

criticism isn't put forth in a constructive way you will feel like you were attacked and will probably not like this person because you think he or she doesn't like you. And most of us would want to exact some sort of strange revenge to prove ourselves right and the other wrong to save our dignity.

Well, this is the ego talking, and it takes a lot of extra (wasted) effort to satisfy our egos' needs. It doesn't have to be this way, and I would like to offer up a new perspective for whomever is willing to listen.

First of all, consider yourself. Have you been doing your best? Remember that this is a highly visible customer-service position that you're in — you are there to serve the paying customer, no matter if you are at a public or private course. If you know in your heart that you've been doing your best, then rest assured that whatever that person's problem is, it's exactly that — his problem. Don't make it yours, too.

Secondly, consider the source. People are going to ask you questions and make complaints that seem utterly ridiculous. To them, though, they seem totally valid. You know why? Because they just don't know.

But instead of having contempt for them, try a little compassion. Gain a new perspective on the person with the question or complaint. The hardest part is to obtain that perspective in the moment you are talking to them.

What kind of golfer is he? Did he play poorly today? Did he have a bad fight with his spouse the night before? Did he lose the contract he was working on?

You see, even if someone comes in with a complaint about your work, it probably has absolutely nothing to do with you. You don't have to take it personally.

If you can learn to listen constructively, do the absolute best you can do with what you have to work with and leave your ego at the gate, you may be able to rid yourself of lots of unwanted (and unjustified) heartache and stress.

Jim Black is superintendent of Twin Shields GC in Dunkirk, Md.

Getting It Straight

Golfdom erred in its presentation of Stan Kinkead's comments in our October issue in the story "Rotary Club." The reporter accidentally reversed Kinkead's comments as well as a couple of numbers, which made him seem to be wholeheartedly endorsing rotary mowers over reel mowers.

The paragraph in question should have read:

"Reel mowers do take more time, money and energy to maintain than rotary mowers, but they last longer," says Stan Kinkead, president of National Mower Co. "Rotary mowers only last four to six years, where reel mowers last eight to 10 years."

Golfdom regrets the error.

Don't Forget Your Pond's Aeration System This Winter

If your course features ponds and lakes with aeration systems and is based in a cold-weather state, you'll want to read these tips offered by Otterbine Barebo to remove and store your aerator safely for the winter.

If your course's aerator is an oil-cooled unit, subsurface unit or diffused air system, it can remain in the water during the cold season

(diffused air systems can only be kept in as long as there are no moving parts in the water). But if your course's aeration system is run by a water-cooled motor, it must be removed from the water and stored in an area where the temperature will remain above freezing. Freezing temperatures will cause the water inside the motor to expand and crush vital components. What's too cold? Otterbine Barebo offers a basic rule: If the water does not drop and remain below 30 degrees F, the unit can remain in the water.

Removal of a surface-aeration system is based on whether the unit is anchored to the bottom or moored to the pond's shoreline. If it's anchored, disconnect the anchoring lines from the unit and flip it upside down. At this point, either hoist it into the boat or tow it to

shore. If the system is moored, remove the mooring line on one side of the pond and then carefully tow the unit to shore. Anchoring the cable and mooring lines to a buoy is recommended for easy retrieval when it comes time to re-install it.

In both cases, once you have the unit on shore, remove the power cable and store it. For oil-cooled motors, simply store the unit indoors.

When the system is removed, a quick visual inspection should be performed. Glance over the float and spin the propeller to make sure the bearings are free.

Editor's note: This article was prepared by Emmaus, Pa.-based Otterbine Barebo.



When cold weather hits, it's time to store your aeration system.

