

YUCK, BROWN!

WHY CUT PESTICIDES?

SUPER-INTENDENT

May 2009

Golfdom

www.golfdom.com

THE MAGAZINE FOR SUPERINTENDENTS

When the golfer tapped the putt and watched his ball's lengthy journey end with a sweet-sounding clang in the cup, the maintenance worker nearby began applauding as if Tiger Woods sank the shot.

**“Great putt!”
the worker cheered while
clapping enthusiastically.**

It was only the reaction from a gallery of one, but it was a very meaningful reception to the golfer. In fact, the player was so touched by the applause that he phoned the worker's boss, Certified Superintendent Dennis Lyon, to tell Lyon how touched he was by the action. To Lyon, **the scene was the epitome of awesome and unrivaled customer service.**



Growing the Game [PART 2]