

HERE is the new ultra attractive Worthington gift package especially designed for the Holiday Trade.

Either the Sweet Shot or the Worthy can be supplied in boxes of 1 doz. each, enclosed in this new Holiday package.

These two popular balls are sold exclusively through Pro Shops. You have no competition from any other type of outlet. Select the quantity you require in each price class,

specify Christmas Packaging and date wanted. Delivery will be stepped up to meet your requirements. SUPER-CHARGED SWEET SHOT Retail per doz .... \$11.40

WORTHY Retail per doz. . . . \$8.40

THE WORTHINGTON BALL COMPANY 43rd Year, Specializing in Golf Ball Manufacture Elyrig, Ohio, U.S.A.



# Wilson "Top-Notch" Gol

"natural" Christmas

A Christmas tree in your pro shop? Not necessarily, buy you can add a bundle of yuletide cheer—both to yourself and your customers—by making your pro shop your members' shopping center.

Take up the matter with the ladies. And the youngsters, too. They'll be delighted for you to help them solve that annual headache of "what do you think Dad would like best?"

They'll spread the word when they discover your suggestion of Wilson Top-Notch golf balls—all decked out in sparkling holiday gift wrapping\*. It would be worth a lot just to see the old boy's face light up on Christmas Day . . . for Wilson Top-Notch golf balks make the perfect Christmas gift under any golfer's tree. \*Christmas wrappings are included in orders for holiday business.



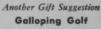


Chicago, New York and other leading cities (A Wilson & Co., Inc. Subsidiary)



Golfdom





It's sweeping the country, A new and perfect gift game with all the thrills of golf. Set includes 5 dice, leather cup, scoring pad and playing rules.



Wilson

RACK NO	NAME JOHN W. DOE ADDRESS 441 ELM ST. CITY PHONE RES: 123-R BUS: 7410										MENBERSHIP GOH- JOINED 45 HEP. 12 BIRTH: YEAR 1905 DATE SEPT. 2				
110															
YEAR	JAN.		-		WAY	JUNE	JULY	AUG.	SEPT.	ост.	NOV.	DEC.	MONTH	SEASON	PAID
1947	0.2	0,0	1	IN 10TH				1733		2135				r	5/4/47
1948								3							
1949						-		20			5				
1950		12	L						1						18.00
	12.		X			1									1000
												2		1-34	
															100
						1.1				-			4		dine fait
REMARKS 6/12	147	Ch		inc	to	# 110	7-1	Nee	do	ligg	er.	rac	K_	. of	
REMARKS 6/12 Dado	100	000	ung	ing		1.	~~~	10	+	00	1.			-1	
	ice .	NOA	pra	rag		qu	LT	04		- 07	5		-	1	

MEMBER	CLUBS	MAKE	NOS.	COMMENTS	AND RECOMMENDATIONS				
I. NR.	3 woods	Reg SPALD.	123	Needs #4 Wood - 41/2 - 13/2					
	6 IRONS	WILSON Top Notch	234579	Interested in new IRONS					
Z. MRS	woods			Needs: 3 WOODS - 42"- 12-2					
	IRONS		2-2-2-2-2	6 IRONS (SPORT) Prefers					
3. M	WOODS				, cury				
	IRONS								
4. M	WOODS	100-22							
	IRONS								
	BAG	SHOES	ACCESS	REMARKS					
1.	ok	OK	SPORTSWER	(good dresser)					
2.	v	L							
3.									
4	-		and the second second	Contraction of the local division of the loc					

Nº 190

Statement JERRY E. ZOLAN

Golf Professional

To Mr. John Doe 441 film St. City

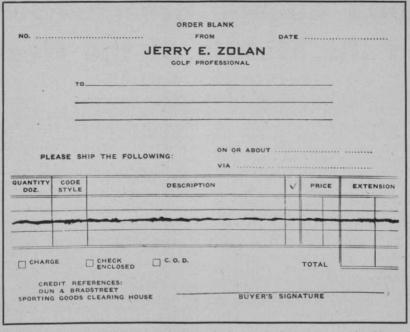
Please detach this coupon and mail with your check Amount Remitted \$.

JERRY E. ZOLAN, Golf Professional

Date	Description	Supplies		Lessons	Seora Clear	Seorage- Cleaning		Repairs		Tourna- ment		Total	
(	Balance Per Previous Statement	aug									2	85	
9/15	# 2995	5	70	•	1	00	1.	50	1.	00	3.	50	
9/10 # 1	99 • CREDITS	2	00								3	70	
В	ALANCE DUE										10.	05	

All Accounts Payable by the 10th of the Month Following Purchase \* CREDITS for tournaments applicable towards purchase of merchandise ONLY Your Charge Tickets Enclosed

Above: Business-like statement gives buyer confidence and assures accuracy in detailing charges and credits. At left: Front and back of the service card on which Zolan records services rendered and member's potential needs.



Zolan's form for ordering merchandise, duplicate of which is kept in his files for control reference and delivery checking.

be kept of members' clubs, bags, and accessories. This information will be found useful when ordering new stock. Going through the file and reviewing each card will give a good idea how many sets of irons, woods, putters, bags, or head covers will be needed to supply the members in the coming season.

A member's ledger may be dispensed with by using monthly statements made in duplicate form. Carbon copies of statements can be filed alphabetically in a loose-leaf book and originals sent to members with original charge and credit slips, copies of which remain in the book. Any transaction can be quickly found by referring to numbers of charge or credit slips on copies of statement regardless of how far back it may be. Members may be credited with the amount which they have at the end of the month, if they so desire. In many cases the member will let his credits accumulate during the season and apply the total amount against the purchase of a golf bag or set of irons. In that case the original credit slips are kept on file in the shop.

Records of purchases are necessary to efficient operation. A convenient form of ordering merchandise needed in the pro shop is the use of order blanks bound in books or pads so that a carbon copy of each remains in the book. This provides a permanent record of what is ordered, from whom, and when. Printing statements, order blanks and letterheads in one standard size and using window envelopes to avoid duplication in the rewriting of names and addresses is another timesaver.

#### Lesson Record Card

Golf lesson records should be kept to keep track of your pupils from year to year. This can be done very simply by using lesson cards. Hunting through your appointment book to find out when Mr. Jones had his last lesson, how many lessons are still due, or what progress he is making can be avoided with the use of a lesson card. It will give all of this at a glance.

Efficient caddie service is a major concern of most clubs. A 4 x 6 card with caddie employment blank on one side and the caddie record on the other will prove invaluable in building efficient caddie service. The card provides space for name; address; telephone; badge number, date issued. date returned; rating; conduct; attendance; awards; violations, date, nature and penalty; and playing ability. As caddies report for duty, pull the respective cards from the file and stack them up in the order of arrival or preference. When caddie goes out, take his card out and place in another stack. In this way an accurate record is at hand on the number of caddies available, their rating, and how many are

(Continued on page 78)

## Don't Change Greenkeepers In the Middle of the Heat

### By COLONEL W. J. BAIRD

Pres., Ft. Leavenworth Golf Club

Standing beneath a welcome shade tree, I could not help but close my eyes and dream of the lush blue grass and velvet like greens which but a short time ago grew so abundantly and covered so perfectly our rolling and picturesque golf course. When I opened my eyes it was easy to observe the effects caused by the hot Kansas sun. the warm drying winds of the Midwest and the added drought. Hard baked terrain covered with burnt grass could be seen everywhere and all resemblance of green lush grass was gone except for an occasional undesirable patch of crab grass which delights in taking advantage of any occasion for infestation purposes. As I stood there the problem which caused me concern was not the disappearance of the blue grass-this I knew would return come October and rain. Neither was I particularly worried about the attacks of big brown which I had experienced on several of our greens. The greenkeepers of Kanand Western Missouri are quite Sas familiar with Mr. Big Brown and his potential. They realize that bent greens are on the verge of life and death during a Midwest summer.

What then was my concern? I believe it was a feeling of great respect for golf course superintendents and one of deep sympathy for some club officials as well as a few influential players who delight in making hasty decisions and working off their prickly heat during hot uncontrol-To some, midsummer lable summers. usually means open season on Mr. Greenkeeper. I have always believed that the part played by the elements exerted more direct influence on the condition of a golf course than by the man in charge. And, as a matter of fact, I still believe so. Ninety-nine per cent of the time the green superintendent can handle most of the problems within his profession but that remaining one per cent which is handled by nature is beyond the reach of man. We may compete with nature and occasionally gain a slight advantage but in the long run it's almost impossible to win.

It was not too many years ago when I was heralded as somewhat of a turf hero. This, because I maintained the best greens for miles around during a most difficult July and August when no water came down from the heavens and the temperature bubbled around the 100 mark with plenty of humidity as a side dish. During this same period my best friend, Joe, an expert green superintendent, lost his job even though for five years previously he was considered one of the best in the business.

A few club officials and a small group of players who thought they knew all the answers but never contributed one ounce of sound advice finished Joe. While nature was playing tricks and things were pretty bad the club officials and membership just couldn't take it. The club which previously thrived and built its reputation on the greenkeeper's knowledge now turned against him and forgot his many contributions. Now don't get me wrong. I have been a club official as well as a greenkeeper and realize there are many players and club officials who know the ropes. They along with others have confidence in their man Friday (the greenkeeper) and have backed him to the limit. This is as it should be as long as the greenkeeper has proven his worth. On the other hand I am broadminded enough to know that a greenkeeper can make mistakes as can anyone else in any other chosen profession. The answer here is whether or not the same mistake is repeated and if so then there is a justification for a lack of confidence.

To get back to my friend "Joe," he was discharged and the club lost a competent man. I personally know that they would have doubled his salary a year later to have him back and even tripled it the third year after he was gone. The new but inexperienced gentleman they employed together with the self admitted and friendly advice of the know-it-all group resulted in a completely run-down golf course. Only through the employment of another experienced greenkeeper at double the salary of my friend did they finally come out of their difficulties. The club lost considerable money as well as prestige during this flasco.

If any reader of this article has entertained or toyed with the untimely idea of changing Mr. Greenkeeper during uncontrollable seasons, may I suggest that you close your eyes and picture the lush green fairway and velvet like greens which will soon return. A Midwest summer can be a tough proposition so leave the job to the man who knows.

## Store Authorities Suggest Pro Shop Improvements

In looking over the addresses at the Store Modernization Show held at Grand Central Palace, New York City, one finds many points that pros can apply. Foremost authorities on store layout, equipping and operation spoke at the show.

Excerpts from various addresses follow in providing suggestions for pros.

#### \*\*

Keep your merchandise brilliant. The way to do this is by contrast.

#### 8 sk

In the west and south there is a great deal more of bazaar selling—that is, no separation between street and store. The closer we can get to it in other parts of the country, the better.

#### F.46.95

A shop should be a place where all are obviously welcome.

All materials used in interior construction of a shop must create a contrasting background for the merchandise. It is always the merchandise which should first attract the eye.

Although what was said about air conditioning of stores in addresses made at the Store Modernization show wouldn't apply to pro shops it was a reminder that many pro shops are so hot and have so little ventilation that the pros might well think of electric fans in making their shops more comfortable during the summer.

#### \*\*\*

Lighting of the store is probably the most important element in the store design.

#### 1.8.10

New plastic washable materials make good wall finishes for stores.

#### \*\*\*

The insides of all showcases should be finished with lacquer or a colored lining.

#### 非非非

Men like color and many of them know a lot about it. The tomb-like quality of the stained wood hanging areas and the gloomy, dark show window backs are gone forever.

\*\*\* Modern store equipment must be flexible to the extent of simplifying orderly stockkeeping and permit changes in layout.

To what avail are some of the modern features of store design if the customer coming into the store cannot see the merchandise offered for sale? Psychologists tell us 87% of all our impressions going to the brain come through the eyes.

The three attributes of modern store lighting are attraction, appraisal and atmosphere.

Cases of re-lighting stores according to modern standards were cited in which sales increased from 20% in case of a food store to 40% for a hardware store.

We add fluorescent lamps to our show cases so we can catch the customer's eyes for our merchandise.

Consult your local electric company and get expert advice on what is best lighting for your shop.

#### Don't have too many show cases and other store fixtures. Keep merchandise at proper height for examination and handling.

Visit the most successful retail establishments and make notes of modern ideas you might apply in display, lighting, signs, fixtures, floors, color schemes and decorative materials of wood, plastic and glass.

#### \*\*\*

If you expect to do more business at a profit you have to get more store traffic, stop more store traffic, sell more store traffic.

#### Study where traffic can see most easily and quickly and what stops the moving eyes most quickly.

#### When merchandise is shown in use (shirts on shirt forms, ties on shirts, gloves on hands, etc.) more people stop and appraise the goods.

动 能 站

#### Surround merchandise with appropriate style atmosphere to not only increase sales appeal of each item but to emphasize the general style character of the store.

\*\*\* The sales appeal of the show window is generally averaged at about 25% responsible for the sale.

Color is the most inexpensive way to achieve an effect.

If merchandise is seen properly it re-



### Among the world's great golfers...

names that today are top-of-the-page sports news in the daily press...that are featured in national advertising...the personalities you see in the newsreels... a very large percentage became skilled at their game

by playing with MacGregor Equipment. And they climbed to the top by playing these finest golf clubs that precision machines and skill can produce. MacGregor's are the "Clubs the Pros Play."

Clinegot THE GREATEST NAME IN GO



MACGREGOR GOLF, INC, 4861 Spring Grove Ave., Cincinnati 32, Ohio



duces sales resistance to a minimum because it creates sales appeal.

Don't be afraid to employ some comedy touch so the customer gets a chuckle while shopping.

The first department stores' warehouse appearance had to be modified. It became necessary to set up barriers between the customer and the merchandise on sale. The great variety of wares called for sales fixtures appropriate in form and function to the goods they held. These fixtures were mainly sales counters or show cases plus some units for storage behind the clerks' aisle. They were always packed into the sales floors in a gridiron pattern of sales aisles and counters. This general arrangement can still be seen on the first floors of practically every department store today.

A scientific relationship of front counter sales space to storage, based on actual sales, did not enter the merchant's mind. His aim was to obtain the greatest possible density of fixtures on the sales floor, leaving a minimum amount of space for traffic aisles. He stopped just short of giving the sales floor the appearance of a warehouse.

People come to stores for the purpose of observing, comparing and buying merchandise. Any object or activity that distracts

\* \* \*

attention from the merchandise is an annoyance. Annoyances can be of a type that cause customers to divert their attention from the merchandise to their own physical comfort and safety. Or it can be of a type where objects not on sale attract attention to themselves and away from the saleable products. In modernization it is important to consider whether fixtures or treatments diffuse or focus customer interest.

The first process in reasoning is apprehension. In entering into a new situation, people are alert to anything which might be unfavorable to their interests. People tend to avoid situations which might become complicated, uncertain, or embarrassing. In modernizing it is important to simplify the customer's approach to the selling situation.

In selling areas it is advisable to provide guides to customer conduct. Objects or activities that might create wrong first impressions should be removed or screened from view.

\*\*\*

People can be favorably impressed by equipment or activities that are provided for their comfort and convenience even though the facilities are not directly connected with the presentation or sale of specific articles. Modernization should include supplying those facilities which pro-

(Continued on page 89)

the NEW club covering!

NKM

sany

The answer to the Christmas gitt problem for golfers . . . Sensational new all-nylon golf head covers! Available in an attractive assortment of color combinations. Beautifully packaged in a display carton for easy gift wrapping and mailing.

Set of three 3.95 Set of four 5.00 For further information contact your distributor

ALBANY 2, N.Y.

THE PERFECT CHRISTMAS GIFT ITEM

Golfdom