

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



**H**OT 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."

# Buy Product PLUS HELP Dealer Gives

By B. R. LEACH

*If you can hear the truth that you have spoken,*

*Turned and twisted into a trap for fools.*

—KIPLING.

NOT so long ago a greenkeeper wrote me asking for a remedy for poison ivy, or poison oak as it is called in some sections of the country. It seems he had the boys grubbing out this nuisance along one side of the fairway and nearly all of them got a bad case of the itch. Fortunately, our local druggist, a skilled pharmacist, has a remedy for ivy poisoning of his own compounding which will knock this particular variety of skin irritation deadlier than a cold potato in 24 hours. We shipped the greenkeeper an adequate supply of the preparation c.o.d. \$3.00 plus charges.

On various other occasions I have prescribed for sickly rhododendrons, given directions for the removal of tapeworm from a wire-haired fox terrier, advised of the hallmark distinguishing the edible mushroom from the poisonous toadstool, have indicated the relative futility of trying to cure a horse afflicted with the heaves, and otherwise made myself generally useful.

All of which indicates to me that the bulk of the world's population badly needs information on one or more points and are having difficulty in obtaining it, principally because they don't always use their heads sufficiently in determining where to go for aid in solving their problems.

Consider, for instance, a newly elected green-committee chairman who not long ago asked me how much a golf club in the New York district should spend per annum for course maintenance. That's the sort of question that throws you back on your heels. The easiest answer I could have given him, from my standpoint, would have been a shrug of the shoulders and the three words, "I don't know." But in this turf racket one learns to be quick on one's feet and to stall for time. Consequently I assumed an interested and in-

telligent facial expression and camouflaged some high-pressure brain activity by asking a few casual questions.

"In what degree of perfection," I asked, "do you propose to maintain this particular golf course? Will conditions be satisfactory if the course presents all the aspects of an intellectually refined cow pasture? Do you wish to handle the course by spending a sum adequate to stave off the kicks of all but a few incorrigible members, or do you plan to spend a lot of jack for a de luxe layout so that the members will raise hell at the end of the year when they pay the assessment?"

In the meantime I was jabbing the old bean for a clue as to where and to whom I could send this babe in the woods so that he could obtain relief on this question of the annual budget. All this in conformity with my famous slogan, "*What Leach doesn't know he knows who does know.*"

Just like that the old brainpan clicked and I had it. Simple as mud. Turning to my questioner I gave him the age old sales talk of the Iroquois Indians, which goes as follows:

## Supply Men Practical Experts

"You understand, of course," said I, "that determining the amount of your budget for the coming year would be mere child's play to a man of my varied attainments, a mere wave of the foot as it were. Unfortunately, however, my various interests are crowding me atrociously and I simply cannot spare the time for an intensive consideration of your problem. Under the circumstances here is what I suggest: Are you acquainted with X—, the golf course supply dealer? You say his private stock of Scotch is o.k.? Aint it so, brother! Well, at any rate, you get in touch with X—; he will straighten you out on your budget perplexities with quickness and dispatch. You can bank on whatever he tells you as being the gospel truth, first because he is located right up in your neck of the woods, knows intimately the nineteen holes of practically every golf course in the New

York area and can tell you within \$67.50 of what it will cost you to maintain your course in o.k. order. Believe me when I tell you that these golf course supply men know golf course maintenance costs to the last nickel. They have to know because that's part of the business."

All of which I think you will concede was good advice. Had this green-chairman been located in any other district I should have sent him to a knowing and conscientious dealer.

All this brings to mind the innumerable occasions when I have figuratively pulled both feet out of the quicksands by putting my problem to a sound dealer in golf course supplies.

From my own experience and from what greenkeepers and club officials tell me it is fairly obvious that golf course supply dealers as a whole are selling something more than moving machines, fertilizers and bamboo poles, and that extra something is *service*, and, as you and I know, service is the commercial commodity which oils the wheels of progress and keeps the world going smoothly on all four cylinders.

### Dealer Has Right to Profit

Now, as a matter of fact the average golf course supply dealer is an unimaginative, matter-of-fact sort of a cuss and he is kept pretty busy trying to pry enough jack out of some of the slow-pay golf clubs on his books to keep the business out of the red. If he gives any thought at all to the amount of service he renders a golf club in the course of a year's time he probably figures that the more service and help he can give a club, the more stuff he can sell that club and the more money he can make thereby. Now if that isn't a low, common, vulgar, selfish, narrow-minded, unintellectual viewpoint and philosophy of action and conduct then I'm a female red-breasted canary. The fact that the only thing which keeps the U. S. A. from going to hell in sixty days net is the 99,758,633 other individual in this country who hold the same business philosophy, is neither here nor there. It seems to be the fixed idea in certain quarters that golf course supply dealers have no right to make money, although this attitude is probably less pronounced than was the case ten years ago at which time a prosperous dealer had the social status of a jaundiced polecat.

All this reminds me of a certain dentist located not very far from where I am sitting two-fingering this typewriter. About three weeks ago this fang specialist soaked



Landscaping around the club swimming pool is too often forgotten, but not at Columbian Country Club (Chicago district), as this picture proves. Columbian's pool cost \$10,000, not including the filtration system.

me \$10 for filling one tooth, said operation taking up 28½ minutes of his valuable time. Y'understand I'll be damned lucky if that filling stays with me more than three months at the most, at the end of which time he doubtless figures on mining me for another ten spot. Just wait until his wife comes to my nursery for some more evergreens. I'll recover that ten spot plus interest. Incidentally this dentist is chairman of a golf club and from what they tell me tried hard to buy everything at cost plus 2 per cent. What that gent needs is a good stiff hypodermic injection of "live and let live."

Probably the most outstanding example in this country of a money-making individual is Henry Ford. They tell me that Mr. Ford has so much jack that he can't count it. The peculiar thing about all this consists in the fact that the more money Mr. Ford scrapes together the more he pays his labor. The more money he makes the better car he builds and the lower price he sells it for and the more money he makes, all around and around in a beautiful little circle. Every public-serving industry comprising the country as a whole was developed by *selling at a good profit*.

### Does His Pet War Dance

Last February, at the annual meeting of the National Greenkeepers Association, I took a few pot shots at service bureaus. Theoretically, service bureaus may be o. k., but in my personal opinion they end up by proving paralyzing in their final result. "Pay us \$100 per annum," says the service bureau to the individual golf club, "and we will supervise your purchases and save you many times the cost of our service."

Whereupon the service bureau lines up the clubs, and the manager begins to play the poor dumb dealers one against the other, nicking off a ten per cent discount here and a five per cent discount there, so that at the end of the year the report can show the Palooka Country Club how they saved \$321.82.

The dealers began to tighten up on all these five and ten per cent discounts to the service bureaus. Their profits weren't enough to stand the strain. I know one company in this country which at one time gave a five per cent discount to bureaus. Then ceased giving the discount and increased the technical service rendered to the clubs in connection with the use of its product.

### Tells His Idea of "Service"

The company might easily have pocketed the five per cent additional profit and let it go at that, but intelligent business houses nowadays are too smart to resort to that sort of penny-pinching profit-making tactics. The company was wise enough to realize that its product was sound and that money spent in teaching the golf courses to use it intelligently would result in greater volume of sales and larger *net* profit. The golf courses profited by the elimination of wasted and uninformed use of the product. I take the attitude that *this* sort of service is constructive in nature and of mutual value to buyer and seller, whereas the brand of service dispensed by the service bureaus in the shape of the five per cent discount is not productive of enduring economy.

One evening last summer I saw a big car go by my place at 60 miles an hour. I said to my wife, "That looks like G—'s car." On the way back he stopped and we chewed the rag for a few moments. It seems that one of this dealer's golf-club customer's power sprayer was out of commission as the result of a small part getting out of whack. G—, when notified of the breakdown, had traveled 20 miles after supper to get the part, would then travel an additional 40 miles to reach the club owning the temporarily indisposed sprayer. Furthermore, I know this fellow well enough to wager \$50 that he rolled up his sleeves and got his big belly all covered with grease and oil while helping the half-crazed greenkeeper to insert and adjust the part so that the sprayer could be immediately put back on the job of spraying the greens with mercury compound so as

to keep them from being ruined by brown-patch. Furthermore, I'll wager another \$50 that when the club concerned got the bill for this little night excursion it contained one item only, viz.:

1 sprayer part replacement...\$2.68

It is this sort of goings-on that has gradually but firmly convinced me that golf course supply dealers as a class are a pretty sound bunch of lads to tie to in a pinch. They're right there with bells on when you need them. I used to casually wonder why greenkeepers as a class were generally on such friendly terms with the dealers and why they kept in such close touch with each other.

Put yourself in the position of the greenkeeper with a busted sprayer and 18 greens being eaten alive by brown-patch. What would the green committee have to say, and the members, with the greens all shot? Plenty. All this averted by the dealer's quick action and cooperation. It's fairly obvious that when the club needs another piece of machinery, the greenkeeper, if he has his way, is going to throw that business to the dealer who gave him real help, or "service"—whatever you want to call it. The transaction may be made even in spite of the fact that the initial cost of the machine may be somewhat higher. In the words of the poet, it's a long road that has no breakdowns.

---

ARE we wise to use velvet bent or creeping bent or any grass decidedly different to patch our greens?

Those of us who have propagated any grass different from our greens, and used it, have "patch-work" greens. Should we not stick to your original grass for nurseries to supply patching material until we are ready to change over at least a whole green?

Where bents come into a mixed grass green from seed they are not as noticeable as when patched in; they blend with the original grass. Four inch plugs of velvet bent, spattered over a green, soon blend, and merely look like a dappled horse.

This is, of course, a matter of personal opinion, but worth considering before making a "crazy quilt" of our greens.

Have you noticed the fine appearance of greens of one kind of grass, as may be seen at the Unicorn Country Club, the Salem Country Club, and at other courses?—Robert A. Mitchell, in *N. E. Grnkpr's "Newsletter."*



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# Revives RUN-DOWN COURSE by Drainage

By EDWARD STROUD

*Greenkeeper, Laurence Brook Country Club*

IT is not an infrequent experience for a greenkeeper to be called into a situation where the course is in rundown shape. The reputation and earning power of the new man is put to an exceedingly severe test, for the members of the club expect the newcomer to wave the magic wand and, presto! the course is tip-top.

Any explanations on the greenkeeper's part that it will take time to correct the prevailing unsatisfactory condition, usually are futile. He is put on the job and told to produce, quick, or else—.

It has been my observation that faulty drainage lies at the bottom of a great many of these cases where the turf is in bad condition.

When I came to Laurence Brook the course was rundown in spite of it being only three years old, due to the fact that it never had a greenkeeper. There were only six traps on the course. The first six months I was there I put in 18 traps, the next season 24 more and built five tees. I also filled in ten deep washouts running the full width of the fairways on which they were located. I also had to drain three fairways, all of them with bad cases of hillside seepage. This work I had to do with seven men, so brother greenkeepers and green-chairmen who have been through the mill will realize that I have adopted the protective motto of the mining-camp piano-player, "Don't shoot the professor; he is doing the best he can."

After my first season on the course, the membership jumped well over 50%, and that is one of those cheering thoughts that the greenkeeper, doing his work behind the scenes, so to speak, delights in most as his inspiration and reward.

## Tile Drainage Principles

Believing that my experience in draining will be of help to other greenkeepers who have to buck the same sort of a situation that confronted me I am setting down certain simple and essential principles to be kept in mind in considering a tile drain-

age problem. The main line which acts as an outlet for the laterals should follow the line of natural drainage as near as possible. All drains should be laid as straight as possible and in the direction of the greatest slope, an exception being where tile are used to intercept seepage water. Always avoid abrupt turns and short laterals.

As most greenkeepers know that seepy spots on hillsides are due to the surface soil being overlaid with a tight heavy clay which outcrops somewhere down the slope, the excess water in the soil as it pours downward reaches this layer of dense soil and follows it to the surface. This seepage water will often ruin parts of the fairway and make it absolutely unplayable or sometimes impossible to run any machinery over it. I had very many bad seepage spots on the slopes of our first, ninth and tenth fairways. I laid tile on the upper side of the wet outcrop and deep enough to intercept the water flowing along the tight soil. I always start excavation at the outlet or lower end of the drain, being careful to see that the first spading is thrown on one side of the ditch and the bottom thrown on the other side. The ditching must be carefully done. I test each part of the ditch with a gauge rod to see that the ditch is to grade at all points. All lines should be thoroughly checked. I came across quicksand on some of the parts that I was ditching. At the bottom of these spots I placed tarred boards to lay the tile on, preventing sinking of tile at these points. I covered these joints with burlap bags or hay to prevent the sand from entering the joints. After I have all the tile laid and am positive that it is to grade at all points I throw some of the bottom spading all along the tile to a depth of about two inches to hold tile in place, I then put about one foot of slag over the tile and then cover with soil, leaving a ridge about 6 inches high to allow for settling. The balance of the soil I use elsewhere for washouts, etc. I think the

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following table may be useful to anyone considering drainage.

### Size of Tile

The size of tile for mains can be obtained by referring to the accompanying table. This table is worked out on a basis of the main tile removing one-fourth inch of water from the area in 24 hours. To use this table it is necessary to know the

acreage to be drained as well as fall per 100 feet. For example, to drain 150 acres with a fall of three-eighths inch to each 100 feet, it would require an 18-inch tile, while a 9-inch tile would drain the same area with a fall of  $10\frac{3}{4}$  inches per 100 feet. To be safe in selecting proper sized mains, it is well to increase the area by 50 per cent before using the table.

### Number of Acres Drained by Tile Removing $\frac{1}{4}$ Inch Rainfall in 24 Hours Inside

Dia.		Fall per 100 Ft., in Inches												
Inches	$\frac{3}{8}$	$1\frac{1}{4}$	$1\frac{1}{2}$	3	$4\frac{1}{4}$	6	$8\frac{3}{4}$	$10\frac{3}{4}$	12	1'6"	2'0"	4'0"	7'6"	10'0"
4.....	4	7	8	12	14	16	19	21	22	28	31	44	60	69
5.....	7	12	14	19	25	28	32	37	39	47	55	77	105	122
6.....	10	19	21	30	39	43	51	58	61	74	86	122	166	194
7.....	15	28	32	45	56	63	75	85	90	109	126	179	244	282
8.....	22	40	44	62	78	88	104	118	124	152	177	250	340	394
9.....	29	53	59	83	106	118	140	158	167	204	236	334		
10.....	38	69	77	109	137	154	181	206	217	267	308			
12.....	59	109	121	171	217	244	287	326	342	418				
14.....	92	159	176	251	318									
15.....	104	190	212	300										
16.....	121	222	248											
18.....	164	298	325											
20.....	213	389												
21.....	241													
22.....	270													
24.....	336													

## "Hot Stove" Conclave Pounces on Beck's Brown-Patch Ideas

WHEN a greenkeeper, or a chairman who is especially interested in the technical aspects of greenkeeping, has a little spare time on his hands during the off season he delights to put forth his theories of brown-patch and its treatment.

To stir up things in the "hot stove" conclaves, GOLFDOM printed in December the notions of brown-patch held by Dr. W. Frank Beck, a physician who is owner of a daily fee course in Pennsylvania. Our editorial comment to the effect that remarks on this sort of a story would be appreciated met with an enthusiastic response.

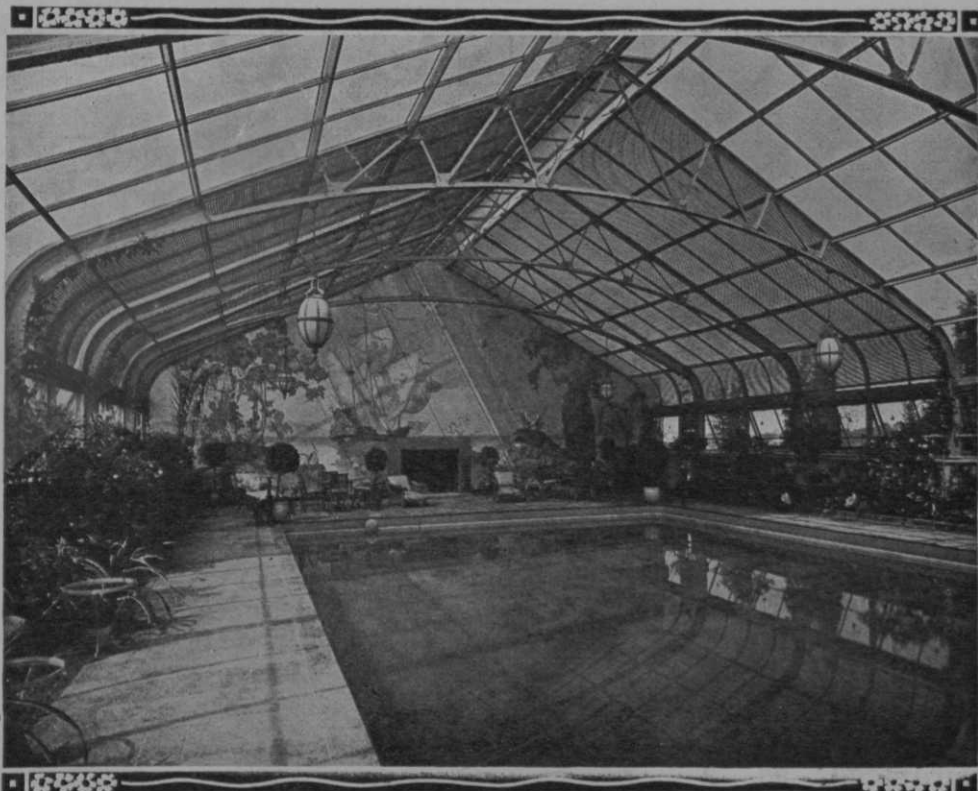
Promptly at the start of each letter commenting on the Beck article did the writers pounce upon Dr. Beck's spider theory of brown-patch. They cite that this is probably one of the oldest of the hunches on brown-patch origin and was knocked out of bounds early in the research work of Green-Section turf specialists. Some of the greenkeepers in writing took a bit of fiendish delight in Beck falling for this by noting that even for one trained according to scientific lines of thought grass has enough complexities to call for highly specialized expert work. Those commenting on the

Beck article agree with its author that "those in charge of maintenance are too liable to call anything that is brown, or looks brown, brown-patch," but they cannot see where a change of name to "grass blight" would correct the too general tendency toward mistaken identity of brown-patch.

It is very evident that reports of the work of John Monteith, jr., and other grass research specialists of the Green Section are slated to continue as several of the "six best sellers" in turf business literature for the many and diverse ideas of brown-patch cause entertained in the greenkeeping field are keeping the possessors of these theories busy checking up with what the Green Section bulletins have had to say about these tenderly nursed pet hunches.

In the letters GOLFDOM received on the Beck article it was plain to see that among the working greenkeepers there were strenuous champions of a number of widely varying brown-patch origin theories. Among those who went to greatest lengths to tell their cases was the man who maintained that inability of both sides of a grass blade to get sunlight caused the disease, and the one who wrote about his belief of brown-patch cause being close cutting and the bruising of the tender "bleeding" grass blades by heavy traffic.





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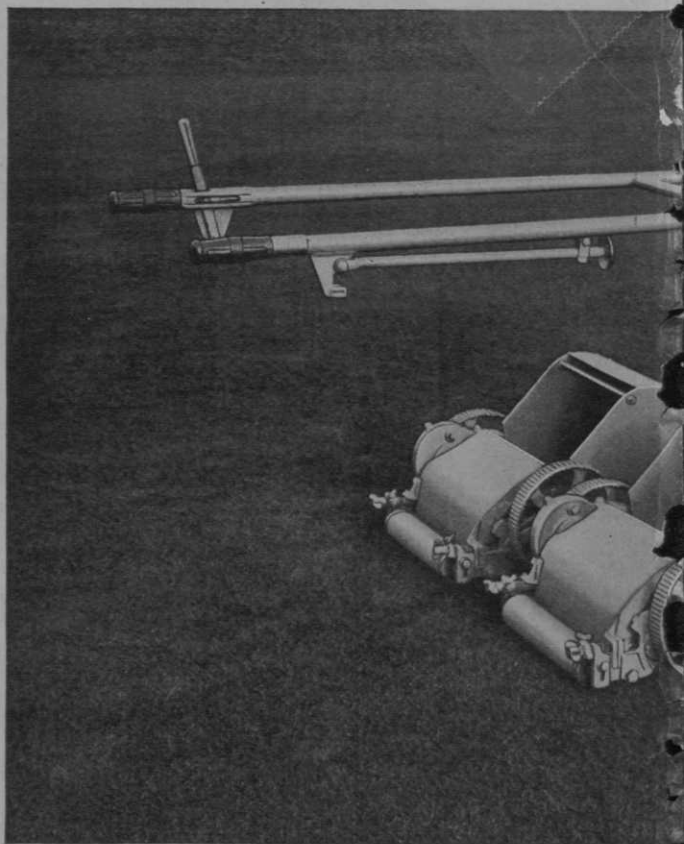
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