## - N BOUNDS



## Making It Happen

By JACK MacKENZIE, CGCS North Oaks Golf Club Editor

Honey Bunch, Sweetheart, Gorgeous, Handsome; loving nick names between my wife and me. Punkin, Dawg are personal call signs of my kids. Saddie Kin Kaddie and Nuggie Been Buggie reflect the hounds when they are good and bad girls when they haven't. All are terms of endearment that reflect affection and admiration. We all have them and each of us use them in our own way.

Green Keeper, Director of Golf, Turf Manager. They are all appropriate descriptors of our titles. Although my position is reflected in each of those terms, I favor the name Golf Course Superintendent because of the prefix SUPER.

Defined as having; outstanding or excellent qualities, exceptionally large or powerful, greater than what is normal, to or in a high or extreme degree, something bigger or better, or used to express enthusiasm, approval or agreement. Now doesn't that pretty much sum up how impressive we are as participants in the free flowing management of a golf course?

*Example please*: All eyes fell upon me at a recent meeting when the discussion came to "who would develop and implement a request made by a golfing faction of the membership." Of course,

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1-800-621-7910 Email: info@frostserv.com www.frostserv.com as Superintendent I was the natural 'go to' individual because not only did I have the incredible staff, an open mind and creative thought process, I have the super knack for getting a project done. It probably isn't any different at your course. When things have to get accomplished the green staff is called in because we tend to "get 'er done."

Speaking candidly, the best golf course Superintendents are great because they have exceptional common sense, understand logistics and think well beyond the boundaries of the common individual. The very best golf course Superintendents already have the answers to club-related questions even before they are asked because they have already thought about them. This ability is inherent to our very core of existence.

Growing up with three siblings allowed me many chances to experience different skill sets and learning styles. My sister and second oldest brother are very gifted in appreciating a finished product, yet they were, and probably will always be, quick to ask how and why when it relates to getting jobs done. They each are superb sales representatives, are service oriented and have impressive track records. However, changing a tire or assembling a new barbecue grill isn't in their bag of tricks. My oldest bro and I on the other hand could be miles down the road and serve dinner before the first lug nut was spun off of our sib's ride. They just don't have the "common sense" chip.

The same could be said at the club. I am not a salesman such as the golf pro nor do I have the patience it requires to be a General Manager. But, when the rubber hits the road and something has to be done the call is placed to the Turf Management Center. It isn't that the job is considered dirty work or that the resources are only available in the turf department, rather it is because our track record indicates we can accomplish virtually any task presented to us. I am by no means casting any negatives upon my fellow managers...rather I am expressing how totally competent Superintendents and their staffs are at carrying a task to its conclusion.

Do you know why we get the "off the wall" ideas? Because we, professional turf managers, make them happen (they don't call anyone else do they?)...a very nice feather in our caps! You and I are Super! We get it. We have the knack to bring all the pieces together and build an outstanding product. Sometimes, we even will make our own parts! By rallying the troops no project is insurmountable. That is why we are so heavily relied upon. Isn't that how it often is when we have to think out of the bunker and grapple with a goofy concept?

A while back a former employee of mine indicated that the request being made of the crew was really not, "part of our job description." We had been requested to develop a meaningful welcome sign emulating a scoreboard which could then be used as an actual scoreboard; complex yet simple, in our area of expertise, perhaps. Did we 'get 'er done'? You bet, and we were hailed as heroes of the event for our attentiveness. Crazy idea? Yup, but who got the call to accomplish the test.

We are such a creative bunch. Embrace your challenges and those placed upon you, and shine, shine, shine! Covet the name Superintendent for you really are quite Super.