

## Recruiting

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stands for Watchful Open and Willing to go beyond what is expected. To receive a *WOW* award, an employee must be recognized by a member, manager or fellow employee for going above and beyond the call of the employee's regular duties. Award winners receive a certificate and a gift from the pro shop for each award, which are distributed during scheduled management/staff meetings.

Awards are categorized by department (e.g. maintenance, pro shop, food and beverage) and at the end of each year, the employee with the most awards in each department is inducted into the *WOW*Hall of Fame. Hall of Fame inductees are recognized at an annual employee appreciation dinner, given a large monetary gift and have their names inscribed on a *WOW*Hall of Fame plaque that is displayed for members to view.

• *Employee Recognition Fund*, Hollyburn Country Club, Vancouver, B.C. — The *Employee Recognition Fund* was first implemented in 1989 to encourage long-term service, promote employee morale and recognize outstanding performance on the part of all staff members.

Every April and October, members are assessed \$20 per family to finance the fund. The fund is administered by the general manager who, with input from members and staff, recognizes outstanding efforts on the part of employees through educational seminars, social functions and other awards.

Long-time service awards are presented at five years (\$200 Waterford crystal clock); 10 years (\$300 personal gift certificate); and 15 years (\$400 gift certificate).

Staff functions have included bowling, curling, golf, picnics and Christmas parties.

Among the awards have been tickets to such sporting events as Vancouver Canucks hockey, Grizzlies basketball, 86ers soccer, and B.C. Lions football games; cultural events such as the Vancouver Symphony and live theater presentations; Thanksgiving turkey vouchers; dining certificates; and movie passes.

Employees are also awarded \$30 for any suggestion that is implemented by the club.

• *Employee "Outlook" Newsletter and Day of Relaxation*, Country Club of Virginia, Richmond, Va. — *Outlook* is distributed monthly along with employee paychecks. It includes news on employee accomplishments, work anniversaries, current CC of Virginia events, and contests with incentives to participate.

An occasional *Day of Relaxation*

entitles all employees to a 20-minute massage by the club's in-house massage therapist. The therapist partitions off a portion of the club office and uses a portable massage chair. Therapists receive their normal commission for the time worked.



## ServiceMaster acquires course maintenance firm

MICHIGAN CITY, Ind. — ServiScape Inc., a golf course maintenance management company and subsidiary of Houston-based LandCare, USA, a national provider of landscape and tree services, has been purchased by The ServiceMaster Company of Downers Grove, Ill.

According to Peter Sinnott, ServiScape's president, "Our current golf course customers will also benefit through expanded services

and increased purchasing power for supplies and maintenance equipment."

ServiScape manages the golf course maintenance operations for a number of courses including The Dunes Club in New Buffalo, Mich. and Harborside International in Chicago. ServiScape is also involved in agronomic and course construction management with Bandon Dunes in Bandon, Ore.

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