I explained that our customers will never see you to perform a simple task you want that trash left by the tent.

"Bobby," I said, "you didn't pick up the trash in the range container and you didn't pick up the small debris by the tent."

He said, "Oh, that. That trash in the range container — that's the grounds crew's trash. They'll pick that up tomorrow morning. And as for the bottle caps and toothpicks and stuff by the tent, nobody will ever see that stuff."

"Bobby," I said, "that's the problem around here. I asked you to perform a simple task and you just didn't do it. Now please go back out there and do as I asked you to do. I don't want our range customers contending with an overflowing trash container and I don't want that trash left by the tent."

Bobby bristled up and shot back, "I'll tell you what the problem is around here. It's you. You see trash that nobody sees."

Surely, you can understand that a lengthy discussion followed Bobby's remarks. I quickly pointed out that trash is trash. It's not grounds crew trash, or golf cart trash, or customer trash, or golf car crew trash, or snack bar trash or outing trash — it's just trash. I explained that our customers will never take pride in our course if we don't first show them that we take pride in our course. I went on to explain that eradicating trash, any trash, was one sure way of expressing our pride in our golf course. Needless to say, Bobby returned to the range and tent and removed all the trash in question.

As much as I wanted to place blame somewhere else, I could not. You see I had to face the fact that it was I who was to blame for this predicament. It was I who had not thoroughly explained and trained my staff to get it done.

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"Bobby," I said, "you didn't pick up the trash in your place? Do you pick it up? Do you tell others to pick it up? Do you ignore it? Do you do something. If you are doing nothing, you are doing something — nothing. Think."

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