

## IS THANKS STILL IN OUR VOCABULARY?

One begins to wonder whether in the automatic and computer practices of transacting business today we are overlooking common courtesy in our exchanges with our fellowmen, our suppliers, our customers. It is interesting to have been involved in several sales schools that attempt to motivate the salesman to be more professional in his technique and convincing in his presentation, yet they overlook an old basic rule, that being to thank the customer for his business. They seem to assume that "thanks" will come naturally but it is equally interesting to see how often that is being overlooked. We hope we are never guilty.

There is a growing tendency to gloss over the niceties with our associates and plunge headlong into our pitch and not show proper courtesy and concern for the one being addressed. It is just assumed what we have is so good that the customer should accept regardless, and then respect begins to deteriorate. While the "customer-is-always-right" is many times debatable, it still is no excuse for lack of courtesy and concern. Let's practice consideration and courtesy in our every-day contacts and remember "thanks" is still an important close.

JACK BAKER, H. V. CARTER CO., INC.

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## MAINTENANCE OF SMALL TOOLS - - - GCSAA Fore Front March 1978

For most golf course superintendents, spring, summer and fall activities call for heavy use of the many hand and gardening tools associated with maintenance of a golf course. Now is no time to lose the use of an important tool because of improper care. Good quality tools will last many years with regular maintenance.

Many people find that wiping tools with a rag soaked in lubricating oil regularly is a good idea. For garden tools, try keeping a bucket of builer's sand mixed with lubricating oil available for quick cleaning and oiling after every use.

Wax is an excellent preservative for both wood and metal. A solution of paraffin wax dissolved in mineral spirits and kept handy in a spray bottle is an inexpensive way to keep hand tools protected.

Wooden handles can become rough and splintery. Often, a rubdown with a light grade of sand paper is all they need, but replacement handles for both gardening and hand tools are usually available.

Keep saws and other cutting tools sharpened. Remember that under heavy use, chisels and screwdrivers can also become dull and difficult to use properly.

Standard screwdrivers should have square ends and symmetrical faces;