

IGM honors Whaley, Poinciana with TQM award

LAKELAND, Fla. — Steve Whaley, superintendent at Poinciana Golf & Racquet Resort near Kissimmee, has earned a Total Quality Management (TQM) award from International Golf Management (IGM) for the overall quality of Poinciana's golf course.

"Steve Whaley and his staff earned this award for their dedication to excellence," said Jim Sartain, president of IGM, in announcing the TQM award. "The overall quality, conditions,

appearance and customer satisfaction at Poinciana is outstanding. We are proud of what Steve and his staff have achieved."

A team comprised of Scott Zakany, vice president and general manager of IGM, and the IGM regional manager visited all IGM-managed courses, evaluating them on a wide range of criteria, including first impression, irrigation, neatness, environmental compliance, record keeping and overall condition. Poinciana achieved the

highest score, Zakany said.

"The TQM award is designed to give our superintendents an extra incentive to constantly improve their courses," he said. "We want them to strive to perform above and beyond what is expected of them."

Owned by Avatar Corp., Poinciana Golf & Racquet Resort boasts a heavily wooded, 18-hole course, in addition to a clubhouse, pro shop, tennis operation and pool. IGM maintains the golf course and clubhouse grounds.

Whaley joined IGM and was designated as Poinciana's superintendent in March 1995 after serving one year as an assistant superintendent at Avila Country Club in Tampa. Prior to that, he was assistant superintendent at Gainesville (Fla.) Golf & Country Club.

A native of St. Augustine, Whaley resides in the Kissimmee area. He earned his degree in golf and landscape operations from Lake City Community College in 1992.

"I'm very surprised and proud to have been selected for the TQM award," said Whaley, who manages the club with the assistance of a nine-member staff. "It's great being recognized for doing my job which is to keep Poinciana in top-quality condition all the time."

Poinciana is an 18-hole resort course open to the general public. Carved out of a cypress head, the Robert Von Hagge/Bruce Devlin-designed course came on line in the early 1960s.

IGM is supervising installation of new golf cart paths throughout the course.

DuPont solution

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- A large meeting and training area complete with a slide projector, video machines, cabinetry to hold a library of safety and training tapes, a screen and hanging dry chalk boards. This room is used daily, either by the maintenance staff, or people in the food-and-beverage operation when the clubhouse is full.

- Locker rooms for men and (up to five) women. "Because, particularly with the men, it's difficult to keep sinks clean, we went to fountains," Shafer said. "The lockers are large enough to keep coveralls and winter coats, etc., and not have clothes all over the place. And it has a nice shower area."

- A computer room that houses irrigation controllers, the weather computer and an in-house network computer.

- The maintenance coordinator's office adjacent to the repair area. A second desk for the mechanic, who reports to him, also sits here as do controls and data-recording equipment for the fuel system and underground storage tanks.

- Two "mechanical rooms" containing controls for the heat and air conditioning, alarm and energy-management systems, sprinkler-system controls and other utilities. The air compressor for the building is also housed in this room "so there is not a lot of noise in working areas," Shafer said.

The building is protected by a pyrotronics smoke-detector system as well as sprinklers.

Would anything make the facility more complete?

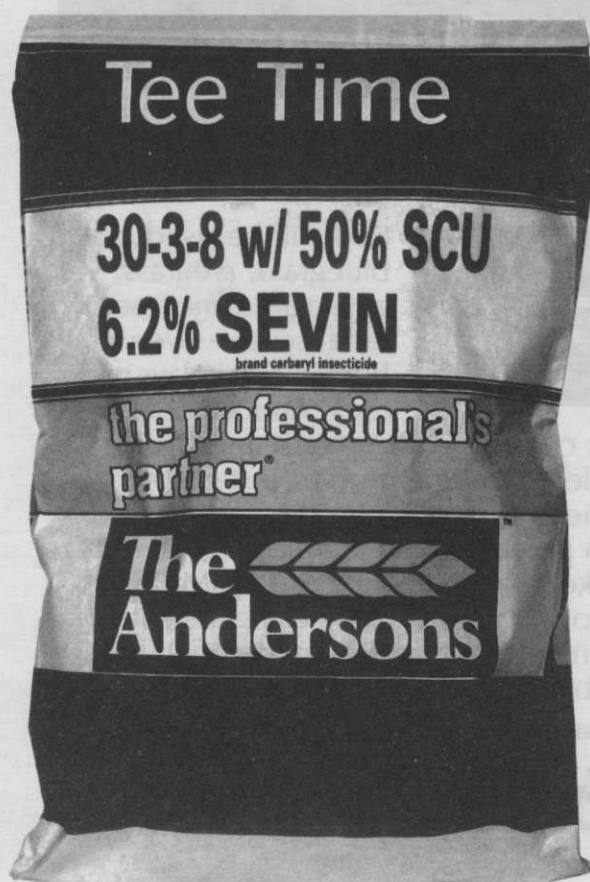
"Not really," Shafer said. "Ironically, as it turned out, we had one large room on the second floor for 'soft storage' — tee-to-green supplies, etc. We ran out of money equipping it and didn't get shelves in, so it quickly became an office area for others from the club."

Shafer sees the crew's headquarters as crucial to its effectiveness.

"It's a mind set," he said. "It's about how you feel when you come to work. The building does a lot in that respect. We want to foster a whole attitude: professionalism."

Mission accomplished.
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