

an ordinary setting, calls for considerable thought on the part of the manager.

Remp's Service Policy

The basis of good clubhouse service is a competent staff, friendly in its spirit, and under friendly but firm management. Get good help and keep it. Especially in club work is changing employees disastrous, for each employee gets to know the peculiarities of each member. In this way alone can we, or any other club, maintain a high standard of service in each department.

The following are the only set house rules, and they govern in every department at the Pasadena G. C.:

1. Courtesy is the essential thing I demand from all employees.
2. The members are paying your wages to receive service and I am here to protect their interests.
3. Don't forget that the guest is always right.
4. Service with a smile will take you through many difficulties.



Manager Pasadena G. C.
Adolph Remp.

We check ourselves against financial troubles and leaks by our budget. Mr. Fred H. Hand, secretary of the club, Mr. John H. Simpson, chairman of the green-committee, and I prepared a budget of expenses and income on the beginning of each year. It is then up to me to stay within the expense budget and bring the income budget up to the estimated figures. By carefully working out an expense budget for each department and making the head of the same feel that it is his responsibility to keep within this proportioned amount, we eliminate any waste material or unnecessary labor expense. The income budget is the vital thing to me and by keeping in constant touch with my entertainment committee and club members enables me to bring them to the club

By looking over my monthly reports I can readily see any increase in the club expenses and at once the same can be remedied, as thirty days are comparatively easy to check whereas sixty or ninety days are impossible.

Young Pro Always On Job Is Object Lesson

IN picking up some glad tidings about the pros in the small towns we were told by a lot of the manufacturers and professionals that a kid named Harold Clasen, at Minot, N. D., was showing what could be done by a fellow who knows his stuff and does it.

From one of Clasen's officials, H. S. Davies, we solicited some information on the boy's work and here is what this official wrote:

"Members of the Minot C. C. give to H. L. Clasen, club "pro," credit for success of the club activities thus far this season. Enthusiastic in his desire to make the club the outstanding recreational spot in the state, Clasen has handled one tourna-

ment after another, never permitting interest of golfers to lag.

"The outstanding event of the season was the Northwestern North Dakota tournament, during which 146 golfers played 27 holes the opening day with only nine holes of the course completed. It was a strenuous day, and it proved to everyone that the Minot club's pro is splendidly equipped for the position he holds.

"Among the other events handled this year include a blind bogey, ball sweepstakes. President's cup handicap, short-stop and flag tournament.

"The Minot C. C. is the youngest organization in the Northwest. The course was laid out last year and play on the first



The Minot Country Club's clubhouse is not over-large, yet thoroughly adequate for the needs of the members.

nine holes started this spring. Grass greens are in fine shape and fairways have been greatly improved this year. Work on the second nine holes has started. According to present plans the last nine holes will be ready for play next year. The last nine are located in the woods and will furnish plenty of hazards. The course was laid out by Tom Vardon of White Bear. Clarence Hayne, formerly associated with Mr. Vardon at White Bear, is greenskeeper. He too is making a great record."

You can see from the picture of the clubhouse that this Minot enterprise is one that will stack right alongside many of the larger golf clubs. With the money these North Dakotians have invested in their enterprise it is necessary that they get some live one on the operating end of the golf job so the organization interest will keep high and thriving. Clasen has proved the answer.

How Clasen Serves Club

In laying down a good policy for a pro at the smaller clubs one can not do much better than to tell just how this Clasen boy works. Here is his own recital:

"I am doing a good business because I am on the job every day from 8:30 A. M. to 9:00 P. M. I have only taken one day off since April 17.

"My shop is well lighted and I carry a large stock of good merchandise. I try to make the members feel at home in my shop and have places for them to rest and be comfortable. I keep a record of daily sales and always know how much profit I have made to date.

"The down-town merchants give me plenty of competition as all of their clubs and bags are marked 20% to 25% off. I get around this by carrying a large stock of clubs they do not handle, by fitting the player correctly, and giving them a little

instruction with each club purchase. I do not advertise this last feature, but do it in a friendly way.

Acts as Golf Nurse

"I have an arrangement with the Minot Park Board, by which I give lessons at the Municipal Course one afternoon a week. These lessons make more friends

for me and increase my sales. I organized a tournament committee at this course and they appointed me as advisor. I plan and promote all their tournaments and in return they buy all their prizes from me at the regular retail price.



H. L. Clasen, Minot's hard working pro.

"I also promote all the tournaments at the country club and get a lot of publicity for them in the local paper. My name is generally mentioned in the article, and this keeps reminding members of their pro.

"Each Tuesday morning I give a free group lesson to all the junior members. This puts me in right with all the kiddies and when the parents see the children picking up the game they are naturally enthused and generally purchase them a set of clubs.

"Myself and assistants do all in our power to please the members in all respects."

Compare that procedure with the practice of the boys who complain chronically.