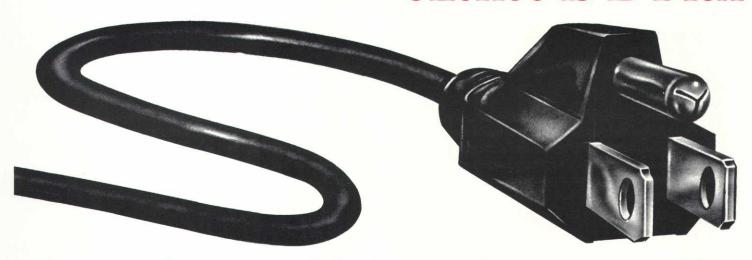
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Sound Strategy

(Continued from Page 20)

your optimum pitch, but if you speak too loudly you'll sound aggressive, which might not be appropriate for what you're saying.

The important feature of volume is appropriateness. How loud or how soft you speak must be appropriate to what you are saying and how you look. Your voice and your image must go together. Speaking loudly is an indication of nervousness, anxiety and even hostility. When the volume goes up, we hear anger or frustration. Often it is used as a tool for interruption, excitement, enthusiasm, fear, authority, aggression, assertion and confidence. Turn down the volume to express sympathy, concern and understanding.

Pause

Pause is the third quality you can use to help you project your targeted image. Pause is an extremely valuable tool for stressing different points in your message. The pause gives people time to react to what you are saying. Pausing strategically can change the entire perception people have. Use-but don't overuse-the strategic pause.

Intonation

Intonation is the final element in voice language. Your intonation wraps up pitch, loudness and pause into a total package that conveys your message with authority. If a speaker ends each sentence with an upward inflection, we get a picture of someone who is insecure or not confident. It makes us question what's being said.

Use intonation that reflects your inner feelings to give strength to what you're saying and to the image you leave with your listeners.

There is a standard in vocal language that can get you what you want. Your sound strategy is to develop a tone that's appropriate to the goals you're trying to achieve. Consciously choose a strategy for your sound, and change that sound by employing variables of pitch, volume, pause and intonation.

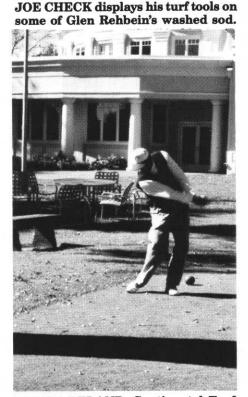




MEMBERSHIP REPORT

NEW MEMBERS-OCTOBER 10, 1994	Class
Patrick Anderson	Dellwood Hill G.C D
3378 Auger Ave., White Bear Lake, MN 55110	W: 612/426-4406
Greg Christian	The Wilds Golf Club A
1301 W. 143rd, #207, Burnsville, MN 55306	W: 612/445-4455
Darryl DeGrio	Rich Acres Golf Course
5925 12th Ave. S., Minneapolis, MN 55417	W: 612/861-9349
Joseph Dinnebier	Pine Ridge Golf Club RII
405 West Broadway, Little Falls, MN 56345	W: 218/575-3300
Andrew Dumas	
15201 Greenhaven Dr., #115, Burnsville, MN 55306	W: 612/953-3656
John W. Hamblet, Jr	Lakeview Golf Course D
	W: 612/472-7546
Kevin Iverson	
1939 Silverbell Rd., #104, Eagan, MN 55122	H: 612/688-8528
Kevin Loftness	Turf Enhancement E
RR 1 Box 115 Hector MN 55342	W: 612/848-6441
Thomas J. Melcher	Tri-State Pump & Control, Inc F
805 Tower Drive Medina MN 55340	W: 612/478-2000
Christian Norton	Lakeview Golf Course BII
710 North Shore Dr., Mound, MN 55364	W: 612/472-7546
Curt Pickar	.3M Club of St. Paul/Tartan Park BII
11512 Dale Rd., Woodberry, MN 55125	W: 612/733-3472
Joel Schuman	Anoka Hennepin Tech. College C
13450 Arrowood Ln., Dayton, MN 55327	
Mick Twito	.Crystal Lake Golf ClubBII
16725 Innsbrook Dr., Lakeville, MN 55044	W: 612/953-3656
, , , , , , , , , , , , , , , , , , , ,	
RECLASSIFICATION—OCTOBER 10, 1994	
John F. Betchwars	
David Longville	. White Bear Yacht Club BII to B
Thomas Schmidt	. Perham Lakeside C.C C to BII

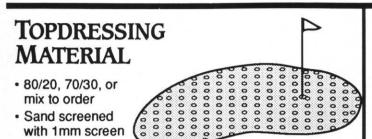
Dick Grundstrom, Membership Chairman



BRUCE LELAND, Continental Turf, playing Minneapolis Golf Club's tenth hole from the tips.

A (W)HOLE IN ONE

One-stop shopping for golf course materials



- Product blended then rescreened through 3mm screen to assure clean mix

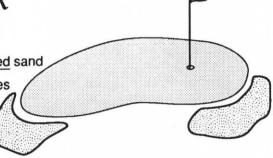
 All product blended then rescreened through 3mm screen

 The screened through 3mm screened through 3m
 - All specs available upon request

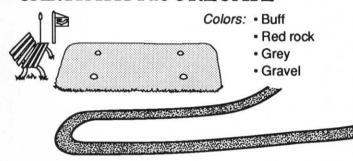
(USGA spec)

BUNKER SAND

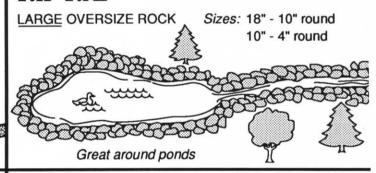
- · Clean, washed sand
- 2 particle sizes to choose from

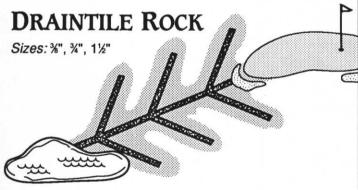


CARTPATH AGGREGATE

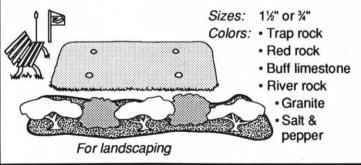


RIP RAP

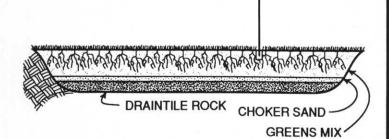




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MGCSA CANDIDATES FOR OFFICE

President

(1-year term)

Kevin Clunis Stillwater Country Club

Vice President

(1-year term)

Bill Cox Tianna Country Club

James Gardner Rochester Golf & Country Club Secretary

(2-year term)

John Granholt Eau Claire Country Club

Tom Kientzle
The Pines at Grand View Lodge

Industrial Relations

Butch Greeninger Dale Parske Director

(4 to be elected 2-year terms)

Dick Grundstrom Indian Hills Golf Club

Tom Kientzle (if not elected Secretary)
The Pines at Grand View Lodge

Charlie Pooch Les Bolstad U. of M. Golf Club

> Dave Sime Benson Golf Club

Fred Taylor Mankato Golf Club

Pat Walton Rolling Green Country Club

CANDIDATE PROFILES

Kevin Clunis, Stillwater Country Club

Qualifications and awards:

Served seven years on the Board of Directors of the MGCSA. Previously held office of Vice-President and Treasurer. Also past chairperson of Research, Environmental, Conference and Education, Arrangements and Bylaws Committees.

Why are you running for office?

Have the support of other superintendents.

What are the biggest problems facing the MGCSA today?

The problem lies outside the MGCSA. We need to get more golf clubs that are members of the MGA to have someone be involved in membership with the MGCSA. Currently only 245 MGCSA member clubs of the MGA out of a possible 400 clubs are involved.

Do you have any unique problems at your course and how did you solve them?

Recently and currently are working with Washington County Soil & Water Conservation and the Minnesota DNR on a runoff project to protect a designated trout stream.

James D. Gardner, CGCS, Rochester Golf & C.C.

Qualifications and awards:

Certified Golf Course Superintendent
Environmental Management Program—
Integrated Plant Management Specialization
Environmental Management Program—
Underground Storage Tank Specialization
MGCSA James Watson Award for Journalism

Why are you running for office?

Help make public have a better understanding of our profession and all the environmental qualities that golf courses provide for the community through media sources and publications.

What are the biggest problems facing the MGCSA today? Public image, golfer expectations, environmental concerns.

MGCSA CANDIDATES FOR OFFICE

(Continued from Page 25)

Charlie Pooch, Les Bolstad U. of M. Golf Club

Qualifications and awards:

Graduated from University of Minnesota June, 1975. Joined MGCSA in September 1975.

Why are you running for office?

I attended many monthly as well as national meetings as assistant superintendent enjoying many of the benefits of being a member of our organization. Now that I am qualified to hold office I would like to contribute what I can to make us a stronger organization.

What are the biggest problems facing the MGCSA today? With the increased popularity of our business and the corresponding increase of our membership we must make sure we continue to offer opportunities so every member can feel he or she is part of the MGCSA.

David S. Sime, Benson Golf Club

Qualifications and awards:

Secretary of Benson Park Board Vice President of Benson Chamber of Commerce 1993

President of Benson Chamber of Commerce 1993

13 years golf course experience

Why are you running for office?

I hope to benefit the MGCSA involving and encouraging the smaller, outstate golf courses so they will attend meetings and share ideas.

What are the biggest problems facing the MGCSA today? I feel that MGCSA has grown to such proportions that it lacks the support and personal attention needed to encourage new and smaller golf courses.

Do you have any unique problems at your course and how did you solve them?

I bought and installed a used watering system, saving money while upgrading the watering system.

John Granholt, Eau Claire Country Club

Qualifications and awards:

Superintendent E.C.C.C. 15 years (thought I'd be here 3-4 years)

Assistant to Boots Fuller 2 years in Mankato Assistant to Jim Wodash in Albert Lea 6 years Family still in Minnesota Member GCSAA, WGCSA

Why are you running for office?

Elected as director in 1991, want to stay involved and work for the association. It has been a lot of work and driving but a great experience.

What are the biggest problems facing the MGCSA today? Government regulations, environmental issues, continued research funding, educating golfers about what we do and why.

Do you have any unique problems at your course and how did you solve them?

Flooding

Other comments:

MGCSA is such a great organization. People not in this business find it hard to believe that you can call up any number of people in our business to help you solve a problem or for advice.

Butch Greeninger, MTI Distributing Co.

Qualifications and awards:

MGCSA member since Oct. 1985

- 3 years on Scholarship Committee
- 2 years on Conference Committee
- 1 year on Research Committee

Why are you running for office?

I believe in the association as being beneficial to all members and have really enjoyed being involved these past few years and would like to take the next step in support of the organization.

What are the biggest problems facing the MGCSA today? Increasing member involvement. The association is only as strong as the membership. Getting all area courses as members and really trying to get them involved at some level.

MGCSA CANDIDATES FOR OFFICE

(Continued from Page 26)

Patrick Walton, Rolling Green Country Club

Qualifications and awards:

Bachelor of Science Degree - Horticulture, University of Minnesota 1983

GCSAA Member - Class A, Certified Golf Course Superintendent, February 1993.

7 years Superintendent at Rolling Green Country Club 2 years at Deer Run Golf Club

Why are you running for office?

I have been a member of this association for 11 years and I feel that it is time for me to become involved in the management of our association. I am also at a point in my career where I have the time needed to be an active board member.

What are the biggest problems facing the MGCSA today? Professional recognition and public relations and educating the public in the areas of pesticide and fertilizer and water usage on the golf courses in our state.

Do you have any unique problems at your course and how did you solve them?

Drainage is our number one problem at Rolling Green Country Club. Both surface and subsurface drainage is inadequate in our greens. We are deep tine aerifying sand topdressing and recontouring our collars to allow for surface drainage.

William S. Cox, Tianna Country Club

Qualifications and awards:

Certificate of Completion: Turfgrass Management Program, College of Agriculture, Pennsylvania State University. Certificate of Completion: Landscape Technology and Turfgrass Maintenance Program GCSAA Member - Class B MGCSA Member - Class BII

Why are you running for office?

I have been a member since 1979, and this is the first year I have been involved with the operations of the MGCSA. I feel it's important to give back to the organization. I also feel it is important that all areas of the state should be represented.

What are the major concerns facing the MGCSA?

I think there are several areas of concern; environmental and pesticide issues; right to know and personnel management, among others. But for our association, I feel our membership needs to be improved on. We need to get the word out to non-member Superintendents around the state. Let them know what our association has to offer, and the importance of dealing with those issues I previously mentioned.

Did you have any unique problems at your course and how did you solve them?

Several issues of concern at Tianna Country Club have been solved with implementation of gold tee markers and addition of forward tees. The rationale for adding these tees include speeding up play, more options off the tees, and greater enjoyment of the course. It will also help improve the turfgrass quality be spreading out turf damage and wear over more tee space.

Fred N. Taylor, Mankato Golf Club

Qualifications and awards:

B.S. Mankato State University—Business Admin. and minor in economics.

A.A.S. U of M - Waseca - Horticulture.

Employed at the Mankato Golf Club for 13 years, last three as superintendent.

Assisted in organizing southern Minnesota superintendents coalition.

Vice-chairman of the U. of M. - Waseca Horticultural Advisory Committee, 1989-91.

M.G.C.S.A Membership and Education Committees 1993-94. M.G.C.S.A. Watson award 1989.

Why are you running for office?

Over the past 17 years, the M.G.C.S.A. has provided me many opportunities for personal advancement and education. By serving as a director, I would be able to "give back" to the association. At this point in my career, I feel that I have the time, energy, and resources to effectively represent the membership of the M.G.C.S.A.

What are the biggest problems facing the MGCSA today?

The greatest short term problem facing the association is the development and integration of the M.T.G.F. I believe in the mission of the M.T.G.F., and I believe that because of its strong standing, the M.G.C.S.A. must champion the Foundation's cause. This will be a delicate process however, as we cannot alienate the other associations. In the long term, the environmental issues and the image of the golf course are areas that need continued attention.

Do you have any unique problems at your course and how did you solve them?

Staff burnout is not unique to our course, but we used a little different method to regain enthusiasm. We gathered five of our most experienced employees and did some group problem solving. They decided certain procedures and methods for some daily practices. They also chose an area of responsibility (i.e. roughs, bunkers, equipment) that they would oversee. The outcome was a happier, more productive crew, and a better golf course!

Other comments:

I have often felt that the "little guy" gets overlooked by our association. I would advocate implementing strategies and procedures to reach out to the 9 hole and low budget superintendents and help bring them into the fold.

Pines Superintendent Tom Kientzle Places Second With Waterfall Pond Photo in National Contest

Before-and-after photographs of a waterfall pond at The Pines golf course at Grand View Lodge in Nisswa captured second place for Tom Kientzle, Grand View's golf course superintendent, in a national contest sponsored by Becker-Underwood, Inc., Ames, Iowa.

Purpose of the contest was to illustrate how Becker-Underwood's Lake Colorant WSP, an environmentally safe dye, can change pale, dirty or off-colored water into a natural-appearing, translucent blue.

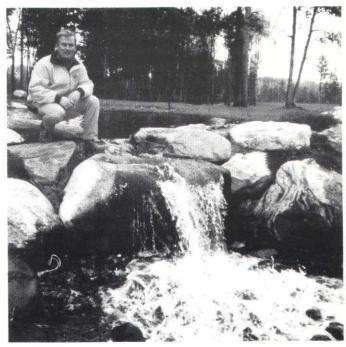
The waterfall pond, enhanced by attractive rock formations, is the focal point of landscaping around the new clubhouse at The Pines.

"The dye, among other things, stops the photosynthesis of plants to eliminate weeds and gives the water a natural blue look," Kientzle said.

He also uses the product in other ponds around the golf course.

Precision Turf, Plymouth, also was honored as a second place winner in the contest for its part in selling the product to Grand View.

First place went to a golf course in Hawaii.



Tom Kientzle by The Pines' Waterfall

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Seasonal Help -

(Continued from Page 29)

Consider hiring retired people. They may not be capable of performing all of the jobs, but they may surprise you. In addition, their dedication is unbelievable.

I often hear how they provide companies with a new view on how to do the work. Seasonal recruitment is an ongoing process; employees will quit at some of the busiest times. A ready reserve of pre-qualified candidates gives you the power to react whenever turnover hits.

If you recruit seasonals at the start of the season, you will be forced to make decisions on the hiring of individuals based on immediate needs. As a result, you will not be choosing the individuals who can satisfy both your short-term and long-term needs. These last-minute hiring decisions often result in more turnover, or in

choosing someone who doesn't work out. Avoid this by making the seasonal employee interviewing process a year-round activity.

What skills? - Have a job description for each position in the company. This makes assigning both seasonal and fulltimers easier. It is important to let seasonal workers make decisions and assume authority and responsibility.

These opportunities will help the employee become an integral part of the workforce.

Allowing permanent employees to make decisions will encourage the seasonal employees to speak out and know they will be listened to.

Evaluating the performance of your seasonal employees as well as your full-time employees will encourage everyone not to be concerned with job titles.

Personality matches - Choosing the individual who will work best in your company requires you to know your company's "personality." You must know this before you hire, or you may wind up with quality people who don't fit in.

For most green industry companies, the characteristics I have most observed are competitiveness, team attitude, aggressiveness and personable nature.

Adaptability is important. Flexibility, cooperation and teamwork are the key characteristics which an individual needs to bring to the job in order to contribute to the overall profitability and effectiveness of your company.

—The author is a principal in Wandtke & Associates, a management and marketing consulting firm in Columbus, Ohio.

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Cleanup Clues -

(Continued from Page 11)

- · Rinse twice with warm or hot water, if possible.
- After laundering your protective clothing, run the machine, unloaded, through a complete wash cycle with hot water and detergent.
- Line-dry your protective clothing, preferably outdoors. Using a dryer may eventually leave pesticide residue in the machine.

Now, here are some "don'ts" to keep in mind when cleaning contaminated clothing:

- If you spill a fairly large amount of concentrated pesticide—especially an emulsifiable concentrate—on an article of clothing that is not resistant to chemicals, don't wash it. Remove the article immediately, place it in a plastic bag, and dispose of it according to the pesticide label directions.
- Don't use a laundromat or a commercial laundry service to wash contaminated protective clothing.
- If possible, don't allow contaminated clothing to dry before your pre-wash rinsing.

The Environmental Protection Agency's Worker Protection Standard, which affects all farms, nurseries, greenhouses and foresty operations, contains specific minimum provisions for cleaning protective clothing and for informing those laundering your protective clothing of the potential hazards of pesticide residues (WPS, 40 CFR Part 170,240, Personal Protective Equipment).

The Worker Protection Standard sets the following specific guidelines:

- Any employer of pesticide handlers (the term "handlers" includes applicators) must ensure that all personal protective equipment is cleaned according to the manufacturer's instructions or pesticide labeling instructions before each day of use. If there are no instructions, the equipment must be washed with hot water and detergent.
- Equipment that can't be cleaned, or clothing drenched or heavily contaminated with undiluted pesticide that carries the word "Danger" or "Warning", may not be reused and must be disposed of properly.
- Employers must ensure that contaminated protective clothing and equipment are stored and cleaned separately from other articles.
- Employers must ensure that clean personal protective equipment is dried thoroughly before it is put away, that the articles are kept separate from other personal clothing and that they are not stored in a pesticide-contaminated area.
- Employers must inform anyone who cleans or launders protective equipment and clothing that the articles may be contaminated with pesticides, and must inform them of the harmful effects of exposure to pesticides.
- Employers must instruct employees doing the cleaning or laundering in the proper procedures, including how to protect themselves when handling contaminated articles.
- Employers must provide a clean place to store personal clothing, and to put on and remove protective clothing and

equipment.

• Employers may not allow or tell any pesticide handler to wear home or take home any personal protective equipment or clothing contaminated with pesticides.

After you've made a pesticide application, pay close attention to properly cleaning and disposing of pesticide containers, and cleaning and laundering personal protective equipment and clothing. By following careful procedures, you will help make your golf operation safe—and legal—for yourself and your employees.

-American Nurseryman

The Pros & Cons of Closed Systems

Closed systems for applying pesticides usually work only with liquid formulations, but some handle dry formulations. Closed systems often open containers automatically, drain or pump the product out, and rinse the container. The rinsate is then drained or pumped into the spray tank.

Closed systems increase handler safety and can reduce the need for personal protective equipment, as well as the chance of spills. Also, because measurements tend to be more accurate in a closed system, you're less likely to use too much or too little of the pesticide, and this can save money.

There are several disadvantages to closed systems, however. They are complicated and, initially, somewhat expensive. Some don't allow you to use only part of the product, and some don't allow resealing of a partially empty container.

Also, some closed systems are unable to handle a range of container sizes or styles.

In addition, closed systems may not be useful for some pesticide formulations or for the scale of your course operation. They are most useful for growers who use large quantities of pesticides.

GCSAA San Francisco Hotel Rooms Available Through NST

For those planning to attend the 66th GCSAA Show & Conference in San Francisco in February, it's none too early to make your hotel reservations. As in past years, North Star Turf has secured a block of rooms in conjunction with the event.

A limited number of rooms remain available at the Sir Francis Drake for those interested. The newly renovated Drake is conveniently located seven blocks from the Moscone Center near Union Square. Contact Dan Miller or Joe Campbell at North Star Turf, 612/484-8411, for more information.