

in two distinct policies. The minority said: "They'll always be present in any club; listen to their stories, promise them sweeping and immediate reforms—and then do nothing."

The majority, however, believe in sterner measures. Here's how one manager, the pilot of a famous eastern club, handles the situation. "When I was new at my position," he writes, "I tried to handle all complaining members without the help of the club officials. Even stubborn ones, who made trouble and disorganized the help, got nothing but maybe attention and a request from me to be more considerate. Most of the time this proved to be all that was necessary, but after I had been with one club for several years and there was a certain member who would not change his ways, I went in desperation to my chairman and told him something had to be done about this man or my help would leave.

"My chairman sent this member a stiff letter to warn him not to complain so much, and threatened to suspend him for two weeks the next time he complained without reason. With a punishment hanging over him, that member was a changed man around the clubhouse and I had no more trouble with him that season.

"I handle all bad cases that way now. I let a member get away with a lot for awhile, but if he is a complainer, I tell my chairman and he takes any steps necessary to correct the deportment of the member. Maybe I am 'passing the buck, as the saying goes, but it is not only easier on me but usually more sure of results to let my chairman handle the trouble."

In nearly all replies received, the manager made one point most emphatic—that they did not like to run to their house-chairman with their member-relation troubles except in extreme cases, but that when they did, they "had the goods" on the member and were certain of co-operation.

Golf Titles Don't Tell the Story Critic Says

LEONARD J. FOX, green-chairman of the Losantiville C. C. (Cincinnati district), has written *GOLFDOM* an interesting letter calling attention to the somewhat misleading vernacular in the golf field. The terminology is a matter of casual growth and acceptance rather than the



HOT WATER hazards are provided golfers on the nine hole layout at Lakeview, Oregon. It is believed to be the only private course in the world on which a geyser plays continuously. The geyser pool forms a hazard on the ninth fairway, the golfer being obliged to shoot nearly through the geyser and over the pool to the ninth green.

outgrowth of a careful study and probably is so well established that any alteration would be a hard and prolonged job, but at any rate Fox's communication is worth some study.

He writes:

"I note in the December *GOLFDOM* that you make reference to certain officers in golf clubs.

"I am making the following suggestions and giving these opinions merely as a player.

"You refer to the 'green-chairman,' and I claim that this is not proper, because if you will investigate you will find the title should be 'grounds chairman' and that in the majority of golf clubs this chairman has charge of the entire grounds, whether it be golf, tennis, swimming or polo—so why use an expression that merely applies to only a small part of a golf course?

"You then use the expression 'green-keeper,' and I, again, think this is inapplicable in that this title should be 'grounds keeper' or 'superintendent of grounds.'

"Am now going to make a suggestion that may not meet with favor, but I never could understand why they use the expression 'professional.' When we think of football or baseball we refer to coaches, or when we think of swimming or gymnasium work we think of instructors or coaches. Why should we use the word 'professional'?—because in most clubs this person is actually only the instructor, and in the larger organizations the upkeep of the grounds is no longer one of his duties. I really believe that if the professional were to be called the 'instructor' it would increase his business."