

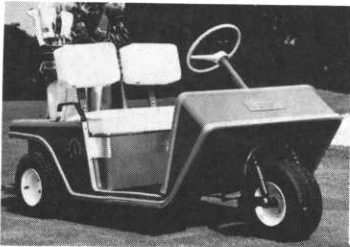


DENNIS HENDRICKSON

WHEN MINUTES COUNT

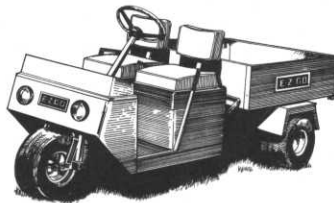
This golf season has been the most difficult one that I have ever been through! It seems to have been a year when if something could go wrong, it did. Broken irrigation pipes, long dry periods, hot humid weather, three storms causing considerable course damage, equipment breakdowns, lightning damage to irrigation controllers and employee accidents. This combination of events can really take the enjoyment out of what is usually a great occupation. However, we must not get depressed and discouraged! No doubt that in times like these, we learn much more as we search for ways to overcome our difficulties.

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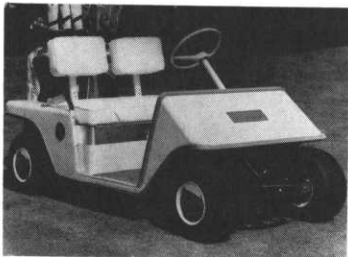


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SALES-SERVICE-LEASING-PARTS

One invaluable tool that has become a part of my program as a result of a bad situation is a file box with a card for each employee located next to the phone in the maintenance building. On the card are the employee's name, home phone number, home and work numbers for people to be contacted in case of an emergency, the employee's doctor and the clinic or hospital where medical records are located. We all realize the importance of safety, but if and when an accident occurs, this information should be very readily available. A couple of weeks ago, one of my employees was injured when the truckster she was riding dropped into a soft spot created when an irrigation main burst. She was thrown ahead of the truckster when it stopped suddenly. She was in shock when the paramedics arrived and was asking for her mother. I did not know where her mother or father worked. The paramedics wanted to know who her family physician was. I did not know. If one of the other employees had not known this information, a very bad situation for her and for me would have been worse.

Granted, this information is probably on file in the clubhouse office. However, when minutes seem like hours, the clubhouse is not the only place this information should be. I have learned from this bad experience. I highly recommend that everyone give some thought to what you would have done if you would have been in my situation that day. You may be! BE PREPARED!

THE TROUBLE WITH THE GUY WHO TALKS TOO FAST IS THAT HE OFTEN SAYS SOMETHING HE HASN'T THOUGHT OF YET.

DIVOT NEWS