infect more plants. Another disease creating identical symptoms to stripe smut is flag smut which can only be differentiated under a microscope. Teliospores from the flag smut fungus will congregate in clusters, whereas the stripe smut teliospores will appear singularly. PCNB Terrachlor will provide some control of strip smut, but as a rule only the systemic fungicides should be used. Tersan 1991 will give excellent control whereas Cleary's 3336 and Fungo are not quite as effective. Unfortunately though, the 1991 causes Merion K. Bluegrass which is resistant to leaf spot, to suddenly become susceptible to it. This problem can be solved by using a combination of 6-8 oz./1000 sq. ft. 1991 to control stripe smut and 6-8 oz./1000 PCNB to deter the leaf spot. Baleton is also a very good control for stripe smut but it has not yet been registered for use on turf.

#### Fusarium Blight

This fungus will also very readily attack Merion K. Bluegrass. It occurs when night temperatures are greater than 70°F and accompanied by high humidity. Typical symptoms are small dead rings of turf with a green center, giving a frog eye effect. Turf pathologist Dr. Houston Couch believes that the disease is caused by the fungus Fusarium tricinctum and F. trimora while on the other hand Dr. Smiley contends that Fusarium blight is not caused by a fungus at all. This dispute will hopefully be settled in the near future. Chipco 26019 gives good control of this disease in the field, but for some unknown reason fails to contol it in the lab. Dr. Jackson leaves us with the question, why?

#### Anthracnose

Caused by the fungus Colletotrichum graminicola which will appear anytime through the year starting in June, and according to Dr. Jackson this is a weak pathogen that will attack only weak turf and cause a slow gradual decline. Excelent control can be obtained from Tersan 1991 at 2 oz/1000 or either Fungo or Cleary's 3336 at ¾ oz./1000. According to Dr. Vargas and Dr. Couch there is still a question as to whether this fungus is a saprophyte or a parasite. Dr. Vargus adheres to the idea that the pathogen is a parasite which can be effectively controlled with systemics, whereas Dr. Couch believes the fungus to be only saprophytic.

#### Dollar Spot

This pathogen can be easily identified by its snowy mycelium abundant in the early morning. There are many controls for dollar sport such as Daconil 2787, Acti-dione and Dyrene. The systemics were a great control for this disease until such wide spread use caused this very adaptable fungus to develop a resistance to them. This event made us realize that continual use of one fungicide was not a good practice and instead to use a combination of different ones.

#### Helminthosporium Leaf Spot

A very common disease on K. Bluegrass in the spring. It is effectively controlled with Daconil 2787, Thiram, Dyrene, Chipco 26019 or Maneb.

#### Rust

Is mostly a problem with sod growers. Its spores are easily identified as rust colored pustules on the leaf blades. Baleton gives good control.

#### Mildew

A fungus which will often occur in conjunction with Helminthosporium in moist shady areas. The disease is not much of a killer and is easily controlled with Terrethane or Tersan 1991. Other remedies are to eliminate the shade and cut back on water and nitrogen applications.

#### Downy Mildew (Yellow Tuft)

This fungus lives within the turf grass plant and produces hormones which induce excessive tillering creating more top-growth than the root system can support. The infected plants will appear yellow looking and will be accompanied by small white spore masses visible in the early morning. A new chemical call Ridamil which is not on the market yet will give very good control.

#### Fairy Ring

A disease caused by fungi growing on organic matter from 1/2" to 18" deep within the soil. Grade 2 fairy ring appears as an irregular ring of stimulated turf caused by the release of nitrogen from the fungi. Grade 3 has mushrooms within the stimulated ring and Grade 1 fairy ring has a dead zone caused by toxic hydrogen cyanide given off by the fungi, and lack of water due to the needs of the growing mycelium. There aren't any chemical controls for fairy ring, although as a biological control one might try spiking the turf, then watering heavily, and praying that this will encourage other fungi in the soil to attack the fairy ring fungi. A similar method is to apply a wetting agent to the infected area and then water it heavily for 28 consecutive days. These fungi are mutually antagonistic to one another, consequently one ring will not grow inside another. Because of this phenemonon, rototilling the soil will cure the fairy ring by causing the fungi to mix together and eliminate one another. A final method is to strip the sod off the infected area, excavate one foot of soil, replace with sterilized soil, and reseed or sod.

#### SUPPORT OUR ADVERTISERS

Editors Note: Our thanks to Bob Lippman of Westchester Turf Supply for sending us this clipping. Pat Lucas

#### They Need Grasses

Officials of Butler National Golf Course in Oak Brook, Illinois, in an attempt to solve the problems for golfers caused by damaged greens, say they plan to switch types of grasses. A new strain of greens developed by Dr. Joseph Dulch of Penn State called Penneagle will be installed by this fall, Butler officials have announced. The present C-15 Toronto has been affected by a mysterious disease in early June which caused the surfaces to become bumpy and erratic for the Western Open this week.

Daily News, July 8, 1980

# Good 'n' Cheap! Dedicated to Purchasing Agents Everywhere

by Elmer Mott, Vice President Marketing, Mott Corp.

Printed with permission of Harvest Publishing Company from Weeds Trees and Turf, September 1975 issue.

It is not unusual for purchase orders received to specify shipment via "Fastest and cheapest way". Great! We'd all like that. The problem is, the fastest way would be by rocket and the cheapest would be "barge via Hong Kong, China". As "East is East and West is West"—the twain shall not meet.

So it is with the purchase of equipment. You can't buy a Cadillac for the price of a Chevy, and if you consider price only without regard to quality and performance specifications you might even wind up with a pedal car.

Selling price (purchase price to you) can be considered to be made up of three main factors:

- 1. Cost of Producing
- 2. Cost of Marketing
- 3. Profit of Producing and Marketing.

Competitive bidding exerts pressure to reduce the selling price and this can be done only by achieving a reduction in these factors.

The cost of producing is affected to some extent by methods\_used and volume produced but it is mostly affected by the product design. As a consequence a good many manufacturers compromise the performance qualities of their products by designing to meet a price goal.

An engineer working for a large equipment manufacturer once commented, "First they tell us to make it good—and we do. Then they come around and start hollering at us that it costs too much—get the cost out of it—make it cheaper. So we go back to work redesigning and the first thing you know, we got it good 'n' cheap!"

The selling price of most equipment reflects a design compromise that has reduced potential performance quality.

The cost of marketing can't really be cut too much. An equipment producer couldn't reach the purchaser without a sales and service organization. At Mott we use various ways to reach the purchaser—advertising, trade shows, mail and direct contact. Whether such direct contact is by dealer, distributor, manufacturers agent or the factory itself, the cost is about the same. Regardless of who or how paid, somebody somewhere somehow has to make contact with the purchaser and present the story of the product to the purchaser—otherwise there would be no sales and no production.

Profit is the one factor that can be held in check by competitive bidding—and it is! However, low price on competitive bidding can be misleading. We have seen bids that were obviously below actual costs. Why? Because it is a well known fact that too often consideration is given to price alone with no consideration being given to future operating and maintenance costs. Knowing this, the selling price will be set to cut or eliminate the profit on the whole product and added back several fold on the price of the parts. As one competitor was heard to comment, "There's one thing we don't give



away and that's our parts." A good measure of possible future maintenance costs would be the total listed price of all parts necessary to assemble a complete item from parts. We have never seen this requirement on a bid request. It could be quite revealing. Mott certainly would have no qualms about furnishing such data.

Competitive bidding was developed to protect the public interest from unscrupulous officials who, for personal reasons, made it a practice of purchasing at scandalous prices. Unfortunately, the pendulum has swung too far to the other side. In a good many instances competitive bidding now means purchasing at the lowest price offered regardless of cost. That's right—cost! But, you say, "Price and cost are the same!" Sorry, but that statement could not be farther from the truth. Price and cost are NOT the same.

Price is the dollar amount for which a piece of equipment can be purchased. It is only a small part of the cost. Before we get confused, the cost we are now talking about is not the producers cost or the sellers cost but rather the purchasers' cost. It is the TOTAL EXPENSE OF OWNING, OPERATING AND MAINTAINING A PIECE OF EQUIPMENT OVER THE TOTAL PERIOD OF ITS SERVICEABLE LIFE. It should always be expressed as cost per unit of work done, In the case of a mower, total cost is:

- 1. Price, plus
- 2. Cost of fuel, plus
- 3. Cost of operator, plus
- 4. Cost of repair parts, plus
- 5. Cost of labor to repair, plus

- 6. Cost of insurance, plus
- 7. Cost of interest on investment.

Add these, subtract the resale value at the end of the service life and equate the rest against lifetime productivity. In other words, what will be your total cost—"Dollar per acre mown"?

When dealing with productivity, one must consider:

RELIABILITY—How much production and operator time will be lost through breakdowns? If it is too much it might become necessary to purchase additional mowers and hire more operators. Now watch your costs soar!

VERSATILITY—Is the mower restricted in its performance capabilities or can it be used on several different applications? Can it mow fine lawn areas? Shred high grass and weeds? Mulch leaves? Renovate—thin, dethatch or scalp turf? Can it mow in rough trashy areas as well as in clean smooth areas? Can it go out and mow in all conditions, wet or dry, or will production time be lost waiting for the dew to evaporate? Is it relatively safe to use when people are around or should the area be cleared first?

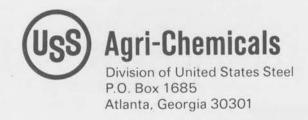
CAPACITY—or mowing rate, acres/hour. The Mott Interstater, for instance, carrying (3) cutter units and cutting practically a 19 foot swath has the capacity of (3) single mower units on (3) tractors with (3) operators. Saving—(2) tractors and (2) operators! Higher priced wide swath mowing equipment can and will, where practical to use, pay for itself in cost saving many times over.

DURABILITY—Will the mower be worn out in 5 to 7 years or will it have a serviceable life of 10, 15 or even 20

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years? Longevity not only has a great impact on total lifetime productivity but also a direct impact on capital cost. Take for example a \$700 mower with a 7 year life expectancy versus a \$1000 mower with a 15 year life expectancy. For \$300 more (almost a 50% higher bid price) an extra 8 years of service life can be purchased—at a capital cost of less than \$40 per year for the last 8 years!

John Ruskin said it, "There is hardly anything in the world that some man cannot make a little worse and sell a little cheaper, and the people who consider price only are this man's lawful prey".

Lawful perhaps, but not necessarily to the taxpayers or shareholders best interest.



Left to right: At our June MGCSA meeting, Scott Niven, Dr. Noel Jackson, Unviersity of Rhode Island, Tim O'Neil, Paul Caswell, John Musto and John Lensing.

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#### Something to Think About. . . .

#### A Failure Is Not Always A Failure

One of the skeptics talking to Thomas E. Edison asked him. "Now that you have tried 16 times to make a light bulb and have failed, what have you gained?

And he replied, "I know 16 ways it cannot be made."

This brings to me this thought. It matters little if you try and fail, and try and fail again. But what matters most if you try and fail, but fail to try again.

John S. Goodrich, via Chert Chatter, Springfield, MO.

#### 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 necessary.



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WAGNER SEED CO., INC. (516) 293-6312 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 as 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 also can 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.

-GCSAA Fore Front

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# A GOLDMINE OF TALENT...





MGCSA President Bob Alonzi at our June meeting, Wykagyl Golf Club.

#### SAFE LIFTING PREVENTS BACK PROBLEMS

Maybe it's happened to you. The box didn't look that heavy and it didn't have to be moved that far, so you decided to pick it up and carry it yourself instead of waiting for help or using a dolly. As you lifted it, you felt a sharp pain in the lower part of your back, a pain that stayed with you for weeks. Maybe it still gives you trouble.

According to the National Safety Council, approximately one out of every four occupational injuries and many more home injuries occur during the manual handling of materials. Many of these accidents result from improper lifting methods. Here is the recommended procedure for lifting heavy objects:

- 1. Part your feet so that one foot is alongside the object to be lifted and the other is behind.
- 2. Crouch close to the object and keep your back straight, as close to vertical as possible.
- 3. Tuck in your chin so that your spine remains straight through your neck and head.
- 4. Grasp the object firmly with both hands, using the palms as well as the fingers.
- 5. Tuck your arms and elbows close to your body as you draw the object toward you.
- 6. Position your body so that its weight is centered over your feet. Start the lift by pushing on your rear foot as you straighten and stand by using your leg muscles instead of your back

Before you lift an object to move it, make sure your route is clear. If there are obstacles, move them first. If you will need help with doors, stairs or elevators, make sure someone will be there to lend a hand. Avoid twisting your body as you carry a heavy object, as this is a leading cause of back injuries. And even though it might be a little quicker to carry an object, a dolly or a rolling cart could save you time and trouble, not to mention considerable pain, in the long run.

-GCSAA Fore Front

#### SIX STEPS TO BETTER COMMUNICATIONS

"Communications is the lubricant for the work of an organization and fuel for the manager's positive relationships with an effective, satisfied crew," Ronald C. Frame, an Oklahoma City management consultant, states in *Managing Human Resources*, a new GCSAA management manual written especially for golf course superintendents. Frame gives six suggestions for improving your communications with your crew and others around you:

- 1. Think through what you wish to accomplish before you start: This is tactical, it is preparation and it helps eliminate surprises in the process. You know your ground before you approach it.
- 2. Determine the ways you will communicate: This is a process of selection. What will work best with the other party? How do you get his complete understanding without overdoing it? Will the telephone do? Do you need to see his face? Should it be written?
- 3. Appeal to the interests of the recipient: You want his attention, he wants to know how he will be affected. Get him involved personally and he will listen more effectively.
- 4. Give feedback on what others communicate to you: That is, "Now let me make sure I've got it. You are asking if . . . etc," or "If I understand you correctly, you are saying. . . etc." Feedback is a checking, confirming process.
- 5. Get feedback on what you are communicating: The burden is on you to make yourself understood. Don't ask "Do you understand?" Ask instead, "play back my instruc-

tions so I will know that I was clear in giving them," or "Give me your understanding of my instructions. I want to be sure I was understood."

6. Test the effectiveness of important communications before relying on them: If words go in one ear and out the other, use them as back-up for written instructions. If memos go into shirt pockets to be washed later, follow up with a telephone call. Ineffective communication is no communication at all and will tend to generate problems of attitudes, sorry work, and more difficult communications later.

Managing Human Resources is available to GCSAA members for \$3.25 from GCSAA Headquarters, 1617 St. Andrews Drive, Lawrence, Kansas 66044.

-GCSAA Fore Front

Westchester Country Club and the Westchester Classic will be pleased to extend free daily passes to the Classic August 11-17, 1980 for

G.C.S.A. members (and their wives).

Please present membership cards at the Will Call Tent.

—Ted Horton, C.G.C.S. Golf Course Superintendent









Pat Lucas, Editor 87 Tomac Avenue Old Greenwich, Conn. 06870

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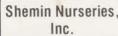
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