

"Meet the Manager"

House Committee at Detroit
GC Urges New Members to
See "Back of the House"

EACH time a new member comes into the club, the manager is tested again. Too often on the basis of first impressions, the manager—like everybody else—is judged. If he happens to be busy when the new member makes his initial appearance as a house patron, there's a chance lost to make a good friend with a personal welcome. It's often a tough situation that must be neglected because of the multiplicity of the manager's duties.

The new member comes through the doors enthusiastic, but sometimes apprehensive. His acquaintance at the club may be limited to his sponsors and a few more. None of them may be in evidence at the club when the new member makes his first visit with his family or guests. The member's wife may be an utter stranger to the women at the club, and perhaps, inwardly complaining about the sad fate that got her husband transferred to a new town. They're needing friends. Then's a time for the manager to tactfully function for his own good, the good of the club and the happiness of the new members.

Makes Newcomers Feel at Home

One of the most thoughtful jobs of making the new members welcome is done at the distinguished Detroit Golf Club. Here the welcome to the new member is not actuated by the sporting decency of making a comparative stranger feel at home in his new club connection. The Detroit Golf Club's new members are those who generally are widely acquainted with the older members. Nevertheless, Manager Joseph E. Bureau makes it his personal obligation to see that the new member is given a welcome that's more than a cold and formal routine.

The Detroit Golf Club's house committee begins making the new member feel welcome. A letter signed by L. S. Potter, Chairman, is sent to the new member.

The letter reads:

My Dear Mr. _____:

You have been elected a member of the Detroit Golf Club and the house committee wishes to aid you to enjoy the privileges of your membership.

When you are in the club and have a few minutes to spare, I suggest that you

ask for Mr. Bureau, our manager. He will be glad to show you the various departments and acquaint you personally with the service the club is prepared to render.

Yours very truly,

Joe Bureau's own comment on the welcome to new members brings out the point that not only the individual member, but his family, are made to feel that they all are "at home" in their new club connection.

Says Joe:

"The question of new members with our club is quite important. We have a large membership, but a closed one, and whenever an opening occurs it is readily filled. Qualifications are rather strict so that our applicants are always of the highest caliber. The wives are also taken into consideration, as well as grown children, and the whole situation bears upon the election of the new member.

"After one is elected, the house committee sends him a letter asking that he come to the club with his family and become acquainted with me. This gives him an opportunity to be shown around the club, its advantages explained, and enables him to meet the members who may be in the club at the time.

"My policy during my years of club management has always been that if I can please the mothers and children, the fathers take care of themselves. So, I play hard on pleasing the children by carrying in my pockets trinkets, such as balloons, etc., and they fall in line and love to come to the club.

"One of the most popular features of our club is our family buffet dinners on Thursday nights; the attendance is usually 350 to 500. This is followed by motion pictures—a cartoon such as Mickey Mouse, etc., and a feature. We try to get junior pictures such as the 'Andy Hardy' series. Our attendance is normally about 500. Many in the neighborhood come in only

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Curley Vesey, pro at Feather River Inn, Blairsden, Calif., received volumes of favorable newspaper publicity for his efforts to extend golf instruction among California's high schools and junior colleges. Curley has been a stand-out success in this work and is campaigning for qualified pros to be given golf instruction credentials by California school authorities.

for the movies, to which they are most welcome.

"On Sunday evenings we also serve a family buffet dinner, but the attendance is not as large as on Thursday. This is followed by a high grade lecture, good musicale or concert of some kind. This is attended mostly by adults and is very popular.

"My office door is always open and almost everyone who comes into the club has to pass by and is practically invited to come in and mention any wishes or criticism he or she may have.

"My experience has shown me that comments on the club's activities, whether constructive or otherwise, are not personal. So I take the good with the bad, smile when they are nice, and feel with them when they have just cause for complaint. Every little criticism has a good side of its own and we try to benefit by it."

Massachusetts vs. Bontempo Test Suit Dropped

MASSACHUSETTS division of unemployment compensation has dropped a test suit in civil district court to recover \$1,220.10 from Henry Bontempo, pro at the Franconia municipal course, Springfield, Mass. The amount represented the Commission's claim for unemployment compensation of caddies.

The suit, which was brought on the grounds that Bontempo, as employer of the Franconia caddies, had failed to make unemployment compensation payments in 1936, 1937 and 1939, was dropped when the D. U. C. decided he is a municipal employee and merely the supervisor, not the actual employer, of the caddies.

This was announced in a letter from J. Edwin Doyle, state director of the D. U. C., which Bontempo received recently. Bontempo, represented by Atty. Raymond T. King, city solicitor, had contended from the start that the players were the caddies' employers since the caddies receive no remuneration except from them.

The action against Bontempo was unique, since no other pro in that vicinity had been paying unemployment compensation fees either. Suit was brought against Bontempo under the name of the Franconia Golf Shop. Payments for 1938 were not asked because during that season the caddies were under the supervision of the head starter at the course.

SHORT COURSE CALENDAR

HERE'S the up-to-date schedule of greenkeeping short courses and conferences to be held in the near future at state colleges and universities. It costs very little to send your greenkeeper to one of these valuable sessions, and by making it possible for him to attend, you'll be making a wise investment to insure getting better operating methods and finer course conditions.

Massachusetts State College 14th annual school for greenkeepers, second term of two term course, Feb. 7 through March 15. Annual MSC Recreational Conference, March 14-16. For applications and further information address R. H. Verbeck, short course division, or Prof. L. S. Dickinson, MSC, Amherst, Mass.

Rutgers University 12th annual short course, Feb. 12-17. For applications and complete information address Prof. Frank Helyar, Director of Resident Instruction, Rutgers U., New Brunswick, N. J.

Pennsylvania State College 12th annual fine turf conference, Feb. 21-23. For further details write Prof. H. B. Musser or Fred Grau, care of Penn State college, State College, Pa.

Purdue University conference for greenkeepers, Feb. 27-28. Complete information on this conference may be obtained from M. L. Clevert, Fieldhouse, Purdue U., West Lafayette, Ind.

Minnesota University greenkeepers conference, Feb. 28-March 1. For details, write Dept. of Agriculture, U. of Minnesota, Minneapolis.

Iowa State College short course, March 5-6. Information on this conference may be obtained by addressing Prof. S. W. Edgcombe, Extension Horticulturalist, ISC, Ames, Iowa.

Michigan State College annual greenkeeping conference, March 7-8. For further information address Director of Short Courses, Michigan State College, East Lansing, Mich.

University of Wisconsin course for greenkeepers, March 11-13. Full information can be secured by writing Prof. James G. Moore, Horticultural Bldg., U. of Wisconsin, Madison.