

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.

+++++

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;

chisels should have a 20-30 degree bevel, with no nicks in the cutting edge. Either can be sharpened on a bench grinder, but frequent touch-ups with an oilstone or file delays this major operation.

Proper storage of tools is important for maintaining them in good condition. Gardening tools should be hung, if possible, in a protected area where it is cool and dry. Most hand tools, too, can be stored on a wall or pegboard. You may find it useful to designate a spot for each tool, either with a label or by drawing an outline shape of the tool where it should be located when not in use.

Having a special place for tools not only makes them easier to find when they're needed, but makes it easier to see if any are missing. This can help cut down on tool loss through negligence or theft.

+++++

Frank J. De Carli, President of Pen-Gro Corporation wishes us to note the name change.

Reinstate John Nunes, Nunes Turfgrass, Inc 209 892-6311
2006 Loquat Avenue
Patterson, CA 95363

+++++

REMEMBER June 14 - Northern California Turfgrass Council Field Day

+++++

Well, well, well guess who you have to put up with again as editor of our newsletter. That's right, Stan's back. I must say Bob is going to be a tough act to follow, but I will do my best. I am hoping for more support in the way of articles from our membership. I along with almost everybody else have been very selfish. I think we all have a lot of information we should share with our fellow superintendents and the news letter is a great way to share it. So let's all try to get an article in to me.

While I am on the soap box let me say a few things about meeting attendance. There are 303 members in our Association, of that 172 are directly involved in the maintenance of golf courses or to put it another way--they are A, B, and D members. Of that 172 A, B, and D members we are averaging approximately 40 per meeting, which in my opinion is low. Now if our membership tried to make at least one half of the meetings each year we would have some good turnouts.

Besides getting away from the job for a day of golf there are many other advantages to attending meetings. The educational programs have been very good, you get to talk to other superintendent and suppliers you might not get to otherwise. You pick up new ideas and learn of new job