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Four New 1949 Models

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- No buttons, rods, legs or arms to push or pull. No thumb screws, wing nuts, ratchets to twist, adjust or keep tight.
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Address		
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What's Made Members Happy, Sales O.K. Told by Pros

Here are some ideas from successful pro businessmen you might be able to use on your own job:

From George Lake-

"Get local war veterans' posts interested in sponsoring junior golf tournaments. When they're interested it's easier to get some time from clubs or municipal authorities for use of a course for kid competition.

"Stress golf etiquette in your junior education and you have the kids showing better manners and consideration for the course than many adults show.

"Nine hole late afternoon events for men and women club members paired with boys and girls in Scotch foursomes make great entertainment for the members and kids and introduce a pleasant element of family life and wholesome competition that develops golfing spirit around a club."

From Al Lesperance—

"The member who doesn't play much golf is the one who needs a special and diplomatic treatment of attention by the pro and his assistants. There's the fellow who really isn't getting all he should from golf and the club. Maybe it's because he is shy and embarrassed about his game. When he realizes that the pro staff's long hours are for every member's benefit and that inability to play well is generally his fault only because he doesn't play much, that member and the club's directors are going to feel that the pro is giving the sort of personal attention that keeps the membership content."

From Joel Bennett-

"Play more golf with your members and have your assistant with them so the members with the high handicaps as well as the others know that the pro is genuinely interested in having everybody enjoy golf.

"Get the higher handicap members to play with you or your assistant in the district pro-amateur events. Let them know that they need not be scared about going in 'fast company' for every pro appreciates that if the high handicap men don't enjoy golf and get some hope and variety in the game the pros wouldn't have much of a field for making a good living.

"When you take higher handicap members around with you now and then to the pro-amateur events and they hear the locker-room talk of pros about equipment and the game that gives these members the sort of education that helps them, helps your business and livens golf interest throughout your club.

"When you see a member practicing, wander over discreetly and give him a little help without being too forward. Have brief visits with members in locker-rooms—just enough to let them know you are on the job to see that everybody's helped and happy. Show them new stuff in the shop without putting on any selling pressure. A lot of members never seem to be aware that shop stock is freshened often and don't know the first thing about golf club design and construction. That should be part of their education."

From Harry L. Moffitt-

"I think it would be wise for many pros to ask club officials to frequently inspect the pro shop and give any advice and suggestions that they think might help the pro and his staff to improve their service. We've all got successful businessmen as club officials and when we can get them to regard themselves as partners in the management of our business we gain a lot in sound business help and closer understanding with our officials and members.

"Such inspections keep the pro and his assistants on the job every minute and enable the pro to talk to club officers feeling more at home than in the inner sanctum. Thus conditions are favorable for the pro explaining the conditions that are somewhat peculiar to his business."

From Willie Hunter-

"Selling golfers is not too tough if the right background is established by personal contact and keen interest in each member's game is shown. My staff is instructed to write on a convenient pad the name of any member who shows the slightest interest in any product displayed in the shop. These entries later are transferred to a book. Then the members are shown the items when we think they are in the right mood. Never approach a customer after a bad round to sell him — catch him at the right time.

"Special emphasis is put on the fact that we give real help in the selection of equipment. When we do the selecting we lay ourselves open if we do not build ourselves up by letting the player try out clubs he intends to buy. It is surprising how few



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BERK'S BIG 4 are widely used by Greenkeepers to control large Brown Patch, Dollar Spot, Snowmold and other turf fungus diseases affecting fine grasses in greens and lawns.

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members ever turn back a set as unsatisfactory and if they do they are impressed by our willingness to let them try until perfectly satisfied.

"I carry as many as 40 sets of clubs on display in my shop. I carry anything that sells to build volume and quickly clean out merchandise I find has been bought as an error in judgment. I don't refuse to buy merchandise because I don't particularly like it myself. I let the customer decide by turnover whether the product is right. The point is to not let a dollar go to buy elsewhere because of any prejudice I might have.

"Have fixtures that are attractive and well lighted so the customer can handle any item that gets his or her attention. Put emphasis on colors of apparel items to brighten the shop. Many a time a shop fails to make sales because it lacks eye appeal. An attractive, colorful shop stays in the memory of people who pass through and even if they do not buy at the time, your shop may have registered in a way that makes sales later.

"Pay close attention to featuring golf shoes, both men and women's numbers. As a result of giving this business some special thought and effort I now am selling street shoes of the same lasts as the golf shoes.

"And be sure to have a tournament program set up that has something doing

almost every day — and with chances for prizes and balanced competition for everybody in the club."

From John Reuter, Jr.-

"Courtesy and thoughtfulness are the two chief items in the stock of a pro who wants to be a successful merchant and a valuable asset to his club. A member may come into the shop several times before making up his mind to buy and too often pro shop sales are lost because the member isn't cordially received after he has 'shopped around' without buying. Everyone expects to do some shopping around in department stores and there are no hard feelings shown by the clerk if the sale isn't made.

"Think carefully, too, about price lines to suit the purses of your members."

BARNES 1949 GUIDE

A. S. Barnes & Co., New York, has issued its 1949 "Official Golf Guide," a comprehensive and compact book of golf records; national and sectional, pro and amateur. The material includes the history of major events and last year's performances in almost all of the men and women's tournaments. It also contains biographies of prominent men and women amateurs and pros, a rather complete 1949 schedule, data on British and Canadian events, golf association officers and miscellaneous data.

KILL Weeds At The Roots!



Write for literature explaining these tested DOLGE products fully and giving specific directions for their use.

DOLGE SS WEED-KILLER

Goes to the root of your weed problem. Use in economical solution where no vegetation whatever is desired. Sterilizes the soil so windblown seeds cannot normally sprout in it. Penetrates to the roots — and KILLS! This modern chemical weeding saves money and hours of backbreaking labor.

E.W.T. SELECTIVE WEED-KILLER (2-4-D)

Works down thoroughly to the roots of brush, dandelions, plantains, poison ivy, ragweed, sumac and other plant pests, but will not kill most turf grasses. Best used for maintaining beauty of lawns and fairways.

The C. B. DOLGE CO.

WESTPORT, CONNECTICUT

A Fertilizing Program for Good Greens Maintenance By John L. Arrowood

Proper feeding plays a very important part in maintaining good greens. A grass plant cannot wander around in search of food like a bird or animal. It must depend on the food available in a limited zone of soil. Unless we replace this food as fast as the plant consumes it, starvation will soon start, this being a very common cause

of poor greens.

There are many advantages in properly feeding a green for not only will the turf resist disease better, but if damage should occur, the well fed turf will heal faster. Proper feeding will cause the roots to penetrate deeper into the soil, enable the grass to secure more moisture to help it thru the hot and dry months of July and August. Another advantage of well fed turf is its ability to crowd out weeds. Certainly not a small help.

A greenkeeper should work out a fertilizing program that will give the greens maximum growth without the grass being too soft and lush. I feel that if the grass is not growing, it is time to look for

trouble.

My green fertilizing program this year is a little heavier than in the past, and is as follows:

March 15-30 pounds per one thousand square feet of a half and half mixture of Vigoro and Milorganite.

April 15-Same as for March.

May 15-25 pounds per one thousand square feet of a half and half mixture of Vigoro and Milorganite.

June 15-15 pounds per one thousand

square feet of Milorganite.

July and August-1½ pounds per one thousand square feet of sulphate of Ammonia, applied every two weeks with a McLain Spray Barrel.

September-35 pounds per one thou-

sand square feet of Milorganite.

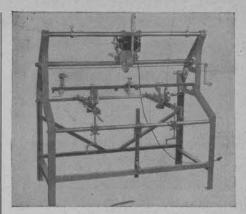
For some greens this would be too much fertilizer, and for others pehaps not enough. I feel it is a good program for me, as my greens have steady growth and they show signs of nitrogen hunger before each application.

-lowa Greenkeepers Bulletin

Annual Turf Conferences

Aug. 30—Turf Field Day, Rutgers Univ., New Brunswick, N. J.

Sept. 7-9—18th Annual Greenkeepers Field Days, Rhode Island State College, Kingston.



"We have run our Grinder 9 years without a repair part" says a famous Club.

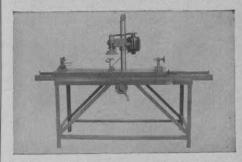
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Southeastern and Florida Turf Groups Hold Joint Conference

More than 120 persons representing eight states attended the Third Annual Southeastern Turf Conference held May 21-24, 1949, in conjunction with the Florida Greenkeeping Supts'. Assn. at Tifton, Georgia, and Jacksonville, Fla. More than 100 visitors from eight southeastern states spent the morning of May 21st participating in a putting contest and choosing the three best greens from 106 Bermuda strains that have been maintained the same since 1947. In the afternoon a tour of the Southeastern Turf Research Center experimental plots was conducted by Dr. Glenn W. Burton and B. P. Robinson of the Georgia Coastal Plain Experiment Station, Tifton.

The tour consisted of discussions of the following experiments and answers of related questions:

- 1. Establishment and height of cut test.
- 2. Seed production in turf grasses Centipede grass seed production.
- Insect control in turf: Study of effect of chemicals on mole, crickets and earth worms.
 - 4. Topdressing material test.
- 5. Testing Bermuda strains for putting greens and fairways.
- 6. The effect of various nitrogenous fertilizers upon seasonal growth of Centipede and Bermuda grass.
- 7. pH and nitrogen level studies on Southern grasses.
- 8. Breeding Bermuda and Centipede grass for turf.

An educational program was held in Jacksonville, Florida, on May 23rd and 24th in which the following speakers participated: Dr. L. O. Gratz of the Florida Exp. Station; Dr. O. J. Noer, Milwaukee, Wis.; Dr. Glenn W. Burton, Georgia Coastal Plains Exp. Station, Tifton, Ga.; Dr. Roy A. Bair, Everglades Exp. Station, Belle Glade, Fla.; Dr. David Stoddard, Belle Glade, Fla.; Walter Thames, Belle Glade, Fla.; Dr. E. G. Kelscheimer, Vegetable Crops Laboratory, Bradenton, Fla.; and M. K. Jeffords of the Southeastern Turf Advisory Committee. Equipment exhibits were held on May 23rd and 24th. A very interesting forum type meeting was held on the afternoon of the 24th. Dr. O. J. Noer was the leader of a panel discussion composed of Dr. Glenn W. Burton, Dr. Roy Bair and T. M. Baumgardner, Sea Island, Georgia. These men answered questions from the audience and called on other members of the conference who had had some experience in turf to give their observations and opinions.

USING PSYCHOLOGY

(Continued from page 33)

thing to those trees except severing a

single twig or root.

Action, other than around the trees, soon took place. A delegation of members from the surrounding houses marched on the grounds crew ordering it to cease and desist. The laborers took no notice and continued to mess around and size up the trees. Indeed, they made it obvious they understood no English. Here was a pretty pass - something had to be done immediately to stop these men from destroying the work of centuries. Ha! The Greenkeeper! But this particular greenkeeper was carefully avoiding being found, being lodged in a safe vantage point. Meanwhile, the grounds crew continued to peck away in a determined but undestructive way around the trees. Goaded to fury, the indignant club members at last formed a protective cordon around the oak, which by this time was probably shaking with mirth. Someone went to call a board meeting right then and there.

The whole matter was thrashed out and settled, once and for all in favor of preserving the trees. At the psychological moment the greenkeeper arrived to call off

his crew.

As a sidelight on this episode, this particular greenkeeper takes another good tactical step during the annual program of tree pruning and renovation. Any major tree surgery, such as main limb removal, is done very early in the morning before the players arrive. The freshly cut stump is painted over and camouflaged as an old wound. There have been no complaints.

Warn Them of Work

While some golf-interfering tasks can be performed at night, some must be done in the daytime, which means that some golfers are bound to be inconvenienced. Among those so disturbed are bound to be one or two who take the matter as a personal affront. The greenkeeper can take a considerable amount of the sting out of any remarks they might make by publishing on the bulletin board a timetable of such top-dressing, sod replacement, weeding, etc., that he plans, with a brief explanation appended regarding why these activities are essential at the season scheduled. In the presence of such a timetable even the most vindictive golfer cannot support the claim that the club management has designs upon his full enjoyment of the game.

Very good managerial tactics include the establishment of a set of rules regarding behavior of the grounds crew in the presence of players. Usually a crew man manages to fade into the background very quietly when golfers approach his field of



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- A single application eliminates dollar spot within 7 days.
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- Aids in the prevention of large brown patch.
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*Trade Mark







activity. But troublesome moments do occur to disturb the most conscientious greensman. How well do I remember the time when I was cutting some weeds near a green as a foursome approached. I stopped swinging my cutter (I was off to the side of the green) just before the players started to putt. When they had finished, one of the sportsmen pointed to me and said, "That's why it costs so much to play golf. Too many men standing around doing nothing."

Stung by this remark, I continued to slash at the weeds until the following four-some was actually in the act of putting. Whereupon I took a bawling out for having distracted the golfers even while they were making their approach shots down the fairway. What I wouldn't have given to be able to quote a club rule to the effect that grounds crew members must remain still while within 25 yards of a player making a shot.

Careful work scheduling will keep most crewmen out of the way of the heaviest play. In those cases in which removal of the greensmen is impossible during the rush hours, the greenkeeper would do well to find an unobtrusive secondary task for his men to fall back upon. Thus if the men are repairing greens turf in the direct line of play, it would be excellent psychology to have tools available for say, sweeping leaves nearby. Even though the need for sweeping leaves may not be great at that particular point, the effect upon the average club member would be much better than that were he to see a group of men apparently idling.

Keep Players Happy

4. Help the player to enjoy his game. Generally speaking, the more contented a group of golfers may be, the less disturbed will be the life of the greenkeeper. Axiomatic though this may sound, the action of some greenkeepers indicates that they reap their greatest satisfaction from trying to annoy the player. I do not deny the excellence of their greenkeeping ability, but when they permit their men to leave tools, hose, sprinklers, and mowers even partly in the line of possible play, he is just making trouble for himself.

The placing of tee markers, frequently left to the haphazard guess of an untutored groundsman, can and does cause a lot of player annoyance. I once played on a course upon which at least six of the tee markers had been placed in such a way that made the playing of a good tee shot legally impossible. I played as a guest at this particular club, but had I been a member I would have taken the greenkeeper's scalp. Of course, many players do not realize what a downhill or a sidehill stance will do to a normal tee shot, but a series of

bad tee shots never yet have contributed to a greenkeeper's tenure of jobhood.

As a frequent player upon another course. I had a bad habit of slicing into the hilly rough bordering the slightly curved fairway. Those of you who know my so-called game will testify that my slicing is no more a remarkable phenomena than the fact that when it rains, the grounds get wet. In defense I must say that I slice only 50 percent of my tee shots; the other half I hook. But on this particular hole I always sliced. Furthermore, a casual check showed that about three out of four players sliced their tee shots on this hole. The tee was flat and the fairway wide. Neither of those factors could cause the trouble. Exasperated, one day I checked on which way that dratted tee faced. Sure enough it faced directly toward the hilly rough. It exercised a marked psychological effect upon the players teeing off. Unconsciously they lined themselves up with the facing of the tee, and try as they might to swing the club to shoot down the fairway, they too fre-quently wound up on the hill. Though not one player in ten thousand would notice that tee particularly, many players lost their temper because of it. Not more than a day's work by one or two men would have made lots of happier players.

A particular green on another course gave a lot of trouble because most players could not seem to hold a pitch shot on it. They complained that the turf was too hard, that the grass was too short, that the green was too dry. The greenkeeper knew that none of these were the true cause, but he did his best to accommodate the players by increasing the grass length on that particular green and giving it extra water. This brought further complaints because the putting surface was inconsistent with that of the other seventeen greens. Finally the green was regraded and all the complaints stopped; in fact, players now compliment the greenkeeper on the vastly improved turf and putting conditions on this green. Actually, the green foundation and the grass is the same as on all the other greens, and just the same as on this green before regrading. The difference lies in the fact that the green now slopes toward the fairway; whereas previously it was flat, and even tended to slope away from the fairway.

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Get this fine inexpensive machine. Save hundreds of cides with this small investment. Have real playing Greens this year. Unbreakable s p i ke s. Alemite oiling. Easily operated by hand or power. Write for literature.

All the other greens sloped towards the fairway.

By going around your own course with a critical and calculating eye, you may be able to make several improvements on your own course to improve player morale. The removal of low-hanging branches, the improvement of a pathway, the frequent application of paint to signs and markers, and scores of others all pay big dividends. Always keep in mind: You gotta keep 'em happy!

MUST FACE PROBLEMS

(Continued from page 41)

Ky Laffoon and was offered a job under Big Chief Ky at Northmoor, Chicago. Claude was given the facts of the golf business by the ever alert Laffoon, and the young Floridian learned fast. He was a worker from the start and never chose the easy road. I knew him well in those early days, and remember his winter as pro at Quincy, Fla. He made no secret of the fact that he saved every possible nickel so that he might play all the tournaments over a stretch of years and gain solid experience. He did just that.

Harry Cooper took over Northmoor when Ky decided to give more time to dogs and hunting and live on his backlogs of gilt edge stuff. Claude trudged right along as the assistant to Cooper. Craig Wood, ever alert to choose nothing but the best in assistants, signed Claude for Winged Foot, in the New York suburbs. During these grueling years of apprenticeship, Claude was doing his job and building a solid foundation. A short swing to Detroit as a full fledged pro preceded his return as head man to Mamaroneck's famed Winged Foot. He also holds Seminole's fine pro job. Claude has climbed the long way through years of hard work and close study of pro golf.