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Recruitment

GOLF CLUB HECHINGEN-HOHENZOLLERN

ASSISTANT GREENKEEPER

Requires an Assistant Greenkeeper for 2002. Golf Club Hechingen is a parkland course situated approximately 60 km south of Stuttgart in the S.W. of Germany.

We are looking for an enthusiastic and hard working greenkeeper to join our existing team. NVQ 2 qualification required. Preference will be given to those who have a working knowledge of German.

Applications with full C.V. to:-

Mr Jurgen Blickle (Course Manager),
Golf Club Hechingen-Hohenzollern, Hagelwasen,
72379 Hechingen, Germany

Email: info@golfclub-hechingen.de

DORE & TOTLEY CLUB

DEPUTY HEAD GREENKEEPER

The Club are currently installing a new computerised irrigation system on the existing 18 hole course and are due to commence in July 2002 an additional five holes on newly acquired land whilst remodelling the existing course.

Applications are invited for a Deputy Head Greenkeeper with a sound knowledge of course management, irrigation systems and modern greenkeeping techniques together with relevant experience of Health and Safety at Work procedures. Possession of NVQ Levels 1, 2 and 3 and PA1,2 and 6 is an advantage. Salary subject to negotiation.

ALSO TEMPORARY AND PERMANENT ASSISTANT GREENKEEPERS REQUIRED

Applications complete with C.V. to:
J.R. Johnson, Secretary, Dore and Totley Golf Club,
Bradway Rd, Sheffield S17 4QR

Recruitment - Job Shop

27 year old British greenkeeper seeks employment on Scandinavian golf course.

Nine years experience on golf courses, educated to NVQ2 level.

Any position except Head Greenkeeper considered.

Good references available.

JS/133/02

37 year old Course Manager requires challenging new position.

Conversed in all aspects of Modern Greenkeeping and reaching company objectives.

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All areas considered with preference for North West.

JS/136/02

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'THE TURFTIME TEASER'

DETAILS ON PAGE 48

TYRRELLS WOOD GOLF CLUB LTD

APPLICATIONS ARE INVITED FOR THE POSITION OF **DEPUTY COURSE MANAGER**

The successful applicant must possess the appropriate qualifications and have experience in all golf course management. The applicant must also have at least 5 years relevant experience and will be expected to assist in the maintenance, man-management and continued improvement of this parkland course.

Salary and conditions negotiable, but above Standing Committee recommendations. No accommodation available.

Applications in writing with full C.V. to:
Mr A Watson, Course Manager, Tyrrells Wood Golf Club,
The Drive, Tyrrells Wood Estate, Leatherhead, Surrey, KT22 8QP

LITTLE ASTON GOLF CLUB

Invites applications for the position of **ASSISTANT HEAD GREENKEEPER**

Candidates should be qualified to NVQ Level 3 and hold spraying certificates PA1, PA2 and PA6. They should be fit and enthusiastic and able to integrate into a small friendly team.

Please apply in writing with full CV to:
**The Manager, Little Aston Golf Club,
Roman Road, Streetly, Sutton Coldfield. B74 3AN**

GREETHAM VALLEY GOLF CLUB

REQUIRES A

DEPUTY HEAD GREENKEEPER

To work on our prestigious 36 hole Golf Complex.
The successful applicant should have appropriate qualifications, enthusiasm, motivation and communication skills.

Salary dependent on qualifications and experience.

Apply in writing with CV to:
Head Greenkeeper, Adrian Porter, Greetham Valley Golf Club Ltd,
Wood Lane, Greetham, Oakham, Rutland, LE15 7NP



Require

CASUAL SUMMER GREENKEEPERS

To start from April onwards. No experience necessary.

Please apply in writing to:
**David Gower, Course Manager, The Oxfordshire Golf Club,
Rycote Lane, Milton Common, Thame OX9 2PU.**



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In return we offer a competitive remuneration and benefits package.

Applications in writing with full CV to:
Liz Williams, World of Golf, Beverley Way, Mew Malden, KT3 4PH,
or by email to: lizwilliams@ashtour.freeserve.co.uk

HENDON GOLF CLUB

require a

COURSE MANAGER

Hendon Golf Club is a private members North West London parkland golf course, designed by Harry Colt in 1925, and reaching its Centenary in 2003. A vacancy exists for a highly qualified

Course Manager to have responsibility over the course management, maintenance, staff, and budget.

Candidates will require the following skills:-

- Experience in all aspects of course management.
- Have a practical knowledge of the latest equipment
- Be experienced in new Tee and Green construction techniques
- Have the ability to prepare and control a course budget
- Possess good management skills

Salary will be by negotiation. No accommodation available.

Applicants should send their CV's to:

Mr Clive Lansdell, Secretary, Hendon Golf Club,
Ashley Walk, Devonshire Road, Mill Hill, London NW7 1DG

Tel: 0208-346-6023 Email: gm.hendongolf@talk21.com
www.hendongolfclub.co.uk

GUILDFORD GOLF CLUB

Has a vacancy for an

ASSISTANT GREENKEEPER

Must be experienced NVQ Level 2 or equivalent, preferably with PA1, PA2 and PA6 qualifications.

Please apply in writing with full CV to:

Mr B J Green, Secretary, Guildford Golf Club,
High Path Road, Merrow, Guildford, Surrey GU1 2HL
(Telephone 01483 563941)

ADENDORF GOLF COURSE HEAD GREENKEEPER

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Gary Birch, Golfanlage Adendorf, Scharnebecker Weg 25,
21365 Adendorf, Germany.

Fax: 00 49 4131 22 04 02 Email: adendorfgolf@hotmail.com

ALRESFORD GOLF CLUB

Invites applications for the position of

FIRST ASSISTANT

Candidates should have a minimum of 3 years experience, be qualified to NVQ Level 2 and hold spraying certificates PA1, PA2 and PA6. Knowledge of irrigation and machinery maintenance will be an advantage.

Applications in writing together with full CV to:-
Darren Hatcher, Head Greenkeeper, Alresford Golf Club,
Cheriton Road, Tichborne Down, Alresford, Hants SO24 0PN.



FOREST OF GALTRES GOLF CLUB

Has a vacancy for an

ASSISTANT GREENKEEPER

We are looking for an enthusiastic and hard working greenkeeper to join our existing team. NVQ Level 2 along with PA1 AND PA2 qualifications preferred. Salary negotiable according to experience.

Apply in writing with full C.V. to:

The Secretary, Forest of Galtres Golf Club,
Skelton Lane, Wigginton, York YO32 2RF

ROYAL EASTBOURNE GOLF CLUB

Applications are invited for the position of

COURSE MANAGER

Founded in 1887, a well established Private Members Club, with 27 Holes and 800+ Playing members.

The successful applicant must possess the appropriate qualifications and have experience in all aspects of Golf Course Management, and must also possess proven man management skills necessary to lead and motivate an experienced team of Greenkeepers.

Applications, in writing only please, together with full CV to :-

Peter White, Secretary, Royal Eastbourne Golf Club,
Paradise Drive, Eastbourne, East Sussex, BN20 8BP

Closing date for applications:- 16th April 2002.

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Feature listing from April 2000

April 2000; Fortrose & Rosemarkie GC; Utility Vehicles; Irrigation; Seed breeding; Gem Professional profile.

May 2000; Ross-on-Wye GC; Top Dressing; Course Mapping; Compact Tractors

June 2000; National Championship preview; Spraying; World Education Conference review; Environmental Management; Mowers

July 2000; Open Championship Preview; Dougal Duguid Court Case Report; Pest Control; Aventis profile; Course Conditioning

August 2000; Open Championship review; Water Features; Saltex preview; Charcoal; Malone GC; Royal County Down; Grand Tour Scholarship

September 2000; Blowers and Sweepers; Berkshire College Academy; National Championship roundup; Gordon McKillop interview; Winter health checks

October 2000; Toro Awards Preview; Ronald Fream; Irrigation; Saltex Review; Pest Control; Woburn GC

November 2000; Grass Cutting Machinery; Clandeboye GC; Drainage; National Championship review; Leatherjacket management

December 2000; Toro Awards; Making the most of your Dealer; Budget Boosters; BTME2001 preview; BIGGA/Bernhards CGSA delegation preview

January 2001; Communication; Tyres; Turf diseases; Kingsbarns Golf Links; Environment Competition Winner - Dyke GC; Talking Heads - Pest Control

February 2001; BTME2001 review; Winter Mowing; Irrigation; Broadstone GC; Hedges; Security

March 2001; York GC; Greens Maintenance; Meland GC, Norway; Greens Mowers; BIGGA Essay Winner; Grass Science profile

April 2001; Lightning detection; Brockett Hall GC; CGSA report; Fairway Mowers; Irrigation; Sward renovation; BIGGA Essay winner; Turf Disease

May 2001; Foot and Mouth Disease Special Report; Maintenance Facility report; Bunker Sand; ATVs; RainBird Profile; Fineturf Genetics; BTME2002 countdown; Electric-powered machines

June 2001; Stoke Park Club profile; Stuart Cagle MG; Tractors; Leaf Spot Disease; Take All Patch; Construction

July 2001; Royal Lytham profile; Tees Mowers; Fertilisers; Green Grasses; John Deere profile; Sandy McDivot; College Listings

August 2001; Aeration Survey; Machrie GC profile; Rough Mowers; Saltex Preview; Dr Alan Gange - environmental research; Hayter Profile; Ponds; Open Championship review; Toro Student of the Year profile;

September 2001; Ryder Cup preview; Chafer Grubs; Drainage; BIGGA National Championship preview; Sandy McDivot; Machinery Maintenance; Soil Analysis; Wild Flowers

October 2001; Major Award for Walter Woods; Royal Portrush GC; Portstewart GC; Irrigation; Soil biodiversity; Leaf collection systems; Scotssturf preview/ Saltex review

November 2001; BIGGA National Championship review; Environment Competition winner; Spraying; Toro Awards Preview; Cutting regimes; Dyke GC

December 2001; Toro Award Winners; Southern Galles GC; BTME preview; Specialty equipment; Thatch removal

January 2002; Walton Heath profile; Greenkeeping in Denmark; Moving materials; A first for Andy Campbell; New products

February 2002; Harrogate 2002 Review; Drainage; Castlerock GC; Trees; Recycling; TurfTrax profile; Barn Owl special report

March 2002; Donnington Valley profile; Utility vehicles; Essay competition winner; Irrigation; Seeds; Sandy McDivot



Richard Barker returns from the freezing cold of Canada where he saw the success of a Silent Auction. He is also ready for the new golf season over here

Masters time again



Having not long unpacked my short sleeve shirts from my trip to the States it was now time to pack my roll necks and winter woollies and head off to Quebec in Canada following an invitation to the Canadian Show.

Last year I received the invitation with just one downside – could I make a presentation to the Canadian delegates on some Greenkeeping topic, well after some thought on various topics and also learning that the Canadian Show ties in each year with a Provincial Show which would obviously be well supported by those in that Province, I decided on a general topic – Greenkeeping in the UK, bearing in mind that golf in this area of Canada would be non-existent at this time of year.

How right I was, as temperatures plummeted and the wind chill made it –25 to –30 degrees with a covering of snow all over. Golf was far from anyone's mind. Incidentally, I spoke to several Superintendents who were greenkeeping for eight months and ski instructors for the other four months – quite a nice balance really!

Having made my presentation, I was pleasantly surprised at the feedback I received with regard to the Canadians suffering from the same frustrations that we do back home certainly from members and committees. Like the Americans, however, they seem to have

the budgets and staffing levels – 14-22 people for 18 holes to put things right, when they can play.

Although the show was not on the same scale as BTME there was still plenty of interest and business being done – none more so at the Silent Auction where anything from a travel bag to a piece of machinery was being bid for. One item that caught my attention was an autographed Ice Hockey Shirt which fetched 1250 Canadian Dollars – about £500.

The Canadians certainly excelled with their social programme. I was made to feel most welcome at all their functions which included a night at the 'Sugar Shack' where we sampled maple syrup and also the closing Banquet which featured a 16 piece Brass Band to finish the week off nicely.

For those of you that have met the Canadians at Harrogate you will know they are good company and if you get the chance to visit them next year in Calgary I would thoroughly recommend it. I would just like to thank Jay Leach, their retiring President, and Vince Gillis, their Executive Director, who has retired after 12 years service. I was pleased to meet up with his successor, Ken Cousineau, who stood up well to the stresses of his first major event.

On both my recent visits the Americans and Canadians were talking about the success of the John Deere Team Classic and what a great event it was, certainly if you got to the final in Arizona. For those of you who don't know Great Britain has been included this year (launched at BTME) and I urge as many clubs as possible to enter a team not just for the fun that you might have but also because John Deere will donate £25 to the Education and Development Fund for each team entered. Speak to your local dealer for more details and see if you can make it to Arizona.

Talking of Education and Development you should have all received the Regional Training flyer

for Spring 2002 with a selection of one and two day courses in your February magazine. I hope many of you have taken up these courses but do remember if you require any other kind of course Ken and Sami will be only too pleased to help and tailor one to your own specific needs. Remember it is your Association and the staff are here to help.

Now by the time you are reading this article one major event will have taken place and another will be about to start. First and foremost is the new Board of Management's March meeting, and if you have any queries pass them through your Section and Regional committees and the Board Member will bring them to the National Board. For those that don't know I will introduce the Board for this year:- George Brown – Vice Chairman; Clive Osgood – Immediate Past Chairman; David Walden – Midlands; Ian Holoran – Northern; Ian Semple – South East; Paul Jenkins – South West & South Wales, and Iain MacLeod – Scotland.

These guys are your representatives and will report back, keeping you fully informed of the Association's progress.

Secondly, I was referring to a small Golf Competition held in August! Yes it's that time of year again when all the azalea's and rhododendrons are in flower while we are struggling to see the first signs of spring, with members dropping subtle hints as they pass us by. But if it's any consolation spare a thought for those Canadians that are trying to rid that last bit of snow!

On a final note if any Section, Region or individual would like me to attend a function, please don't hesitate to get in touch, I will only be pleased to attend.

Richard Barker



Textron Service Parts Organisation — A World Class Service

OUR GOAL: 100% CUSTOMER SATISFACTION

Textron's commitment towards providing a world-class service is unquestionable. Over the past 18 months significant investment has been made in the following areas:

- **Personnel**
- **Inventory**
- **Training**
- **Business Systems**

This investment has resulted in major improvements right across our Service Parts Organisation resulting in measurable benefits for our customers. With a greater range of stock items, competitive pricing, interactive CD ROM parts manuals and an improved Parts Xpress delivery service, we have achieved significant progress in this important area.

Faster response

Enquiries are dealt with faster, parts located quickly and dispatched to wherever they are needed with the minimum of delay.

The majority of customers have their enquiry fully satisfied during their first call. If immediate customer satisfaction cannot be achieved then we'll get back to you within an hour by phone, fax or e-mail. Even with a continuous stream of calls, virtually all enquiries are solved within 24 hours.

The Service Parts Organisation management team explains how significant improvement in customer service has been achieved.

Phil Naunton, International Service Parts Manager, has 29 years of after sales experience with Ransomes and Textron and heads up the Service Parts Organisation. He has recently returned from a 2-year secondment to Textron in the USA where he worked on the



Phil Naunton

introduction of a new Oracle business management system, which included the development of a specialist order entry system.

Phil says, "We have just introduced a new Internet-based parts ordering system called EMPART, which is accessed via our website www.textronsolutions.com. Our customers can access diagrams of all our equipment for easy identification of the relevant part number. Currently Textron Dealers can place orders via this system. Going forward we hope it will be rolled out to allow customers to place orders with their local dealer. Oracle has been a US\$24 million investment and it also allows us to have a real-time view of stock availability across all our manufacturing plants, both in the USA and here in the UK. We now have the capability, in exceptional circumstances, to have urgent parts shipped directly from the USA to the end-user. That's better communication, more up-to-date information and a better service for our customers."

"We are also empowering our dealers with even more responsibility for their parts stock holdings. With higher levels held locally, they can react quicker to fulfil customer requirements. And, quite simply, that's our goal – an unequivocal commitment to outstanding customer service."

Wendy Forsdyke, Customer Services Manager comments,

"One of the recent innovations that has contributed to the improvement in customer service has been the introduction of our new telephone system. We now have a large visual display board in the call centre that provides



Wendy Forsdyke

members of the team with an instant view of the number of incoming calls, the length of time they have been waiting and the nature of the call.

"Every call is logged with key performance indicators annotated to ensure that we meet the strict parameters with regard to timings and action ensuring that the customer is kept fully informed with the progress of their enquiry. If we can't resolve the call immediately, then we aim to provide up-to-date information within an hour. We can get an immediate delivery date from the new Oracle system, but we go one step further and will make calls to see if there is any way that we can improve on that date. We have also employed additional staff in the customer services department, who are totally committed to customer service. They all appreciate the need for exemplary levels of customer support and I am delighted that their efforts are reaping benefits for our end users."

Mark Poppleton, Inventory and Warehouse Manager, looks at the improvements under his remit, "From my point of view the major benefit to customers has been our multi-million pound investment in stock holding. We have increased the level of parts stock, focusing on our fast moving lines with the aim of providing 100% availability. We are consistently achieving 98% for our top 1000 parts and we have reviewed our shipping requirements, especially with regard to products manufactured in the USA.

"We have also improved our forecasting, using computer-generated 'demand solutions' that use a combination of 20 different formulae to obtain the best fit in order to predict future parts demand. I also monitor our supplier performance and am

constantly working with them to reduce their lead times.

"In the warehouse operation we have improved some of the working practices to ensure a better workflow. Urgent orders that are received by 3.30pm are despatched the same day for delivery by 7am the following morning. However, beginning 1st April we are extending the cut-off deadline to 4.30pm with orders taken in that extra hour being delivered by noon the following day.

"The introduction of a new bar coding system using radio frequency technology for parts enables our goods inwards to quickly replenish stock, allowing parts to be available for picking and despatch the same day. These improvements, together with a significant investment in new, computer-controlled storage and retrieval systems are a positive step in our commitment towards 100% customer satisfaction.

"We appreciate the importance of an efficient and effective after sales service and to this end we are constantly striving for continuous improvement."

Textron Golf, Turf and Specialty Products Service Parts Organisation, West Road, Ransomes Europark, Ipswich IP3 9TT
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Fax: +44 (0)1473 276308



Mark Poppleton