

Good people



From left: Don Smith, President; Scott Taylor, Chief Engineer; Bill Kenny, VP Engineering and Manufacturing and the new Smithco Sweep Star P-48 Turf Sweeper.

make better products.

This year, Smithco has developed 3 products that can change the way you maintain your course.



Ted Smith,
founder of Smithco

Thirty years ago, Ted Smith designed and produced the first Smithco bunker rake. It was an immediate success because it changed bunker rake maintenance forever. Today Smithco, the company he founded, continues to operate as a family business. And every year we still come up with new products packed with new ideas to help make golf maintenance easier.

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After aeration.



After one pass with
P-48 Sweeper.



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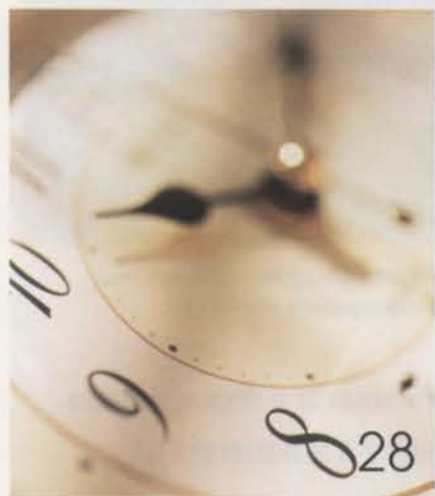
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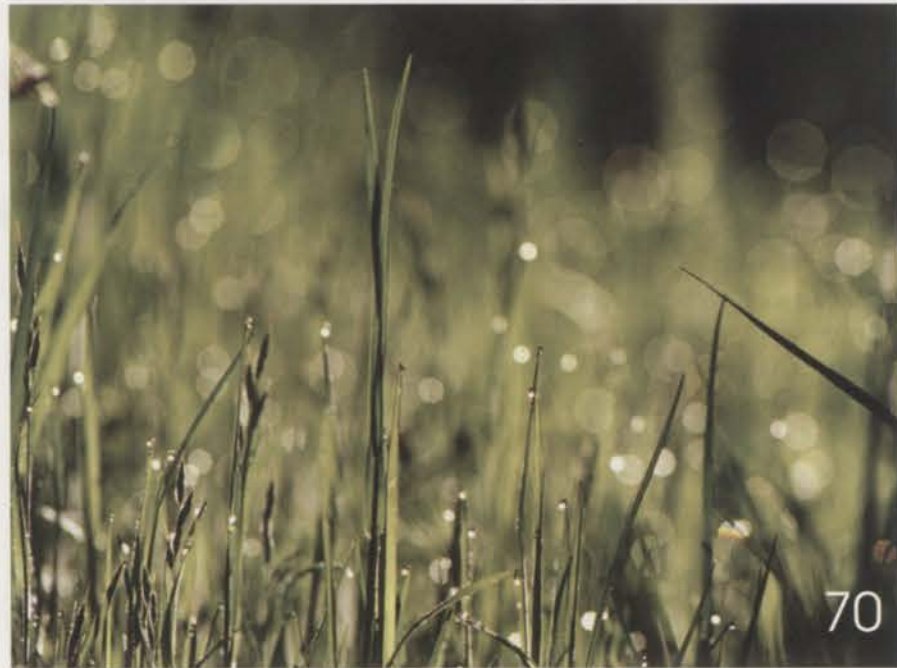
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Roger Stanley
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Managing trust

Trust, or the lack of it, is in the news a lot lately, whether the subject is politics, business, sports, entertainment or religion. Trust is an equally important issue in our workaday worlds. As managers, golf course superintendents have to deal with trust at every level. You need to trust your boss or the owner. You need to trust other managers. And you want your employees to trust you – or they won't deal squarely with you.

But what is trust? Recently I heard a presentation on trust that can help you evaluate it objectively. There are four necessary elements of interpersonal trust:

1. Reliability – Does a person do what he says he will do? Does he have integrity? Are his actions living up to the values he claims to have?

2. Openness/honesty – Does a person only give selected facts? Does a person tell white lies? Does a person never volunteer information?

3. Competence – Does a person have the necessary core skills and abilities? Does he have interpersonal skills, including the ability to listen?

4. Concern – Is a person considerate? Does he have a benevolent attitude toward others? Does he think others are as important as he is?

All four elements must be present for interpersonal trust. Two or three aspects won't cut it. For example, if an employee is competent, open and concerned, but not reliable – he sometimes doesn't show up for work on Fridays – you can't trust him.

If you don't trust someone, and you're not exactly sure why, try using the above criteria to figure out what's missing. Managers also can use the criteria to test ourselves in relation to those who work for us.

On March 10th the U.S. Citizenship and Immigration Service demonstrated why it can be difficult to trust the judgment of our government. The agency announced that it had received enough H-2B petitions to meet this year's congressionally mandated cap of 66,000 new workers. After March 9 no more H-2B petitions were accepted.

Translation: If your application forms were not received by March 9, then you won't get any H-2B help this season. You might have had that help last year – because the government let the quota be exceeded

by almost 20 percent. You might also still get help this year, perhaps later than you would like, because Congress is trying to hammer out a bill to expand the quota by 40,000 to reach a total of 106,000.

Most superintendents with H-2B experience say the program works. Seasonal foreign workers come to the United States with documentation under a program that benefits them and their employers. When done, they go home. They can return the following year if they have a job lined up. If they break the rules while here, they are sent home. No job can be given to an H-2B worker if a qualified U.S. citizen wants it.

No one should have a problem with the government enforcing the law – in this case the quota. But laws should be enforced uniformly year-to-year. The problem with the quota is that it is set too low, especially when you consider how easy it is to enter the country illegally. Some golf courses that can't find legal help might be tempted to hire illegal workers.

Expanding H-2B makes sense for another reason. Given the terrorist threat, H-2B could be a key part of the solution. We're fingerprinting and photographing people who fly into our airports with passports, but in many places, people can walk in illegally. Doesn't common sense tell us that in the interest of national defense, we should seal our borders and only allow qualifying foreign workers to enter under an H-2B program that includes a security check?

Numbers can mislead. The April 5, 2004 issue of *Time* magazine ran a brief item and photo of a golf course under its "Numbers" column. It read, "2.5 billion: Gallons of water it would take to support 4.7 billion people at the U.N. daily minimum." Then, "2.5 billion: Gallons of water used daily to irrigate the world's golf courses." This misinformation positions golf as a wasteful business, but it uses faulty logic – it's not an either-or scenario. According to the U.S. Geological Society, the world has 2 million cubic miles of fresh water stored in the earth, and 60,000 cubic miles stored in lakes, inland seas and rivers (one cubic mile is more than one trillion gallons). Clearly, the world does have water quality and/or water shortage problems in some areas, but it does not lack fresh water. Golf irrigation is not the problem or the solution. GCN

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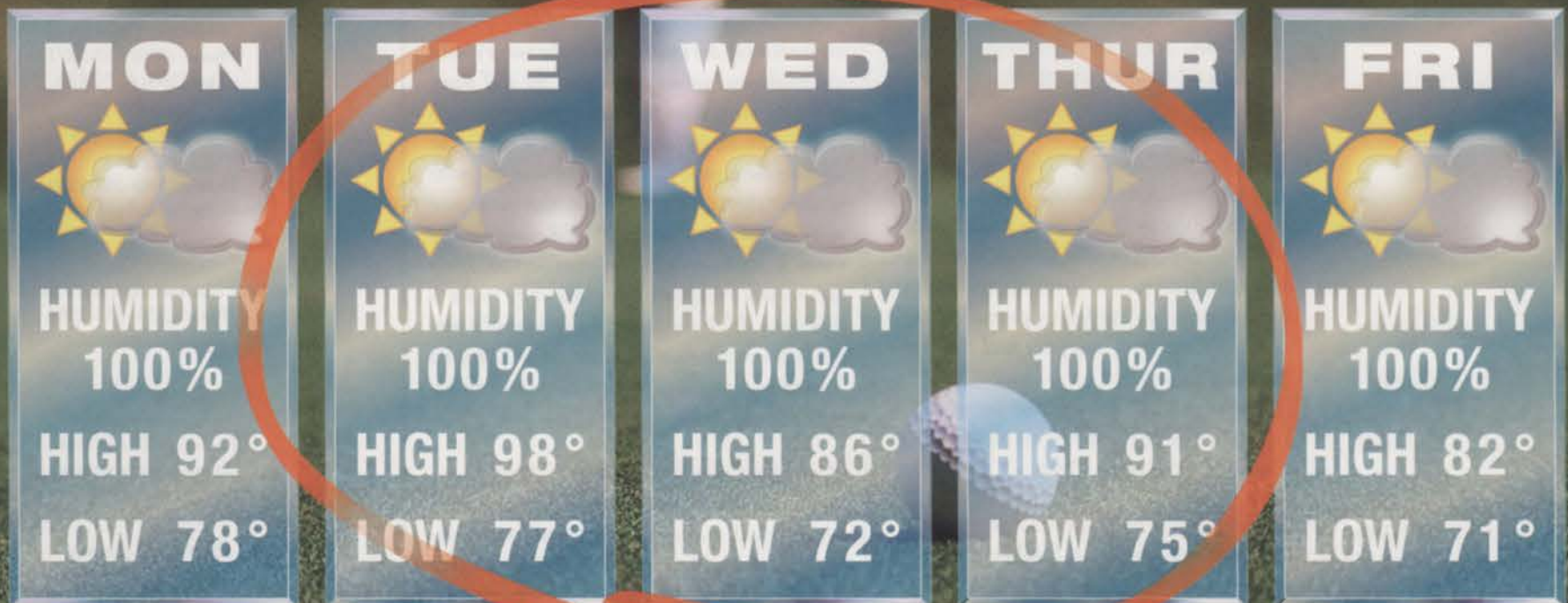
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Count on Cleary

Budget article is on the money

The budget article in the February issue was exceptional. I have re-read it several times. I love the full-page photo of superintendent Tommy Witt. The issue was just terrific. Keep up the good work

BOB WILLIAMS, past president of GCSAA, and (retired) superintendent of Bob-O-Link, Chicago, Ill.

Integrity and character count

I just finished reading "How are you doing, and how do you know?" the cover story in the February 2004 issue. WONDERFUL! Every Super should read it ... twice, and take heed to the career hampering pitfalls of many of my fellow peers. When it comes down to it, integrity and character are the key words.

DAVID J. SOLTVEDT, superintendent, The Ridge at Castle Pines North, Troon Golf, Castle Rock, Colo.

Shipping sand for bunkers

Enjoyed the article on bunker quality in the February issue. Quality bunker sand is not available in my part of the country and I am interested in information on having it shipped by rail or truck. Having it trucked in would cost a fortune, so I am looking for alternatives. Any advice?

WADE VECCHIO, CGCS, Thunder Canyon Country Club, Reno, Nev.

Kevin Ross, CGCS, responds: Planning is the key. Last year we had 250 tons shipped by rail from Pro-Angle in Plainville, Ohio, (phone 800-536-3232, Ext. 3103) to Denver. Our distributor hauled it directly from the boxcar to an asphalt parking lot we had prepared. We had prepared bunkers on three holes and moved all the sand in two days. This sand is expensive, but it is awesome material (Jack Nicklaus loves it). This year we plan to complete five additional holes. I suggest looking for the closest supplier of the sand you want, make arrangements to handle it a minimum number of times and negotiate the best price you can.

Solving bunker woes

Thank you for your excellent article, "Bunker Quality Factors," in the February issue of *Golf Course News*. I am a member at a club that experiences virtually every one of the problems described. I would like your advice about green side bunkers with very steep faces. Gully-washing rains wash out on these faces and when raked smooth shots hit on the fly almost always bury in the soft re-raked sand. How can we avoid these buried lies in these bunker faces? Our club is

financially challenged, so bunker redesign or replacement of the sand are not options.

GEORGE MCEVOY, Wichita, Kansas

Kevin Ross, CGCS, responds: Let me suggest a few possible solutions to discuss with your superintendent: Identify where and how the water is entering the bunkers with the worst wash-out problems/highest playability for golf shots. If the problem is surface water, then try to divert it with small swales or berms. Cut the sod off from these areas, increase or decrease the grade to divert the water, then re-sod. But make sure these reconstructed areas NEVER allow surface water to back up on to the green surface. How the bunker is edged or cut also may make a difference. With good sand, I recommend a vertical edge on the bunker of some 8 to 12 inches instead of a sloped edge. Some bunkers simply require more intense work.

The new *Golf Course News*

You've raised the bar on the value of the publication with meaningful content for the superintendent. It's a reality that the industry is challenged right now and the superintendent needs to communicate his/her value and even change their role. Your content is new, fresh and thought provoking. I wish you the best.

Mike Thurow, president, Spectrum Industries, Plainfield, Ill.

I want to say GREAT JOB! The new format is super!

TONY RZADZKI, CGCS, The Bull at Pinehurst Farms, Sheboygan Falls, Wisc.

What an improvement. It's long overdue. I now read the complete magazine.

GARY ERXLBEN, superintendent, Camarillo Springs Golf Club, North Hollywood, Calif.

The new look is very appealing, flowed very well and was a joy to read. My superior even asked if I had read one of the articles, something he has never done before with any industry publication.

JASON GERLACH, superintendent, Golf Club of the Everglades, Naples, Fla.

I love the magazine, but it's too large and doesn't fit in a briefcase well.

BOB GROSSI, marketing director, Hurdzan/Fry Golf Course Design, Columbus, Ohio

Editor's note: Golf Course News remains a tabloid publication. This larger format helps distinguish the magazine and lets us showcase beautiful courses with large photos. GCN

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Serving the Business of Golf Course Management

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*source: USDA

USE READER SERVICE #12

Industry News

Federal H-2B cap impacts golf industry labor

U.S. Citizenship and Immigration Services (USCIS) has reached its cap for non-agriculture guest worker visas this year, leaving superintendents, landscapers and others in a staffing bind.

The national organization received enough H-2B petitions to meet this year's congressionally mandated cap of 66,000 new workers. After March 9, 2004, USCIS stopped accepting any new H-2B petitions for the fiscal year 2004.

"We have been informed that the quota has been reached," says Chuck Twist, president, H.O.L.A. Labor Consultants, Stillwater, Okla. "However, our company, as well as a large percentage of other companies that rely on the H-2B visa program for their workers, have not gotten workers yet – and we are now being informed that we will not be able to get our workers this season due to the quota being reached."

The congressional cap is sure to impact hundreds of companies across the country that rely on the H-2B visa program for seasonal workers and the economy as a whole, Twist asserts.

Now he and others are short on time to find and train alternate laborers before the busy season begins. Twist also notes the far-reaching impact of the H-2B restriction, stating that the March 9 cap will have a rippling effect.

"This situation not only affects my company and the companies around the nation, it also affects our families, our full-time permanent employees and their families, our workers in Mexico who were promised jobs and their families – and the list goes on," he adds.

Twist and other industry professionals have called, faxed and written letters to local and national representatives concerning the issue.

In the meantime, the USCIS has implemented the following procedures for the remainder of the year:

- USCIS will process all petitions received by the end of business on March 9, 2004.
- USCIS will return all petitions subject to the annual cap (along with the filing fee and, if applicable, the premium processing fee) that are filed after the end of business on March 9, 2004.

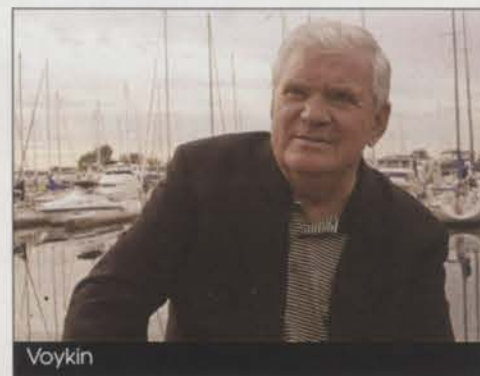
- Petitioners may re-submit or file new petitions when they have received labor certification approval for work to start on or after Oct. 1, 2004.

Petitions for current H-2B workers do not count toward the congressionally mandated H-2B cap. Accordingly, USCIS will continue to process petitions filed to:

- Extend the stay of a current H-2B worker in the United States
- Change the terms of employment for current H-2B workers
- Allow current H-2B workers to change or add employers

For more information about H-2B, visit www.golfcoursenews.com.

Voykin receives Superintendent of the Year award



After 55 years in the golf industry, Paul Voykin, superintendent at Briarwood Country Club, Deerfield, Ill., received "the greatest honor of his life" when he was named Superintendent of the Year during the GCSAA's International Golf Course Conference & Show in February.

Superintendent at Briarwood Country Club for the past 43 years, Voykin was modest when presented with the award. "I'm just a greenskeeper who tried to please the men and women at my club," he says. "I have perseverance. I don't give up."

Among his career highlights, Voykin is credited with helping start a trend toward allowing native grasses to flourish on courses, thereby reducing the amount of maintenance and pesticides needed to maintain a golf course and adding to the course's natural beauty. He also played the lead role in the renovation of Briarwood's original 18-hole course in 2001-2002.

Voykin started his career at an 18-hole golf course at Jasper National Park in Jasper, Alberta, Canada, when he was 21 and his brother was 19. "We saw an ad in the paper and started off cutting greens with

hand mowers. It just clicked," he remembers. "I knew that was what I wanted to do." Voykin dedicated the award to his brother, who passed away last year.

Reality TV reaches the golf industry

Natural Golf Corp., recently announced that it will be the subject of a new reality television series on The Golf Channel. With major implications for frustrated golfers everywhere, "The Natural Golf Makeover Challenge" is scheduled to debut in prime time in late June.

In the series, golfers will have the chance to have their entire golf game "made over" by a team of experts. The experts will bring a cross-discipline approach by working on golfers' swings, mental approaches, fitness, fashion, equipment and etiquette. Each episode will include weekly challenges and contestants as the show's makeover participants work on improving  **THE GOLF CHANNEL** their overall approach to the game. In the series finale, all of the makeover participants will compete for the chance to win prizes. There also will be opportunities for viewer involvement and participation.

"I expect that this will be a unique television event that will provide golfers of all playing abilities with the road map to having a more enjoyable golfing experience," says Andrew Wyant, president and chief executive officer, Natural Golf Corp.

The company expects to offer viewers of the show a total golf game makeover through its network of 125 golf school locations nationwide.

To apply as a contestant for "The Natural Golf Makeover Challenge," visit www.thegolfchannel.com or call 888/NAT-GOLF.

Association News

GCSAA Conference & Show a success

The International Golf Course Conference & Show held by the Golf Course Superintendents Association of America (GCSAA) was held Feb. 9 to 14, 2004, in San Diego, Calif., and boasted an increased attendance from the 2003 show.