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The Golf Course Superintendent's Office Girl

The following is an editorial by Robert L. Mitchell from
the Northeastern GCSA's OUR COLLABORATOR.

The Golf Course Superintendent's Secretary: What Superintendent has one? Few, if any, I will admit. Going fancy on us. A Superintendent has no need of a Secretary. Well let's see.

As Superintendent you are head of one of the three important departments of the Club. Who ever heard of a Department Head of a million dollar operation that did not have at least one Secretary, except a Golf Course Superintendent.

Just putting on the dog, I don't think so. What happens when your Chairman, other Club officials, a plain ordinary member, a vendor or some other person calls and you are on the course. Either the phone does not answer, or if a workman happens to be in the shop, the answer is very possibly not too satisfactory. What kind of an operation would you think it was if you got NO ANSWER when you called your Chairman, or other Club Official, and particularly if you called a Vendor seeking quick service on a badly needed part, or material. You would think is was a pretty badly run organization. And rightly so. So a secretary in your office to answer the phone, and if you are not there to give an intelligent answer, is just Good Business Practice.

But this would cost money. What else could she do besides answer the phone. Plenty. First; your correspondence. Is it answered promptly, neatly typed, or do you answer it in longhand, with no copy for your records, when you get time. Or do you have to ask the Club House secretary for a favor to type your correspondence for you. This gets to be an old story awful fast.

Second; make out payroll, or time sheets. Do you have to do this on Monday mornings when you have a thousand other things that you should look after on the course? A good secretary could do this for you, and probably quicker and better, and cheaper than you do.

Third; labor distribution records. Do you keep records of what each man does, so that at the end of the year you know how much time is spent on each operation? What value? Do you want a new greens mower? How much time spent with the old type? You don't know unless you have the records. Time consuming to keep? Yes, very. But a good office girl could keep them.

Fourth; gas, oil, grease, equipment records. Do you know how much gas each machine consumes, how many hours it has run, how many times it has broken down, how much cost for repairs? Is it time for a new machine? You don't really know unless you have the records. If you do it will be much easier to sell your Board on a new machine. Records are very, very time consuming. Once again, a good office girl could keep these records.

Fifth; fungicide, insecticide, and other treatment records. Do you know exactly when and at what rate you treated greens, tees, etc. over the past few years? And, most important what were the results? Once

again these records are time consuming. But a good office girl could keep them.

Sixth; filing. Can you find any records after you have kept them without spending a half a day hunting, and maybe even then not finding them. A good office girl could keep a filing system for you, including correspondence, records, blue prints, purchase orders, etc.

I had better stop telling you what an office girl could do for you. There are many, many more items, but if I keep on you will need two girls. To sum it all up, a secretary, or office girl, could answer the phone intelligently, and at all times answer your correspondence promptly and neatly, keep your records and file them, and even assist in budget preparation which is 80% clerical work anyway.

In short, she would aid you in running your department as a business operation which it really is, or should be. She would save you time for more valuable things, such as inspecting the course and planning operations, to give the members the best possible course, which is fundamentally what you are paid for, not for clerical work any more than you are paid to mow greens or fairways. Finally, the better golf course you run, the more professional you will appear in the eyes of the members and the Board.

Now the forty dollar question. Do I have an office girl? Frankly, only part time. But I am working on it. And I am working on it because I sincerely feel the expense involved would pay good returns to the Club in terms of a better golf course.

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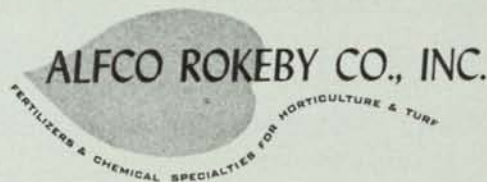
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