What Manual?

By Fred Castenschiold

I have been selling quality turf care equipment for over thirty years. I am still amazed how so few customers refer to their owners/operator manuals until it is too late or not at all. These manuals are a great source of information for the supervisor, operator and mechanic.

When taking in a trade on equipment, I try to always recover the original manuals from the account to pass on to the new owner. Often the condition of these manuals condition indicates that they have not been referred-to much! It is a good idea to always record the model and serial number of the equipment on the cover of the manual for quick reference when discussing the need for service or parts. It also a good idea to make sure you read and understand the operators’ manual for your machine before operating or servicing it. Become familiar with all safety signs (decals) on the machine. Some manufacturers provide operator training videos which help demonstrate procedures for safe operation and daily maintenance.

Preventative maintenance of your equipment will help you to get the most out of your investment. If you do not have a preventative maintenance program it would be good to start one soon. Sometimes we go long stretches between those rainy day opportunities. Doing scheduled maintenance and adjustments will prolong the life of your equipment, help prevent expensive downtime and give the best possible quality of cut and performance. Experience has shown that a high percentage of problems have developed over a period of time and could have been prevented by adjustment, lubrication, or other required maintenance.

When referring to the manual, take into consideration how harsh your conditions are and remember that manufacturer recommendations for service are the minimum requirements. If we have a long dry spell and your equipment is working daily in a particularly dusty environment you may wish to consider oil and air filter changes more often.

Some of my customers have come-up with great maintenance schedules which they live by. Keeping records for each machine insures that maintenance procedures are being performed at the proper time. These records could also help you predict parts to have on hand. By keeping blades, belts, filters, etc. on-hand, you will not be caught in a situation where important maintenance was not performed on-schedule because of a lack of parts.

Know what is contained in your manufacturer’s warranty. Most warranties are two years in the commercial field. When talking to a service manager regarding a possible warranty issue you will need to refer to those model and serial numbers. Remember? … The model and serial numbers you wrote down on the front cover of your manual!

Fred Castenschiold is Sales Representative, Storr Tractor Company and SFMANJ [Vice President.

DID YOU KNOW?

The term subsoling refers to tillage of the subsurface without inversion for the purpose of breaking-up dense soil layers that restrict water movement and root penetration.

Good communication is the cornerstone of great professional relationships. One communication strategy that is often overlooked is dress. How you dress is another way you communicate to your peers, your staff, your employer and the end users of your sports fields.

Dressing in a professional manner suggests that you are well organized and portrays self-confidence. The impression is of one who is knowledgeable and in control. (Wow, all of that from a pair of Dockers and a golf shirt!). Obviously, we aren’t talking coat and tie — unless the occasion calls for it. When you are physically working beside your staff on the field, of course you will be wearing work clothing, but think about keeping a change of clothing at your office for meetings or when you will be spending several hours in the office more visible to your employer.

Consider providing collared staff shirts to bring a more unified appearance to your crew, but wear a different color shirt so that you are distinguishable as the manager in charge. Be conscious of what your clothing says about you — faded tee shirts promoting old rock groups may bring a bit of nostalgia to your day, but they do not do much to position you as a professional sports turf manager.

Impressions do count. According to Ollie Stevenson, author of 101 Great Answers to the Toughest Job Search Problems, found that in an interview situation, interviewers make an immediate overall judgment about you in the first five seconds. That applies to all first impressions. Five seconds isn’t long so you are being judged on what you wear and how you react. Make the first five seconds count. Be dressed appropriately and remember, professionals do shake hands. Be sure your grip is firm and sincere and you make direct eye contact when you greet someone.

How do you dress for your chapter meetings? What type of role model are you for those who are just entering the profession and what type of message are you sending to them? The job of a sports turf manager requires a strong knowledge of agronomy, pest management, environmental issues, sports strategies, and intimate knowledge of rules and regulations so that you can manage safe playing surfaces for your athletes. Be recognized for the knowledge, skills and abilities you bring to the game and garner the respect you deserve. Don’t let a sloppy appearance downplay your importance when it is so easy to dress more professionally.

Sports Turf Managers Association (STMA), Lawrence,KS