

## BOJO TURF SUPPLY CO.

# BoJo

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## TO CLOSE ONE COURSE

**Question:** We have a 36-hole facility. Is it common practice to keep all 36 holes open to play during winter or is it best to keep only 18 of our 36 holes open? (Delaware)

**Answer:** Much depends upon the amount of play each course receives. If winter play is minimal, then very definitely it would pay to center all play on one course. When this is done, our experience indicates that the grass on the course that is closed for the winter becomes denser, undamaged roots are deeper, weeds and diseases are less troublesome and the putting surfaces are smoother the following year than the course that was played all winter. Obviously, it would pay to alternate courses for winter play annually at a 36-hole facility.

### THINK

If you think you are beaten, you are,  
If you think you dare not, you don't.  
If you like to win—but you think you can't,  
It's almost certain you won't.  
If you think you'll lose, you've lost,  
For out of this world we find  
Success begins with a fellow's will,  
It's all in the state of mind.  
If you think you're out-classed, you are,  
You've got to think high to rise,  
You've gotta be sure of yourself,  
Before you can win the prize.  
Life's battles don't always go  
To the stronger or fastest man,  
But sooner or later the man who wins,  
Is the man who thinks he can.

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## HOW TO TURN COMPLAINTS TO YOUR ADVANTAGE

How do you handle complaints from golfers? Nobody finds it easy to take criticism, especially when the gripes come from someone whose only turfgrass experience is his dandelion-free lawn. Unfortunately, golf courses were built and superintendents hired for the benefit of golfers, a situation which often necessitates a kid-glove approach to complaints.

Even if complaints are supposed to go to your green chairman, chances are you'll still have to field a few questions and comments from golfers who catch you on the course. Generally, they will be friendly, but there are always a few who aren't.

The first rule is keep your temper. Some people actually enjoy harassing an employee, and others have to find someone to blame for a bad round. However, if you stay cool, he will soon realize he is out of line.

Hear him out. Many people who have honest complaints only reveal portions of their grievances because they are afraid you don't have time to listen to them. When you've heard the whole thing, try to give a thorough explanation. Above all, don't cut him off abruptly, even if you are in a hurry. Try to set up a time when you can go into the problem in detail if you think it necessary.

Don't try a cover up. Even if it's your fault, he'll be more impressed with your forthrightness than with a slick, superficial explanation which blames everything from the weather to last month's ladies tournament.

There are some positive steps you can take to head off complaints. You can keep members informed of construction, maintenance operations and other problem areas on the course by posting signs in the pro shop. If your club has a monthly newsletter, you can use it to keep members informed of upcoming operations and explain why they are necessary. Some superintendents have found it helpful to compile regular reports of their operations so that everyone, including club employees, knows not only what and when but also why an operation is taking place.

You also can train your crew to successfully deal with problems on the course. Make sure they have enough information to handle the problem and that they realize they are representing you and the club when they handle a complaint or answer a question.

**Credit - G.C.S.A.A. Fore Front**



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