18 COVER STORY: SERVICE IN THE '90s
by Rudd McGary, Ph.D. America wants more and better service in the 1990s. If landscapers are going to compete, they must meet the needs of tomorrow's older, more sophisticated consumer.

24 LANDSCAPE MANAGER OF THE YEAR
by Terry McIver. Training his crew members to have confidence in their ability to keep a campus beautiful and have pride in their work distinguishes this year's contest winner.

30 TURF AND THE ENVIRONMENT
by W. Michael Sullivan, Ph.D. The failure to match material and demand results in unnecessary nitrogen loss. To prevent leaching, landscapers need to balance plant need with the type and amount of nitrogen applied.

34 IRRIGATION EQUIPMENT: AVOIDING WINTER DAMAGE
by David Ferron. Three superintendents suggest a few basic steps to prevent winter damage to irrigation equipment.