The EURO**GOLF** range of mixtures are specifically designed for use on the modern golf course. The range includes seed suitable for greens, tees, fairways and roughs.

- Top quality cultivars
  - Excellent recovery from wear
    - Good year round colour
    - Tolerant of close mowing
  - Drought Tolerant
- Shade resistant cultivars

## FOR EVERY GREAT ARENA IN LIFE

For information on the full range of Top Green grass mixtures or technical information on your sports surface please ring.

## TEL: 01472 371220

Nickerson (UK) Ltd. Rothwell, Market Rasen, Lincolnshire, LN7 6DT

FAX: 01472 371195

## PROFESSIONAL AMENITY GRASS SEED...







BIGGA's Membership Services Officer, Tracey Maddison, starts the new year with a warm welcome to some new members of the Association, and some important renewal information to existing members...

## HAPPY reNEWal YEAR

Welcome to the first Membership Update for 2001. BIGGA would like to wish all existing members and prospective new members, a very Happy and Prosperous New Year.

Your 2001 Membership Renewal Pack contains important information, which as a Greenkeeper Member of BIGGA, you need to be aware of. For example, all Greenkeeper Members are covered by a personal accident insurance scheme. You can increase this personal protection benefit yourself by reading the form in your pack and using the tear off slip attached. A simple, one off payment could secure you up to £50,000 in increased benefits in addition to your standard BIGGA personal protection package.

161 935 2935

For 2001 BIGGA have joined forces with Westfield Health Scheme to bring you a specially designed health care plan. You can choose a plan that most suits your lifestyle, to cover you for the cost of minor medical treatments not normally covered by the NHS. In this way, you will always have the funds to pay for dental treatment, glasses or contact lenses, physiotherapy and a whole host of other treatments, including consultation by a specialist. By ensuring that you have the funds, you can ensure that you have the treatment when you most need it, as opposed to when you can afford it.

When your 2001 Renewal Pack arrives check the contents carefully. The address card in the front contains your membership card - DO NOT THROW THIS AWAY. All Greenkeeper Members are required to sign the card and attach a passport size photograph to the card before sealing it in the wallet provided.

Finally, a reminder to all Greenkeeper Members whose membership expires this month. You should have received your renewal pack through the post for completion. If you are still awaiting your pack, please telephone the Membership Services Department on 01347 833800.

#### **BIGGA** welcomes...

#### Scottish Region Robert Brown, West

Soct John Henderson, Ayrshire Gordon Ewan Logan, West Robert McDowell, West Michael McLerie, West William Hamilton Muir, West Michael Bruce Romaskiewcz, Central Darren Welsh, West

#### Northern Region

Andrew Chambers, N West Adam Richard Lamb, N West Andrew Lee Morrison, N East Darren Rimmer, N West

#### Midland Region

Shaun Bodkin, E Midland Steven Cherry, BB&O Sam Stephen Harris, BB&O Steven David Hirons, BB&O John Osborne, E of England Scott Pritchett, E Midland Ian Smith, Mid Anglia

#### South East Region

David John Barnes, London

#### Gary Branchett, Kent Daniel Burrows, London

James George Gardner, Surrey David Jones, London Steven Denis Levermore, Essex Steven John Moss, Surrey David Joseph Nexman, Surrey Derek Robson, Surrey Les Salmon, Surrey Louis Arthur Tranter, Sussex Daniel Robert Walder, Sussex

lan Cole, Sussex

#### S West & S Wales Region

Neil Bennett, S West David B Findlay, S West Graham Anthony Henson, S West Jamie Starr, S West Roger Derrick West, S West Graham David West, S Coast

#### Northern Ireland

Robert Crooks Gordon McBride Paul McFadden

#### International Members

Jovan Antunovic, Austria Ian James Mitchell, Austria Douglas L Nelson, Germany Agust Jensson, Iceland Gavin Edward Matthews, Norway Roy Trydal, Norway Craig Alexander Mackay, Spain Ph Rasmusson, Sweden

#### Associate Members

Andrew Astle, E Midland R Donald, BB&O Graham Miller, E Anglia Philip Ryland, South West Adisai Ngamjitsuksri, Far East

#### Student Members

Elisabeth Sowler, East Jonathan Scott Crook, N West

#### Check out your February edition of

#### Greenkeeper

members from December 2000!

#### **December's Monthly Membership Draw Winner**

Just introduce one or more new greenkeeping members to BIGGA and your name will be placed into a draw to win a fantastic BIGGA sportswatch. Our congratulations go to December's winner, Gary Willson of Avisford Park GC.

# Get online, it's (

Since BIGGA relaunched its website in June this year, we have been constantly updating and adding new and improved content for members and visitors alike.

As part of our continual programme of improvement we are now proud to announce the launch of our brand new 'Time to Talk' Bulletin Board. This service will enable all Greenkeeping members of BIGGA to discuss any topic of interest relevant to their profession, online.

#### How do I chat online?

'Time to Talk' is located in the BIGGA website Members' Area, and can be accessed by logging into the Greenkeeper Members Area. Simply enter your surname and date of birth, and once in the Members' Area, click on the Bulletin Board icon. A second window will automatically open, from where you can either register (if you are new to the Bulletin Board), or Login, if you have previously

registered.

Once you have completed the registration process, you can login, and go to the Home Page of the Bulletin Board. From here you can organise your home page to meet your own requirements and select and view any of the discussions ongoing. You can create a new topic, or reply to an existing one. How about;

Getting help and advice from fellow members?

Renewing friendships with colleagues?

Sharing ideas and challenges online?

Car sharing to BTME 2001?

www.bigga.org.uk

Whatever your question, BIGGA's 'Time to Talk' Bulletin Board is the place to ask it. So visit www.bigga.org.uk and login to the members area for an exciting and communicative experience!



www.bigga.org.uk





\*

Refresh Home Favorites History Search AutoFill Larger

#### THE BEST FOR FINE TURF

At Barenbrug, tradition and modern techniques are combined to produce the best cultivars to give you the best playing surfaces. Consistently rated in the top banding of the STRI Turfgrass Seed Lists, Barenbrug high quality grass seeds are specially developed for characteristics that give you the performance you need - whether on greens, tees or fairways.

**Barcrown** the outstanding slender creeping red fescue offers the following benefits

- extremely fine leaf
- highly resistant to red thread and dollar spot
- develops dense sward showing good colour in summer and winter
- ideal for close mowing
- excellent drought tolerance

Combined with top performance cultivars such as **Bargreen** Chewings fescue and **Heriot** browntop bent, **Barcrown** can be found in various combinations in our popular golf and bowls fine turf mixtures **BAR 1**. **BAR 2**, and **BAR 3**.

So, if you want the best seed under the sun, call 01359 272000 and we will be pleased to advise you.

BARENBRUG

A

Smaller

A

Rougham Industrial Estate

E-mail:sales@baruk.co.uk www.barenbrug.co.uk

Print

Bury St.Edmunds, Suffolk IP30 9ND Tel:01359 272000 Fax:01359 272001

erkins Road

Mail Preferences

## COMPANY WEBSITE PROFILES FROM THE TURFCARE INDUSTRY

 $( \bigcirc$ 

If you would like to promote your company website on this page to a readership of over 9,000 contact: Sales Department at BIGGA on Tel: 01347 833800 or Fax us on: 01347 833802 alternatively email: sales@bigga.co.uk





Back

Forward

Stop

#### Website: www.rigbytaylor.com

The website lists the entire range of products offered by Rigby Taylor Limited, a BIGGA Gold Key member. In addition, there is more detailed information on individual products within the MASCOT Fertilizer, Chemical, Specialities, Grass Seed, Line Marking and Dressings ranges. It is also possible to call up Safety Data Sheets on these products and one can also request free copies of relevant product literature direct from the site. The site also provides information on its national regional office network as well as frequently updated news items and special product promotions.







Sami and I would like to wish all our readers a very Happy, Prosperous and Educational New Year



#### Important news about The Learning Experience 2001 brought to you with the continued support of Textron Turfcare and Amenity Products

There is still time to book your place on this year's Learning Experience. The closing date for applications is 10 January 2001. Contact Ken or Sami at BIGGA HOUSE if you need an application form.

You can book places on seminars, on the day, at Harrogate. Anyone wishing to book a place on their choice of seminar, should contact Sami Collins on the Seminar Registration Desk in the Royal Hall, which is approached through Hall M.

The Careers Clinic was a proven success at the 2000 BTME and it will be held, once again, in the Kings Suite (note changed location). Manned by Brin Bendon and Frank Newberry, the Clinic should provide the knowledge and skills needed to find that new job.

The Royal Hall is the venue for this year's BIGGA Essay Competition and Master Greenkeeper Presentations which will take place at 10.40 with our President, Sir Michael Bonallack doing the honours.

Starting the BTME Seminar Programme off with a bang will be Richard Noble OBE, of Thrust I, Thrust II and Thrust SSC fame. Richard is an experienced speaker and excels in project management. Find out what it is like to be strapped to a

jet engine at more than 600 MPH when you attend this free session. You get even better value for money on Thursday morning, 25 January when five speakers will present seminars. Chrys Bird from Milliken Chemical will speak on the relevance of Soil Structure Management to Improved Drainage, from 11.00 to 11.30 and Simon Barnaby, from Scotts UK Professional, will follow speaking on USGA Spec. Does it Work?

Students and Lecturers should note that entry to all seminars is free on production of a Student Membership card, Student Union card or other relevant documentation.

#### Continuing Professional Development

Attending the National Education Conference, Workshops and BTME Seminars will give you BIGGA CPD credits.

The BIGGA CPD Scheme runs from July to June each year and is designed to allow greenkeepers to:

#### Adapt outdated skills

Keep in touch with changes in legislation

Accumulate evidence towards further qualifications

Regularly update knowledge

Show their professionalism

The scheme is open to all BIGGA members who must have a minimum level of qualification of N/SVQ or equivalent.

You can get further information on the BIGGA CPD Scheme at the BIG-GA Stand in Hall Q, from the BIGGA Website or from BIGGA HQ.

ON COURSE WITH BIGGA EDUCATION



BIGGA Environment Competition

BIGGA's Education and Training Manager, Ken Richardson, reports on the latest education and training developments and gives details of the education and training opportunities on

offer at BTME in Harrogate later this month...

Congratulations to the Dyke Golf Club on winning the Year 2000 BIG-GA Golf Environment Competition. Full detail are given elsewhere but I would like to express my thanks to the Dyke for hosting the presentations.

The day was joyful and sad as Mr Rod Baker, Managing Director of Amazone and instigator of the Environment Competition, announced that he was leaving Amazone Ground Care. Rod has been the driving force behind the competition for six years and we shall miss his enthusiastic support.

It is encouraging to think that over 300 golf clubs have been encouraged to manage their golf courses in an environmentally friendly way thanks to this competition. The Media would have us believe that there is only bad news about the environment but they do not look at golf courses. Rare birds, flowers, butterflies, grasses and a whole range of flaura and fauna are returning to the countryside thanks to golf courses.

A full report on the Dyke GC and the other finalists in this year's environment competition appear on page 34. You can also get information on previous winners, and on how you can enter, by visiting: www.bigga.org.uk



#### Water, Water, Water

The R&A could not have chosen a more apt title for the first of their roadshows on the use of water on golf courses, which was held at the Marriott Dalmahoy Hotel on 2 November 2000. Organised by Michael Barrett for the Golf Course Advisory Panel, the Roadshow attracted more that 70 delegates, mainly from Scotland to listen to a range of expert speakers on subjects ranging from the Environment to Water Shortages.

The whole event was summarised by Mr George Brown, Course Manager at Turnberry, who said that water was needed to keep fine turf growing. However, the use of irrigation should be kept to a minimum and used only when nature did not provide.

Further Roadshows will be held in England Wales and Ireland during 2001.

#### Myerscough Turfgrass Foundation Annual Conference

Blackpool was the venue for this year's Myerscough Turfgrass Foundation Annual Conference which took place from 13 to 16 November. Titled 'In pursuit of Excellence' the Conference covered a range of subjects from Poa Annua, through Rootzones to Construction. Speakers from Ireland, the United Kingdom and the USA presented some very technical papers which raised many points of discussion (some quite heated) which continued into the night, over dinner in the Hotel and even into Blackpool's famous (or is it notorious) nightclubs.

Feedback from speakers and delegates show that the Conference was a great success and it has become a key part of the Fine Turf Education Calendar.

#### Golf Course Preparation Video

£14.95 to BIGGA members £29.95 to non-members

Golf Course Reconstruction Video £14.95 to BIGGA members £29.95 to non-members

Ecology Book £3.00 to BIGGA members £7.00 to non-members

Ecology Video £14.95 to BIGGA members

£29.95 to non-members Raising the Standards of Mowing Management Video £14.95 to BIGGA members

£29.95 to non-members Setting the Standard in Spraying Application Video £14.95 to BIGGA members £29.95 to non-members

Tel: 01347 833800 Fax: 01347 833801 Email: education@bigga.co.uk

British & International Golf Greenkeepers Association, BIGGA HOUSE, Aldwark, Alne, York, YO61 1UF

## CLEAR FLOODED BUNKERS, LOW LYING FAIRWAYS AND HOLLOWS WITH BUNKER-PUMPER!



Clear flood water fast with a portable Bunker-Pumper. Powered by a 6hp, self-priming motor, the pump moves up to 12,000 gallons/ 54,480 litres in one hour. Able to work in less than 3 inches (8cm) of water, the pump can be allowed to run dry without harm. For more details call Richard Parsons, today.



The Hydroscape Group, Water House, 10 Carvers Industrial Estate, Ringwood, Hampshire BH24 1JS Tel: 01425 476261/2 Fax: 01425 472380



There is an ever increasing demand for good quality, hard wearing turf areas. The time available for different maintenance routines is reducing, and the possibilities in closing a turf area during the season, is often impossible.

After the RapidTurf™ machine's pass, there are virtually no marks left on the playing surface, but in a short time, the results are clear. A dense, luxuriant, green sward, resistant to tough wear.

The RapidTurf" is the perfect implement for the professional greenkeeper, with it's ability to fertilize, aerate, drill and verticut, all in one pass of the machine.

Call us today for your free demonstration!

Väderstad Ltd, Unit One, Ellesmere Business Park, Grantham, Lincolnshire NG31 7XT Tel: 01476 581900 Fax: 01476 581901 Email: sales@vaderstad.co.uk



## **DOES YOUR MOWER DRIVE YOU ROUND THE BEND?...**



- + Zero turning radius - total manoeuvrability.
- Maximum visibility out-front mowing.
- Fingertip steering, ultimate control.
- Large capacity clog-free grass catcher. ٠
- 36"/42" rotary cutting decks.
- Fully floating 'cylinder mower' finish.
- Low centre of gravity assures safe operation on slopes.
- Perfect finish every time

Allen Power Equipment Ltd. The Broadway, Didcot, Oxon OX11 8ES Tel: (01235) 515400 Fax: (01235) 515401 Website: www.allenpower.com Email: sales@allenpower.com

FOR A FREE BROCHURE CALL 0845 60 10 815

OR COMPLETE THE COUPON BELOW	
Telephone: 01235 515400 for details of your nearest dealer for a Ff	REE,
no obligation, demonstration on the amazing ability of the National	

JAME		WKR/GK/1/01
		Marar nor
DORESS		

POSTCODE Hydrostatic drive – manoeuvres in, around, through and under where others cannot reach.



With BTME almost upon us Bob Rendle, from Textron's Marketing Department, looks at how a major turf maintenance equipment manufacturer prepares for this prestigious event.

# AND THEN, AS IF BY

It's a cold and frosty morning in mid January. You're standing in the middle of an almost deserted exhibition hall in Harrogate waiting for the stand contractors to arrive as the remnants of the last exhibition are finally cleared away. Yes, it's BTME time once again! That time when all the things planned for during the past months have to come together in less than two days for a show that will last just three days.

So why do manufacturers, like Textron, exhibit at shows and exhibitions and just what is involved in the planning and organisation of a stand? You don't need to be a rocket scientist to answer the first part of the question. Where else can you reach so many customers and potential customers at one time, launch new products, meet the press and media, cement existing relationships and generate new business?

Many of your dealers will also be among the visitors, so it is a great opportunity to get them together to discuss issues and, as Textron will

TITTTTTTTTTTT

be doing, recognise their efforts over the past year.

Shows are also a great place to meet and greet old friends, some of whom you may not have seen since, well Saltex, all of 15 weeks ago! It's all good fun except for the stand organiser, for him or her it's a challenge.

So where do you start? Booking the stand space is always a good idea so, as soon as the booking form comes in, call a meeting - this is likely to be the first of many - to determine exactly what you require. You can usually book stand space in two ways. The first option is a "shell scheme", the cost of which includes walls around the stand, carpeting and lighting. All you have to do is move your products in, put pictures up, spread out your literature and away you go.

The other option is 'open space", an area of bare floor on which to build the stand, quite literally, from

the floor up.

Size and number of products along with your budget will determine the area you apply for. The position of your stand in the exhibition is also important so get into talks with the organisers and get the best for your company. Just as importantly decide who is going to the show and get hotel rooms booked, as accommodation can be very hard to come by during show week. If you can delegate this job to someone who will be on the show stand, they will then take a very personal interest in getting it right! (Managers' PAs and senior secretaries are usually very good at this, as they tend to know everyone involved).

If you have opted for an open space stand there's usually time for a breather after the application has gone in and before you have to start looking at the detail. However, don't get complacent and always read the exhibitors' manual

thoroughly. It will be full of important information including a list of deadlines that have to be adhered to. Then, at no less than three months before the show (longer if you've a really big stand), call another meeting and get everyone involved; sales, marketing, service, parts and manufacturing. Decide on your exhibits (making sure that the factory can supply them on time); look at any failings in previous stand designs and get input from everybody so that there are no nasty surprises later on.

Armed with all this information you can then set about planning the stand layout. It's not uncommon for the Sales Department to want everything bar the kitchen sink incorporated on a stand the size of a postage stamp, so draw up plan views of the products, cut them out if necessary and on a sheet of graph paper, draw the stand area to the same scale. You can then spend a couple of hours moving your little scale drawings around to see if everything will fit. Don't forget to allow a space for storage (coats, briefcases, literature) and perhaps a small office. Even with modern computer software packages available, this tried and trusted method is almost infallible.

Now that you have got to this stage, it's time to call in a stand designer

Below: Special functions, such as the Dealer of the Year Awards, can be organised as part of the Show



Above: Planning the stand layout in detail ensures that all products will fit

# MAGIC

and exhibition contractor. Your stand can be simple or complex depending on the budget available, so get a maximum of three companies to look at the job to ensure that you get value for money. Stand building is an expensive business and a detailed brief including a copy of your product layout, any requirements for video or computer terminals and the budget available is essential.

While waiting for the designs to come back, start thinking about all the other things that will be required. Just about every trade magazine will carry a show preview and will be asking for press releas-es early in Decmber and the publishing deadlines will have been brought forward due to the Christmas and New Year holiday. It is particularly important to get these in if you are launching new products. You'll also need press packs at the show and its best to get these profes-sionally written and produced. New products mean new literature. Have you got enough stock of existing leaffets? What about photographs you'll need both for the press releases, stand and literature. All these things take time and there will be other things on going, so time will soon pass. Keep a check on any jobs that you have delegated. Particularly hotel accommodation!

We mentioned dealers earlier and it's not uncommon for a manufacturer to hold an evening function for them during the show. This means that demand for function rooms could be high, so get your booking in early. Things to think about here are getting invitations out, replies in, a menu chosen and perhaps a speak-er or cabaret booked. You'll need to establish a programme for the evening as there are sure to be speeches and the MD will want to know precisely what's expected of him. The organisation of an event such as this is a job in itself and once again help from the managers' PAs and senior secretarial staff will prove invaluable. You've now got the stand designs and quotations in so have another meeting and make your choice of pre-ferred supplier. Now is there anything you've forgotten? Back to the exhibitors manual and that all-important check list. Whoops! The catalogue entry was supposed to be in 10 days ago and the deadline for ordering telephones is tomorrow. And that's how it goes right up to the show. Changes to accommodation requirements are always necessary, so be prepared. (Why do overseas visitors always think that hotels have executive suites waiting for their booking the day before a show opens?) Don't forget the sales enquiry forms and what about name badges for the staff?

It's now time for the show build up and back to where we started. The contractors are in and you are just waiting (with a team of willing helpers) for your transport to arrive with all the products. Everybody is trying to get into the exhibition hall at the same time so be patient. As long as you have not forgotten anything it should all work like clockwork. It needs to, as it's really too late now to make any last minute changes. It may take a day, it may take a week to build the stand, but at the end of it you should feel a great sense of satisfaction.

Now you take on a new role from Stand Organiser to Stand Manager while the Show is open. It's an important one as accidents can happen and things can go wrong. Make sure that you know where the important services are in the Hall, organisers office, first aid, electricians etc. Make sure that someone on your team has a small tool kit so that you can quickly deal with small emergencies, because they will happen. Get though the next few days and then all you have to do is tear it all down. Breakdown is always achieved in a fraction of the time it takes to build.

So what has been achieved during the show? Well, hopefully, we've done what we set out to do. We've met many of our existing customers, making sure that we have met their expectations over the previous year and ironing out any minor problems that might have arisen. We've launched new products and gained valuable feedback on these and our existing product range. Potential new customers have come on stand and those sales enquiry forms have been analysed and followed up. The media, especially the trade press, have had the opportunity for one-to-one conversations with our senior people and we've even spoken with our competitors. And finally, we've met with our distributors, discussed various issues and, at the Dealer of the Year Awards, recognised their contribution to the success of the organisation.

It's been a huge team effort and hopefully it's all gone to plan and that's the secret. Plan, revise and plan again. And that's it until the next show.





Scorecards • Course Measurement • Yardage Books • Tee Signs Event Boards • Leaderboards • Notice Boards • Bag Tags • Green Fee Tickets Call Philip McInley on : 01883 344244 email us: eaglepromotions@compuserve.com

visit our website @ www.eaglepromotions.co.uk















Duncan McGilvray has long preached the need for better communications. Here, he outlines the new approach he is taking at Potters Bar GC.

Communication here we go again pushing the boundaries further - or even taking chances. It may stir up excitement in the confident but probably concerns and worries in the not so confident.

Having covered communication some time ago in at least two different articles I was asked last year to do an update on the importance of this subject

I had to be honest and say that I had not done anything any differently than I did back then (some 10 years ago) and had nothing new to offer in spite of taking up a new post at Potters Bar.

Well that was last year and how wrong I was in thinking that you could do all the things you've done before and succeed!

At the beginning here at Potters Bar the newsheet articles went down well, the photographs on the notice board were favourably commented on and one of our lady members (following my first presentation to the Ladies Section) suggested I was too young to manage a golf course! It may have been an insult - But I am taking it as a compliment!

Everything was progressing well until I was confronted by questions of the most obvious kind.

#### How often are the greens cut? Why don't you cut the greens shorter? Why are you making holes in the greens?

These questions made me seriously doubt my so called abilities in the communication area. All this information is of course available but nobody wanted to look for it.

Never a man to give up easily, we arranged for an info night first with the Board of Directors (to put their mind to ease about what I was going to say) and thereafter with the general membership.

The Board info night was excellent. Everyone (including me!) learned a lot. The first member information night however was not well supported. In fact staff and board members made up around 50% of the total!.

The reason?

Because everything on the golf course was perfect no one wanted to complain?

Of course not.

The timing of the meeting (early

evening weekday) and a touch of general apathy was probably the reason. So what do we do ignore the situation? Not a good idea as I firmly believe through painful experience that if we do not communicate effectively (even to people who do not make the effort to listen). We will not succeed.

We therefore tried again with little more success than before (still early evening but a different weekday) so it was heads down to think of something a bit more radical. Through discussion it was commented on that most of the queries, or more accurately complaints were expressed following competitions and the vast majority of those are played at the weekend.

When you really analyse it why would anyone make the effort to come to the Club in the evening specifically to listen to me droning on about the golf course? In my experience the only way members will make a serious commitment to attend a golf course presentation is if there is a crisis situation, which requires urgent action, and people want to make their feelings known.

We have our problems - but we could not describe any of our problems as a

Along the lines of the "Mohammed and the mountain theory" it was suggested that I do a presentation during the day following a competition at the weekend. A good idea on the face of it but maybe not practical. I don't know what you're like after a game of golf but all I want to do is have a shower, a drink and a light hearted chat. I don't want to sit down and get a lecture about the finer points of golf course greenkeeping (and I'm a greenkeeper!)

So what was the answer? One of the Board members suggested a more one to one situation where I was available at advertised times at weekends. A bit like an MP's Saturday morning surgery or clinic. I was a bit apprehensive at first but decided to give it a go - no choice really!

I have now done six (one Saturday and one Sunday each month linked to monthly medals/competitions and the occasional mixed match). The format?

Signs at the entrance to the club (from the course).

### Duncan is available for any golf course queries - you'll find him in the Room from 11am to 3pm.

I therefore station myself for at least a couple of hours in an appropriate room with: -

1. Photographs of the course both past and present. 2. An A4 sheet listing all areas of the

course to prompt queries even though I have found that few members require any prompting!.

3. Anything else which may be relevant.

4. Simply answer questions.

For the last hour or so I have found it helpful to become a little less formal.

Drink at the bar (non-alcoholic keep your wits about you!) - sandwich or meal in the restaurant - just being available really.

From the initial feeling of apprehension/waste of time I now feel it has become an extremely important area of direct communication and deserves the effort. There are no queues to speak to me - I'm not that popular! But I do get on average around 6 members with varying queries on each occasion.

If you do two days per month over 10 months with six members at each - that's 120 people a year! 120 member's discussions on a one to one basis in a year I believe is a very effective and worthwhile communication exercise. The added bonus of course is that whenever any previously related discussion on course matters is brought up in general play on the course there is a greater degree of knowledge on which to base comments.

A good tip is to keep brief records of subject matter - it focuses our attention on topical issues and is a good indicator of what to produce in future reports and newsletters/articles

I recently read Sandy McDivot's article in the August issue 'Friendly Advice" and it certainly struck a chord which I had not really thought about before. The general message throughout the article was "make friends not enemies and you are likely to succeed in what you do." It reminded me of a conversation, which I had recently with a pretty good single figure golfing member.

Member: "Duncan there is an area to the left of the 5th hole (stroke 2) which has a large heap of seemingly abandoned cut branches, bushes and debris - a number of my drives have ended up in there never to be seen again - can you remove them asap." Duncan: "We are of course aware

of this, as all the cuttings from winter tree maintenance are there (the most out of the way area possible) for supervised burning at the right time of year. Unfortunately burning did not take place this year, as it was not safe to do so. It will therefore have to wait until the coming winter - there is simply no other area available." Member: "But what am I going to

do in the meantime? Lose more golf balls and therefore not win competitions or matches?"

Duncan: "As the area is some 50 yards off line it would probably be better if you spoke to Gary (our Professional) rather than me!" (Tongue stuck firmly in cheek and smiling!) - He found it quite amusing.

It would not have been possible to get this message across in the way it was intended unless I had been available on various occasions to discuss course matters both seriously and jokingly in the past.

Because of the strides being made in training within our profession in the areas of presentation and communication, conversations like the one I have just described should not be that difficult. We do, however, have to be extremely careful in gauging moods so that the right comment may be made at the right time.

Putting our big foot in it can set us back severely in what we are trying to achieve. It is however I believe essential for us to take the initiative and move forward even if we do make some mistakes.

All the other areas of communication are still carried out but this clinic surgery idea is certainly helping us "get the message across, and is certainly well worth the effort."

Duncan McGilvray, Course Manager, Potters Bar Golf Club Roland Taylor dispenses some excellent advice on tyres and tyre pressure which might just save you major problems for machinery and turf in the future

Inflated

Most of us spend a great deal of our waking hours floating around on cushions of air, hardly realising how dependent we have become on this aspect of transportation. Often the only time any thought is given to the humble tyre is when it is flat or needs replacing.

In modern turf management it plays an important role in the battle against compaction. Not so long ago the only tyres available for use on sports areas were designed to give as much traction as possible. As a result, when used on turf, they could do considerable damage especially when ground conditions were soft. The need for a tyre with less ground pressure did not originate from the grass industry. It came from the forestry industry who were experiencing problems with the deep ruts formed in woodland areas where the ground conditions were soft, plus the high levels of punctures because of the rough terrain.

Owners of vineyards were also finding that the conventional form of tread and weight transference was damaging their vines' shallow root systems. Tyre manufacturers came up with a solution - a wide section tyre that distributed the weight of the machine over a greater area at a low pressure. Research also revealed that by altering the tread pattern ample traction was achieved with the minimum damage to the surface.

There are now wide ranges of low ground pressure tyres on the market but it is important to get the right ones fitted for your specific requirements. This is determined by where the piece of equipment is going to be used and the types of operations it is expected to carry out. For example: In the case of a tractor you must take into account all the machinery it will be operating, the towing capacities and how much time is going to be spent travelling on hard surface. Once

## ideas?

the requirements have been formulated it is time to call in a tyre specialist. He can advise on the best type and tread pattern to give maximum performance and long life in specific applications. If you are thinking of replacing your existing tyres with a different low ground pressure type there are a number of factors that need to be addressed.

Will the machine's chassis accommodate the new ones, especially in the case where wheel arches or mudguards are fitted?

Is the height of cut going to be altered? (The mower might be higher off the ground).

If fitted with wider tyres will the machine still be able to go through gates or work in areas where access is limited?

0

0

0

0

0

()

The tyres on trailers and other ancillary machinery should be given as much attention as those fitted towing vehicles. It is only after the turf has been damaged that a problem with these shows up.



#### What are the problems that can occur with tyres?

The correct inflation of a tyre is critical if it is to perform safely and correctly.

The most common problem is likely to be under-inflation.

\* This places more pressure on the side walls, which as a result can be seriously damaged.

\* The beading may come unseated so that air can escape, thus escalating the situation.

\* There will be increased wear, so the life of the tyre is reduced and in addition, the ride will be more uncomfortable.

Over inflation brings with it even more trouble.

\* Traction will be affected making the machine more difficult to control and increasing the likelihood of damaging the turf.

\* There is every possibility that increased compaction will occur because more of the machine weight is being transmitted onto the turf.

\* Fuel consumption will go up as the engine adjusts to meet the greater stresses being applied to all the components.

\* The performance of the unit will rapidly deteriorate as it struggles to maintain equilibrium.

\* Damage to turf escalates and there is increased tyre wear.

\* Similar to under inflation, the ride will not be very comfortable.