

By TERRY BUCHEN

## A Top Ten list for success

**1. Attitude:** Have a positive mental attitude. Be a company person; always control your temper and be happy and content.

**2. Punctuality:** Come in early enough to meet with supervisors to plan the work day ahead, plus anticipated future equipment usage. Wear a watch.

**3. Team player:** Be part of the winning golf course maintenance team by being loyal to the golf course and supervisors, by working together.

**4. Shop area:** Keep shop area clean at all times, within reason. Sweep-up at the end of each day, hang-up and put away all tools, put all parts in boxes for their protection.

**5. Telephone courtesy:** Continue to be very pleasant and helpful on the telephone; take diligent telephone messages with time, date, telephone number and detailed message. Use tact when dealing with pushy people.

**6. Time-motion studies:** Make the most efficient use of your time: Do more than one thing at a time, without losing quality.

**7. Quality:** The quality of the work is the most important aspect of the operation, with the speed of the work being second in importance. Sometimes a "quick fix" must be done temporarily; then later repaired with quality in mind.

**8. Record-keeping:** Keep thorough, up-

to-date records of all equipment. Keep files and desk areas neat and orderly.

**9. Equipment repair CARDS:** Keep tabs on repair cards filled out by fellow employees, as they are very helpful to make the operation more efficient.

**10. Be helpful to the crew:** Help the staff learn how to check all fluid level and properly fill-out equipment repair cards. Train them how to properly and safely operate equipment. Keep them busy while you are working on equipment repairs by keeping them motivated.

## Delhi initiating Northeast's 1st mechanics program

DELHI, N.Y. — The first turf equipment management certificate program in the Northeast will be offered at Delhi College here beginning this fall.

"Several studies show that there is a tremendous demand and virtually no supply of properly trained turf equipment managers," said Prof. Dominic Morales, chairman of the Plant Sciences Department. "Many superintendents simply can't find good mechanics with turf equipment knowledge."

The shortage of skilled turf equipment managers is the golf industry's most pressing need, according to Morales. The need is acute in New York state, where golf course development ranks second in the nation, he said.

The one-year certificate program is expected to train students to maintain, repair and manage the equipment used at courses across the country.

Delhi offers a two-year golf operations program to train superintendents.

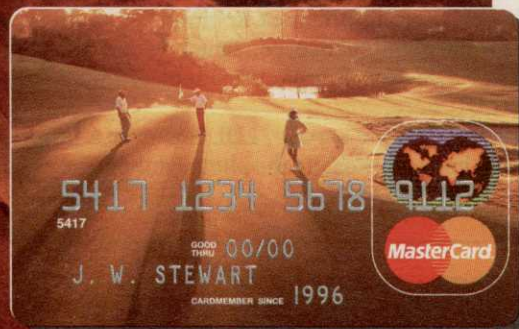
## Turf Diagnostics & Design earns lab certification

OLATHE, Kan. — Turf Diagnostics and Design here has become the third laboratory accredited by the American Association for Laboratory Accreditation (A2LA), having demonstrated ongoing competency in testing materials specified in the United States Golf Association's Recommendations for Putting Green Construction.

The USGA recommends that only A2LA-accredited laboratories be used for testing and analyzing materials for building greens according to USGA guidelines.

"It's been a tremendous help," said Turf Diagnostics President and Chief Executive Officer Steve McWilliams of the accreditation process. "Bill Stowe, who has been an assessor for 20 years, did a rigorous evaluation of our facility. It was a good process."

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