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## Complaints Are Reduced When You Keep in Touch

BY RICHARD VIERGEVER

Supt., The Olympic Club, San Francisco

The competent man probably should be quite philosophic about the headaches in his business, realizing that if it were not for them nearly any fellow of average ability could handle his job.

Frequently challenging the supt. is the puzzling problem of what is termed "communication" — the fancy word for getting an idea across so it is understood and received in the manner intended.

Communication with members often is such a difficult job for a supt. that he may feel he can communicate with the grass a whole lot more fluently than he can with human beings.

I had an experience at a club where the course was covered by a flooding river. An infinite quantity of weed seeds took root. It took three years to bring the crop under control as the use of chemicals was severely restricted in the area.

Some of the members thought it was my fault that the weed crop was so immense. It was difficult to communicate to the entire membership that weed control measures were being taken and it would be months before results would show.

### Members Are Reasonable

In many areas where extreme weather conditions prevail for short periods — high winds, high humidity, excessive moisture, heat or cold — there may be severe damage to the course. When members are informed of the reasons for the damage and are told that the situation is temporary and is being handled, few if any complaints are heard. When the affected areas recover, the supt. gets due credit.

To communicate with members I have used regular reports to the green committee. These are relayed by the committee and through notices on club bulletin boards and articles in club publications. All methods are useful and tend to keep the membership well informed but such communications aren't 100 per cent effective. However, I haven't had a real headache due to lack of communication for several years. The committee and members ought to know what is going on about the operation of the course and

try to tell them as well as I can.

At Olympia we are fortunate in having a very large operation which calls for the employment of a general manager. All communications between committees, officers and individuals go through his office. This method works well at larger clubs where communication is a big problem.

#### **Misinformation Hurts**

Misinformation accounts for some of the headaches the supt. experiences. The persons usually accountable for this trouble are the few members who set themselves up as experts and tell everybody how everything should be run. Many times these people carry some influence but unfortunately are irresponsible. They are the people you hear saying that the PGA specifies the height of cut for all greens, tees and fairways and the USGA determines the specifications of courses, so all the supt. has to do is go along.

#### **Palmer or Nicklaus Will Set Target Score**

The target score for persons who take part in National Golf Day (May 25) will be established on May 28 when Gary Player, the 1962 PGA champion, and Jack Nicklaus, winner of last year's Open, meet in Dallas in the round of the champions. Their match will be played at the Dallas AC CC, site of the 1963 PGA Championship.

Rules for taking part in National Golf Day are the same as in recent years. The player pays \$1 for each round submitted in the competition. There is no limit on the number of rounds that may be submitted.

Contestants will compete against the winner of the round of the champions on the basis of scores in relation-to-par rather than on a stroke-for-stroke basis, as once was the case. If either Player or Nicklaus wins their match with a 2-under, the Golf Day participant will have to shoot a 3-under (with handicap) to win. This makes it possible for entrants in the contest to play their rounds on Par 3 as well as standard courses. Men amateurs will play their handicaps; women will play their regular handicaps plus an additional seven strokes. Persons who beat the champion will receive medals from the PGA.

Funds from National Golf Day are divided among 17 organizations. These include caddie scholarship funds, blind and amputee associations and turf research.



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