



Photo 1. Old Colliers displays flags of the countries represented by staff members.

Super Tips by Darren Davis Keep Your Employees; Pay Attention to Detail

Recently I spent a few hours with my colleague Tim Hiers, golf course manager at The Old Collier Golf Club in Naples. With Tim's tenure in the profession, he has witnessed many innovations, seen countless trends in the business and is a very valuable source of information. Taking advantage of his knowledge, I challenged Tim with this question, "If you could offer only one piece of advice to a fellow Golf Course Superintendent, and he had no prior knowledge of the individual's operation or their duration in the industry, what secret to success would he offer?"

After a brief pause he responded, "Always treat people well, but even more importantly clean up your facility; a clean, organized facility will give outsiders the impression that you truly care about the investment that you are maintaining and the safety of your biggest asset, your employees."

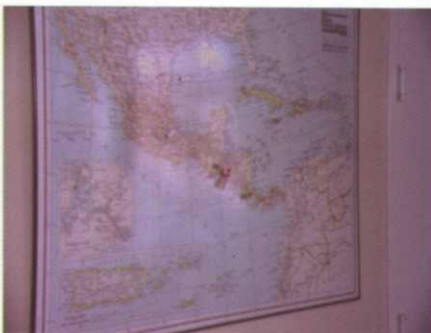


Photo 2. World Maps with pins representing employees also show the states and countries the staff hail from.

That piece of advice is the focus of this "Super Tip".

Employee Morale

Flags from around the world, representing the employee's country of origin, hang from the ceiling (Photo 1) The flags are an employee morale technique that Tim has employed to provide staff members a connection to their homeland. Tim admits that the idea is one that he had seen at other golf course facilities and he thought it was worth replicating. While some of the employees may only be temporary residents of the United States, Tim feels as long as they are in our country and employed at Old Collier, he wants these individuals to feel that they are part of an "extended family" or the "team at Old Collier". Tim added, "It is also a way to bring home into work and create a conversation piece among employees." This was also the motivation for mounting several large scale maps on the wall of the equipment storage



Photo 3. Pegboard wall covering in the shop helps deaden sound and keep items neatly organized and stored.

area where he has labeled the "home" of each employee (Photo 2).

Pegboard

In the equipment repair area at Old Collier, peg board has been affixed to the walls (Photo 3). The first impact that the peg board had on my impression in the area was aesthetics. The area took on an organized "warehouse type" look, which is atypical of what I have seen at many other golf course facilities. The pegboard was also functional as hooks can be installed to hang and organize tools and other items. A third benefit is that the pegboard serves as a good sound absorber by buffering noise echoed from the building's metal walls and concrete floors.

Equipment Storage

In the equipment storage area, after each piece of equipment has been cleaned and put away for the night, all of the seats, beds and cowlings are raised to increase drying potential (Photo 4). Tim commented, "It is common sense that when you combine moisture and metal for an extended period of time rust becomes an issue." Ceiling fans are connected to a timer switch that turns the fans on from 6 pm to 10 pm each night to improve the drying process to protect the equipment.



Photo 4. Opening up beds and cowlings helps equipment to dry quickly and completely to help prevent corrosion.