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Complaints Are Reduced
When You Keep in Touch

BY RICHARD VIERGEVER
Supt., The Olympic Club, San Francisco

The competent man probably should be
quite philo.ophic about the headaches
in his business, realizing that if it were
not for them nearly any fellow of average
ability could handle his job.
Frequently challenging the supt. is the
puzzling problem of what is termed "com-
munication" — the fancy word for get-
ting an idea across so it is understood
and received in the manner intended.
Communication with members often is
such a difficult job for a supt. that he
may feel he can communicate with the
grass a whole lot more fluently than he
can with human beings.
I had an expectation at a club where
the course was covered by a flooding river.
An infinite quantity of weed seeds took
root. It took three years to bring the
crop under control as the use of chemi-
cals was severely restricted in the area.
Some of the members thought it was
my fault that the weed crop was so im-
mense. It was difficult to communicate
to the entire membership that weed con-
trol measures were being taken and it
would be months before results would
show.

Members Are Reasonable

In many areas where extreme weather
conditions prevail for short periods — high
winds, high humidity, excessive moisture,
heat or cold — there may be severe
damage to the course. When members
are informed of the reasons for the dam-
age and are told that the situation is
temporary and is being handled, few if
any complaints are heard. When the af-
fected areas recover, the supt. gets due
credit.
To communicate with members I have
used regular reports to the green com-
mittee. These are relayed by the com-
mittee and through notices on club bul-
etin boards and articles in club publica-
tions. All methods are useful and tend to
keep the membership well informed but
such communications aren't 100 per cent
effective. However, I haven't had a real
headache due to lack of communication
for several years. The committee and
members ought to know what is going
on about the operation of the course and
try to tell them as well as I can.

At Olympia we are fortunate in having a very large operation which calls for the employment of a general manager. All communications between committees, office and individuals go through his office. This method works well at larger clubs where communication is a big problem.

Misinformation Hurts

Misinformation accounts for some of the headaches the supt. experiences. The persons usually accountable for this trouble are the few members who set themselves up as experts and tell everybody how everything should be run. Many times these people carry some influence but unfortunately are irresponsible. They are the people you hear saying that the PGA specifies the height of cut for all greens, tees and fairways and the USGA determines the specifications of courses, so all the supt. has to do is go along.

Palmer or Nicklaus Will Set Target Score

The target score for persons who take part in National Golf Day (May 25) will be established on May 28 when Gary Player, the 1962 PGA champion, and Jack Nicklaus, winner of last year’s Open, meet in Dallas in the round of the champions. Their match will be played at the Dallas AC CC, site of the 1963 PGA Championship.

Rules for taking part in National Golf Day are the same as in recent years. The player pays $1 for each round submitted in the competition. There is no limit on the number of rounds that may be submitted.

Contestants will compete against the winner of the round of the champions on the basis of scores in relation-to-par rather than on a stroke-for-stroke basis, as once was the case. If either Player or Nicklaus wins their match with a 2-under, the Golf Day participant will have to shoot a 3-under (with handicap) to win. This makes it possible for entrants in the contest to play their rounds on Par 3 as well as standard courses. Men amateurs will play their handicaps; women will play their regular handicaps plus an additional seven strokes. Persons who beat the champion will receive medals from the PGA.

Funds from National Golf Day are divided among 17 organizations. These include caddie scholarship funds, blind and amputee associations and turf research.

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