

## TOP DEALER FOR THE FIFTH TIME

For the fifth consecutive year, Etesia UK Ltd has awarded their top accolade for UK Dealer of the Year 2007 to Burrows (GM) Ltd. The company has branches in Leyland and Stafford. At the presentation ceremony, which took place at a dinner following a Dealer Conference at The Puckrup Hall Hotel, Tewkesbury, UK General Manager, Les Malin said, "Burrows have put in a terrific performance this year – their Etesia turnover has continued to grow to the benefit of both businesses."

During the afternoon seminars, delegates received in-depth information about bio-fuels and the benefits to end users as well as to the planet of Etesia's new Bio Concept range of ride-on mowers.

Guest conference speakers included Julian Thompson from replacement parts specialists, Kramp; and Colin Theedom who outlined the variety of funding packages available under the Etesia's finance scheme operated by Tech5.



Burrows (GM) winners of Dealer of the Year 2007

Other awards were presented to...R T Machinery Ltd for Best Overall Performance 2007; Alistair Whitby of Lloyds, County Durham, and Alan Ford of Colchester-based P Tuckwell Ltd were both acknowledged for their Individual Sales Achievement during 2007. The company that had achieved the Best Marketing & Promotion in 2007 was Turner Groundscare of Princess Risborough.

In addition, Etesia's two Area Sales Managers (Richard Williams and Ian Collington) made their own selection of individuals who had had notable success during 2007. These ASM Dealer Awards went to South East Groundcare Machinery from Sussex, and Leicestershire-based R J Holland GM.

Looking towards next year's Etesia Dealer Awards Event, Managing Director, Patrick Vives, launched an incentive promotion whereby dealers can win a luxury 5-star holiday for two to Mexico's Cancun.

## QHOTELS SIGNS GROUP DEAL

Leeds based hotel group, QHotels, has signed a five year deal with John Deere, worth around £500,000 in the first year, for the exclusive supply of course maintenance equipment across the group's five golf courses. These include Forest Pines Golf and Country Club Hotel in North Lincolnshire, Hellidon Lakes in Northamptonshire, Aldwark Manor near York, The Westerwood near Glasgow, and Telford Golf and Country Club Hotel in Shropshire.



In addition to the machinery, the deal includes regular product training at the John Deere Training Centre in Langar, with parts back-up and support provided by the courses' local dealers.

Course manager David Norton has added six new John Deere machines to the Forest Pines fleet, bought from local dealer F G Adamson & Son at Swanland, East Yorkshire. These include a 3245C roughs mower, 3235C fairway mower, two 2500E hybrid greens mowers, TE electric Gator and Pro Gator utility vehicles, with the total John Deere fleet now standing at 33 machines.

"All the staff have found the technical training programme at Langar very beneficial," says David. "The company offers a range of different courses, so we normally send two staff on each in turn. We've found it very useful to do refresher courses on even simple things like setting cutting units, for example."

The club is also looking to expand the golf course to 36 holes, with two 18 hole loops replacing the current three 9 hole loops, and create a top class practice facility, which it plans to open in 2009/2010.

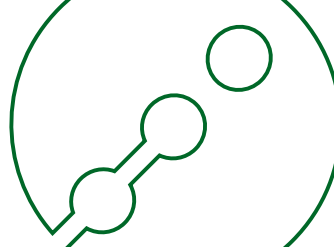
## NEW RECRUIT

Chris Buckle has joined the sales team at Ransomes Jacobsen. Reporting to Rupert Price, sales manager UK and Ireland, he will be responsible for golf car sales and territory development in the south of England and Wales.

Chris joins the E-Z-GO team following a 13 year career with a family-owned distributor of power tools based at Christchurch in Dorset.



# Membership



## VANESSA DEPPE, MEMBERSHIP SERVICES OFFICER, UPDATES US ON MEMBERSHIP MATTERS

### Changes

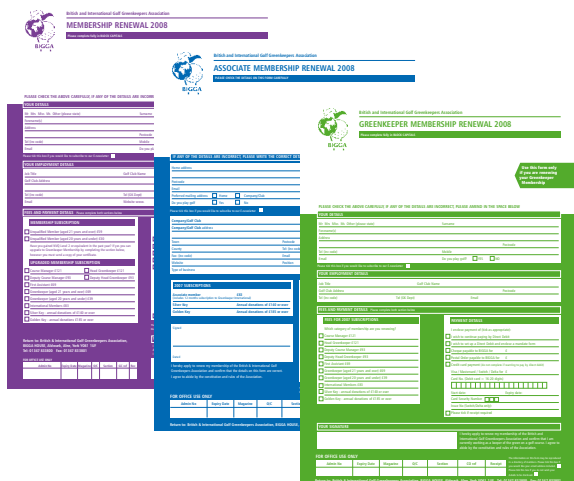
Please do not forget to let us know when you have a change of address or employer. We seem to have incorrect details for quite a few of you. Just ring us on 01347 833800 and we will update your details.

### Rent a Car

If you need a car this New Year don't forget that National's Affinity Leisure Programme offers BIGGA Members exclusive rates on car and van hire in the UK and on international car hire in over 80 countries. Call us on 01347 833800 for more on this.

### Do it by Direct Debit

If you are looking for a no fuss solution to your BIGGA Membership renewals you can pay automatically every year by Direct Debit. If you would like a Direct Debit mandate just ring 01347 833800 and we will send you the form.



### Ring in renewals

Don't forget that if you are late renewing then you can give us a ring and renew over the phone with your credit/debit card.

### Harrogate Week

We hope to see you all this month at Harrogate Week. We will be on stand Q69 and if you need to renew your membership or you want to join BIGGA you can do so on our stand. We will also be there to answer any membership queries you may have.

### Best wishes for 2008 from the BIGGA Membership Department

## BIGGA WELCOMES

SCOTTISH REGION	
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Steven Wilson	Central
Grant Hope	North
William Shepherd	North
Martin Fitheridge	East
Jamie Bell	East

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Nicholas O'Mearia	North West
James Cairns	North West
James Willis	North West
Peter McVicar	North West
Matthew Plant	North West
Terence Harrison	Cleveland
Martin Evans	North Wales
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Christopher Mitchell	Surrey
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Nicholas Roberts	London
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Ian Reeves	South Coast
Alexander Russo	South Coast
Benjamin Glass	South Coast
Matthew Cropper	South West
Stuart Broom	South Wales
Stephen Cubley	South West
Warren Grant	South West
Christopher Cowley	South West
Sebastian Cavilla	South West
Anthony Simmons	South West
Daniel Bawn	South West
Patrick William Kelly	South West
Paul Bishop	South West
Mark Venner	South West
ASSOCIATE	
Frederick Lewis-Bynoe	Cleveland
STUDENT	
Paul Hope	South Coast
Alvin Michael	South Wales
Andrew Pederson	London
Andrew Orr	West Scotland
Prasanna Upreti	Central Scotland
Dominic McGough	Sheffield
Daniel Woodcraft	Berks/Bucks & Oxon
Chris Low	Midland
INTERNATIONAL	
Darian Philo	USA
Scott Veazey	USA
Bjorn Fleisje	Norway
Reamonn O'Neill	Denmark
Doug McLaren	France

# Learning & Development

## Greenkeeper Education and Development Fund



Unlock the doors to progress through BIGGA'S Education and Development Fund – the key to a great future for greenkeepers, golf clubs and the game of golf.

Golden and Silver Key Membership is available to both companies and individuals.

For details, please contact Rosie Hancher on 01347 833834 or via [rosie@bigga.co.uk](mailto:rosie@bigga.co.uk)

## Golden Key Supporters



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PGA European Tour	01344 842881
Rigby Taylor Ltd	01204 677777
Scotts UK Professional	01473 830492
Ransomes Jacobsen Ltd	01473 270000
The Toro Company/Lely UK	01480 226800

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Ernest Doe & Sons	01245 380311
Hayter Ltd	01279 723444
Heath Lambert Group	01113 246 1313
Novozymes Biologicals	01789 290906
Rainbird	01273 891326
Symbio	01372 456101
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## SAMI COLLINS, HEAD OF LEARNING AND DEVELOPMENT PROVIDES AN UPDATE



So, Christmas has come and gone, we've all made and broken our New Year's resolutions and the event of the year – Harrogate Week - is on the horizon. Rachael and I are busy checking and cross-checking our lists and we endeavour not to forget anything, including each other!



Once again, we are working closely with the English Golf Union (EGU), the Golf Club Managers' Association (GCMA) and the R&A.

The EGU and the GCMA will be presenting the Continuing Development Seminars on Wednesday 23 January. The morning session will be presented by the EGU and will include sessions on the CONGU Unified Handicap System 2008 and the EGU Course Policy Document. The afternoon session will be presented by the GCMA and will include sessions on the Life Expectancy of Golf Course Components, Training and Education, the Golf Club Managers' Employment Handbook and Managing Change. A luncheon with a keynote speaker is also included. The cost of this event is £50 (inc VAT) for the full day, or £25 (inc VAT) for either the morning or afternoon sessions.

The R&A Conference – Moving Towards Greater Sustainability, A Progress Report will take place on Thursday 24 January. This one-day conference will include four sessions: The R&A, the Principles of Sustainable Course Development and Management, Putting Sustainability into Practice and Moving Forward. With presentations from 16 speakers, the conference will promote sustainable course development and management through the implementation of best practice. The cost of this event, including lunch, is £75 (inc VAT).

On Tuesday 22 and Wednesday 23 January we will be presenting the Continue to Learn Seminars. Sessions include: Workplace Bullying, Preparing for the Barclays Scottish Open, Noise

and Vibration Management, Pensionsforce – Acknowledging the message, Current Environmental Legislation, Terms and Conditions of Employment, The Way Golf Began and the BIGGA/GCMA Safety Management System. These one-hour sessions are designed to inform and enlighten attendees on a variety of subject matters. A generous discount of up to 52% will be applied when booking two or more of the Continue to Learn Seminars.



All of the events featured will take place in the Queen's Suite in Harrogate International Centre. To book your place on any of the Continue to Learn Education Programme, visit [www.harrogateweek.org.uk](http://www.harrogateweek.org.uk) and book online, or telephone Rachael Duffy, Learning & Development Administrator on 01347 833800 ext 522.

Have We Got Views For You! is a one off event being held on Monday 21 January at the Majestic Hotel from 7.30 pm. This is your chance to ask our distinguished panel a question about their life and times in the greenkeeping industry. The panel comprises Jack McMillan MBE, Walter Woods BEM, Andy Campbell MG CGCS, Ken Siems MG CGCS and Stanley J Zontek from the USGA. If you have a question you would like to pose to the panel please email it to [education@bigga.co.uk](mailto:education@bigga.co.uk).

## FACTS Turf Training Courses

The FACTS Turf qualification, certificated by BASIS, has been designed for anyone providing advice on fertiliser application to sports and amenity turf. The qualification is obtained by evidence of understanding plant nutrition and fertiliser types, environmental issues and legislation.

A dedicated, four-day, modular course for the FACTS Turf qualification is being run by STRI in February 2008. Modules include: The Soil and Playing Surface in Relation to Turfgrass Nutrition, Nature and Properties of Fertilisers and Liming Materials, Plant Nutrients and Choice of Fertiliser, Transport, Storage and Application and Good Practice and Environmental Protection.

To find out more visit [www.stri.co.uk](http://www.stri.co.uk) or telephone 01274 518908.

# Learning & Development

## ON-THE-JOB TRAINING THAT STICKS

By Keith Jaynes

**Performance is made up of three key components: knowledge, skills and attitude. Each is acquired in different ways, which means that providing balanced learning and performance management programmes forms a central part of the Course Manager job.**

Think about riding a bike. No child gets straight onto their first two-wheeler and rides without a few spills in the process. How few spills and how long the process takes before that child can ride competently is in the hands of the parent as a teacher and the child as the learner. This involves not just providing the opportunities to learn but the motivation, too.

This model works in the same way for on the job skills training.

Not surprisingly, it makes little difference how much knowledge the members of your greenkeeping team have or how skillful they are. If they don't have a positive attitude to their work, performance will suffer. Therefore a key part of the management process is to create a working environment that provides inherent motivation for all. More of this later.

A visit to the website ([www.the-gtc.co.uk](http://www.the-gtc.co.uk)) makes clear that golf has a well-structured approach to training and development, resourced by professionals. This is backed by a solid infrastructure, with a national network of accredited training providers at colleges specialising in land-based studies; and a framework of NVQ qualifications from Levels 2 to 4 devised in conjunction with the industry to promote acceptable common standards of performance nationally.

However, as David Golding notes, it does take a commitment from senior greenkeeping staff to support learners at individual clubs. Successful training needs to be systematic, particularly at entry levels, to ensure it can withstand changes in budgets, resources and work schedules.

There are all kinds of methods for planning and delivering on-the-job training, but the process outlined below offers a time- and cost-effective solution for busy Course Managers.

Some years ago, in the era of government training boards, the Food Drink and Tobacco Industry Training Board introduced a simple method of breaking down 'jobs' into their component tasks or modules.

Initially this was launched as the Meat Module programme – designed to build craft skills in abattoirs and wholesale butchery businesses. So how does a system designed in the meat industry have any relevance to the turfcare business?

The programme had two elements – first a series of module cards that defined the learning elements of each of the tasks that comprise a

particular job. The second was a matrix that listed all the different tasks in addition to the competence of each member of the team to perform them.

**1: MODULE CARDS.** Every task in a job can be broken down by simply questioning how it should be performed. 'Open' questions are required to analyse the processes involved and, hence, the skills and knowledge required for effective performance.

Open questions are designed to gather information in a challenging way. For example, if a key task were to set up a greensmower for a range of conditions, then some of the questions might be:

- What safety steps are essential before setting the cutters?
- What controls adjust the height of cut?
- Where are they located?
- How are they operated and in what order?

The questions are recorded on cards with the answers on the opposite side. (FIG\_01)

FIG\_01

### SEAT FIXING & ADJUSTMENT

- 1 How is the seat fixed in position?
- 2 How can the seat be moved?
- 3 How can you tell that the seat is correctly fixed in position?
- 4 How many different position controls are there for the seat?
- 5 Where are they located?
- 6 How are they operated?
- 7 What safety measures should be observed when moving the position of the seat?

#### Seat Fixing & Adjustment

- 1 The seat is fixed by a lock on the lhs of the pedestal. It operates with a spring-loaded pin that engages in the lock.
- 2 Disengage the locking pin by pulling it out and turning it to the right and turn the seat 180 degrees to face the rear. Twist the locking pin to the left so it can engage in the lock.
- 3 When the seat is correctly positioned, the locking pin is fully engaged.
- 4 There are two controls, one for height the other for rake.
- 5 Height adjustment lever is under the seat, rake adjustment a knurled knob on the rhs of the frame.
- 6 Height is adjusted by lifting the lever. Ensure weight is off seat to raise it and on seat to lower. Turn the knurled knob forward to decrease rake and backward to increase rake.
- 7 Never drive with the seat unlocked – safety interlock should prevent this and do not attempt to adjust the seat while driving.

Any skilled operator could provide the ‘right’ answers matched to the specific machine and the standards of performance expected by the club.

Some answers will also be in the machinery manufacturer’s handbook – particularly for safety issues.

The NVQ structure lends itself to this type of instructional approach. For their standards are made up of groups of units that specify the tasks involved in a particular job role. The units are made up of elements – each of which defines a specific work activity. While performance criteria define what needs to be done to perform the task to an acceptable standard – with national standards already defined by the GTC.

Of course, the busy Course Manager will argue that there is already enough to do without developing something new. Plus the fact that the real trick is to ask the right questions in the right order, which is probably easier for professional trainers. However, if the manager’s job incorporates staff training then the one-off investment in the time involved is probably worthwhile, since it can be used again and again to meet the needs of new staff or to give existing employees refresher training in areas they may not encounter frequently.

This means that the whole team can be involved in the process as part of a standards-driven initiative – what’s more, the cards provide a central resource that can be tapped at any time.

**2. RECORD OF TRAINING.** Much of the impetus for learning comes from the priority that it is given by the manager. If it is high-profile, team members readily accept its importance and their responsibility in the process. This is where the Record of Training, mounted openly on the notice board in the staff room or workshop, provides not only a record of training but some added motivation for trainees.

The format is a simple matrix (**FIG\_02**). Along the top are noted all the different tasks that are required by the team, while team members’ names are shown down the side. Competence in each task is noted using a simple key. Tasks in which team members require training as part of their jobs are noted using a minus symbol (-); once they are undergoing training this changes to a plus symbol (+); finally, when they have proved their competence the plus symbol is converted into an asterisk (\*).

This provides an immediate visible guide to the overall competence of the team at any given time. It also acts as a reminder to the manager and team members about “gaps” in key competencies where further training is essential to ensure that adequate cover is available for holidays and sickness. Knowledge and skills are about learning and training. Performance is about attitude.

Here the supply trade has some lessons for the turfcare industry. Sales people face a roller-coaster ride of highs and lows as some customers buy and others do not. For them, performance is often more a question of application and perseverance than shortcomings in knowledge and skill. All too often a small deficiency in skill can mean the difference between success and failure.

Because of the pressures faced by the supply trade to cut costs, the structures of today’s dealerships are ‘flatter’ as layers of management are cut out. One such layer has been the sales manager, who would

accompany his sales people to ensure that they were performing up to the standards expected.

**FIG\_02**

Task Number:	1	2	3	4	5	6													14					
Team Member 1	-	-	-	+	+																			
Team Member 2	*	*	-	*	*	*													*					
Team Member 3	*	-	*	*	*	*																		
Team Member 4	+	-	*	*	*	*													*					

One of the sales manager’s key skills was to act as a coach and trainer to his sales team, remedying areas where performance improvement was required. In some cases, less experienced sales people required further training, which the manager would organise off the job, while experienced team members might simply have needed to refocus on one or two areas in which their skills or knowledge had been eroded.

The same model works just as well for the Course Manager. Performance involves everybody in the team, not just those under training or with limited experience. In fact, more-experienced members of the team can contribute significantly to the development process if their experience can be harnessed as part of the training process.

Spending time with individual members as they go about their daily routines may highlight development areas that can benefit the whole team. Similarly, involving the whole team in identifying ways to improve performance can also have a very positive impact on results and raising standards beyond those set in national programmes.

If managers ever doubt their role and responsibility for on-the-job training they should always fall back on the proven training maxim: “What I hear I forget, What I see I remember but What I do I understand”.

Similarly, the manager’s prayer is well worth a mention here, too, because it highlights the reality that good management is about doing that little bit extra to achieve the best results. And since managing is normally about getting results through people, that must mean going the extra mile on the development front.

So “Lord grant me the serenity to accept the things I cannot change, the courage to change the things I can, and the wisdom to tell the difference.”

**ABOUT THE AUTHOR**

Keith Jaynes has over 30 years’ experience in land-based industries. His company specialises in providing marketing and sales development solutions for machinery manufacturers, distributors and financial services companies operating in this sector. For more information about the modular training approach you can contact Keith on 01904 448740 or 07776 197497.





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# HOW TO MAKE THE MOST OF HARROGATE WEEK



January can be viewed in two ways. A depressing month – the festive season is over, the Christmas decorations have been taken down and packed away back up into the loft, you're more than likely on a diet after overindulging in December and all you have to look forward to in the immediate future is cold, wet, dreary weather. Or, a brand spanking New Year! – a time for new beginnings, time to make New Year's Resolutions, take up a new hobby, get fit – join the gym, enrol on a part time course, and most importantly, attend the event of the year – Harrogate Week! GI provides a glimpse of what the most important week in January has to offer.

## EDUCATION, EDUCATION, EDUCATION...

The most comprehensive education programme that BIGGA has ever put together will get the brain going into overdrive this year, and it's not just of benefit to turf professionals and BIGGA members. Many other golfing and sporting bodies are involved in the week with seminars by the R&A, EGU and GCMA and many other workshops that are particularly pertinent for turf professionals from other sporting arenas.

## A GLIMPSE AT THE SEMINARS ON OFFER

### ARE YOU UP TO DATE? CURRENT ENVIRONMENTAL LEGISLATION

Environmental legislation is becoming more and more important in golf course maintenance and is forcing changes in chemical use and the treatment of wastewater. It is important for the golf course manager to be aware of this legislation as liability can lie with the individual as well as the club.

An unplanned ad hoc response to legislation can be expensive for the golf club, whereas knowledge of upcoming legislation allows the club to plan for future legislative changes and to implement change over a longer time period. Legislative change can also be predicted before it reaches parliament. Developing best practice ahead of legislation means that golf clubs can be prepared for legislative changes that would fundamentally affect their operations and allow them to establish long-term change.

This talk gives an overview of current and upcoming legislation affecting golf course management and discusses areas that are likely to be targeted by future legislation.

### BIGGA/GCMA SAFETY MANAGEMENT SYSTEM

This seminar will give an overview of the SMS and show delegates how easy the system is to use. At the core of the SMS are Risk Assessments, Risk Profiles and a Hazard File. Using a mixture of text, video, documents and hyperlinks to illustrate its message the SMS is a powerful resource that both BIGGA and the GCMA hope will be adopted by clubs to standardise Health and Safety throughout golf.

### COMPOST TEAS FOR CHAMPIONSHIP GREENS - IMPROVE PLAYING SURFACES AND CUT CHEMICAL INPUTS

Many top championship courses use compost teas as part of their management plan to reduce disease and poa annua and increase fine grasses while substantially cutting back on chemical and fertiliser inputs. Understand how this new technology can help you meet your improvement targets for greens, tees and fairways.

### DROUGHT, DRAINAGE AND CONSERVATION

Contrasting the summer drought of 2006 and the flooding of 2007, David Green will examine the role of aeration and how it can help the Turf Manager cope with these two opposites. He will then look at conservation of water in the soil, methods to improve water retention without waterlogging, rainfall replacement and just how much water is needed to maintain healthy turf and trees.

### ENGLISH GOLF UNION/GCMA



The Continuing Development Seminars are presented in association with the English Golf Union and the Golf Club Managers' Association.

This day long conference provides an opportunity for delegates to bring themselves up to date with the calculations which apply to providing club members with probably their most important golfing yardstick, their Handicap, how the EGU Course Policy Document can be adapted to suit your situation. The life expectancy of golf course components explains that all things have a lifespan and it is important to recognise

# TIME TO TALK

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this. Footpaths, Teeing Grounds and even Greens have to be refurbished or renewed at some stage.

The development of training and education particularly since the launch of the new membership structure in March 2007 will be looked at, focusing on the benefits to the Employer and the Golf Club as well as for the GCMA member. The GCMA initiative will also be showcasing Golf Club Managers' Employment Handbook. Continuing the theme of the National Conference, held at The Belfry from 5 to 7 November 2007, Keith Lloyd's guests will expand on a number of topics previously raised. Marketing the Golf Club in this increasingly competitive leisure arena will undoubtedly be a main focus.

#### **GOLF AND TURFGRASS MANAGEMENT IN THE FUTURE. WHAT'S NEXT?**

In most parts of the world, the game of golf is changing. Areas where this is seen include: Practice range tees; short game areas; structures for computer swing analysis; new tees to add length; tree removal work for better grass growing environments (trees are bad for grass); retrofitting internal drainage into old greens; topdressing programs for greens, tees and fairways; improved and more accurate golf course irrigation; introduction of new grasses and dealing with the affects of the weather extremes most parts of the world are now experiencing.

#### **GOLF GREEN FERTILISATION IN OUR CHANGING CLIMATE - THE IMPLICATIONS ON LEACHING, PLANT HEALTH AND PATHOGEN ACTIVITY**

Mark Hunt examines the relationship between fertilisation and the changing climatic conditions over the past 5-10 years. In particular the talk will cover two areas. The first section looks at the consequences of different types of fertilisation during mild, wet winter conditions in terms of plant health, disease encouragement and leaching of nutrients. The second section looks at fertilisation during hot periods of weather, plant stress and pathogen activity, in particular nematodes.

#### **MASTER GREENKEEPER CERTIFICATE WORKSHOP**

Discover how you can become one of tomorrow's Master Greenkeepers at this half-day workshop. The workshop will provide delegates with an in-depth understanding of the standards and expectations of both the golf course inspection and the examination stages of the Master Greenkeeper Certificate. It will offer helpful tips and hints and will give delegates the opportunity to ask questions and discuss each of the stages in detail. This workshop is a must for all future Master Greenkeepers.

#### **NOISE AND VIBRATION MANAGEMENT – A PRACTICAL GUIDE TO LEGISLATION, RESPONSIBILITIES AND MANAGING EXPOSURE**

This seminar will give practical guidance on the issue of vibration and noise management with reference to the BIGGA Midlands Section 'Vibration and Noise Workshop' where industry experts gathered to discuss how to use information and structure risk assessments and monitoring and control methods. Noise and vibration tests were carried out on hand operated and ride-on equipment in the working environment of a golf course. Data was then compared to manufacturer's values and advice offered on control measures, exposure limits and compiling records.

#### **PREPARING FOR THE BARCLAYS SCOTTISH OPEN**

This seminar will examine the planning that goes into presenting the Barclays Scottish Open that is held at Loch Lomond Golf Club. Looking at the history of the tournament, the preparations, course set up, infrastructure, contractor management and post tournament care.

#### **THE R&A CONFERENCE, MOVING TOWARD GREATER SUSTAINABILITY – A PROGRESS REPORT**

The R&A Golf Course Committee held its first meeting in St Andrews in May 2002. Its main objective is to promote sustainable course development and management through the implementation of best

practice. The launch of the [bestcourseforgolf.org](http://bestcourseforgolf.org) website in February 2004 has provided a focus for The R&A and a number of projects have been established to support the site.

This day long conference provides an opportunity for The R&A to outline the progress made toward its goal and provide an update on priority projects, with well qualified speakers introducing a wide range of associated issues for discussion.

#### **THE WAY GOLF BEGAN**

Is it possible to create a modern day golf course working entirely with the existing vegetation and landforms?

This seminar will deal with the issue from concept to reality and the processes of golf course construction within the constraints of SSSI legislation.

#### **TIPS AND TRICKS FOR TOURNAMENT PREPARATION**

Starting to feel like you are in the hot seat? It must be tournament time...time to deliver extraordinary (and stressful) turf conditions. This seminar will focus on mower preparation and its relevance to tournament play. There are several areas that will surprise and delight turf managers who are faced with the daunting task of keeping up with the ever increasing demands for tournament play. Discover the relationship between mower preparation and superb playing conditions. Specifically, increased green speed, maintained quality and consistency, resilience and resistance to accumulated stress and overall turf appearance. Share in the lesser known tips and tricks used by leading golf courses around the world during preparation for their own major tournaments.

#### **HARROGATE WEEK ONLINE**

Five halls packed with exhibitors representing every element of the fine turf industry should ensure plenty of assistance with those difficult purchasing decisions during the week, however, should you wish to do some swatting before the event, the Harrogate Week website is a valuable source of information. It is divided into easily accessible parts designed to enable every user to get the most from the site.

Enter [www.harrogateweek.org.uk](http://www.harrogateweek.org.uk) into your browser to be greeted with our home page. Click on the large arrow on the home page to enter the virtual exhibition halls. Here you will find the layout of the stands, information on who is exhibiting in each stand space, their stand number and a link onto the exhibitor's website.



The Visitor page is full of practical information to help make your journey to Harrogate, along with your stay during Harrogate Week, a pleasurable experience.

The Exhibitors page offers a Really Useful Product Guide that allows you to locate the suppliers of the many products and services on display during Harrogate Week. Search for the product or service online and visit the exhibitor's stand to see the item and talk to the supplier.

There's a lot more to the website. Have a good look around and if you like what you see, help your friends and colleagues to get a slice of the action too by encouraging them to visit the Harrogate Week website which is available for all to view.

# Kubota



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Kubota (UK) Ltd, Dormer Road, Thame, Oxfordshire. OX9 3UN