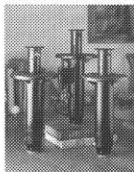


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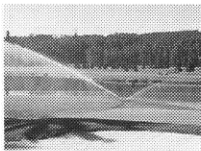
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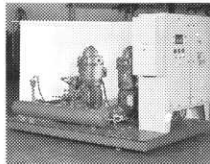
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Establishing An Intern Program

A Valuable Activity That Can Benefit the Student and Your Course

By **GEORGE HAMILTON**
USGA Green Section Record

The role of the golf course superintendent has changed dramatically over the past 30 years. Not only has turfgrass management evolved into a very technical discipline, but the superintendent's role has expanded to include many responsibilities far removed from turf-related topics. These changes have created a seasonal demand for experienced workers within the golf course industry.

Turfgrass management students are helping to meet this demand. Many colleges and universities offering a turfgrass science curriculum make internships a requirement or elective for their programs. Internships can vary from being project-specific to an on-the-job training or apprenticeship. For project-specific internships, the students develop a plan of action for a particular project with the help of their academic advisor and the golf course superintendent for whom they will be working. The student completes a report upon returning to campus and is given academic credit for the experience.

The on-the-job training internships may or may not be for credit. Although there is no particular project to complete, the students usually have general guidelines to follow and certain goals to achieve.

Internships in either form can be of great benefit to both the student and the internship golf course to gain additional experience or to fill vacant supervisory positions. This hiring practice is usually successful because the graduate is familiar with the people and the operation and vice versa.

Important Accommodations and Considerations For an Internship Program

The most important accommodation of an internship program is housing. The housing can be on- or off-site, although on-site housing is much more convenient and efficient. If housing is not provided, the intern must locate and secure housing before the employment begins and then must consider a lease, furniture and other necessities. Most students don't have the time during school to take care of all of these arrangements, especially if the golf course is a great distance from school. It's much easier for students to show up at the internship site with a trunk load of dirty laundry.

Other accommodations that courses can provide are meals, golfing privileges, limited or unlimited overtime and a competitive wage. The hourly wage is always an item for consideration but most interns do not make it the most important factor of their decision. They do, and rightfully so, contemplate the type and quality of experience that they are going to receive.

The superintendent can attract potential students by defining and developing an intern position within the management hierarchy. It is very important that management characterizes the intern position as one very different from a regular crew position. **If management does not utilize students differently from other seasonal employees, the turf students are really just seasonal employees.** Superintendents need to structure internships so that the students not only gain new knowledge and experience, but also contribute to the operation with their knowledge and experience.

Internship positions should have some level of responsibility associated with them. After all, most interns should only be a year or so from being in a position of responsibility. They should be put in a position that requires long hours and an on-call status. The interns should realize they will be the ones who will be expected to come in early, stay late or work weekends in order to get tasks completed.

(Continued on Page 25)

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Internships—

(Continued from Page 22)

Too many students have gravitated into assistant and superintendent positions believing the work week consists of 40 hours during the week and three hours on Saturday morning! When interns experience true-to-life working conditions, they have fewer surprises early in their careers.

Interns should also be involved in chemical and fertilizer applications to some extent. They should be far enough along in their education that they have a good understanding of equipment calibration and pesticide handling. Students should also be exposed to irrigation system operation and repair and water management philosophies and techniques. Interns also could spend a couple of days with a mechanic and in the shop to gain mechanical experience. All of the golf course management staff can provide educational opportunities for interns.

One thing that most interns are interested in is spending time with the golf course superintendent. They like to have the opportunity to discuss *why* things are being done or *how* things are being done. Students appreciate the opportunity to have good lines of communication between themselves and the upper-level management. It allows them to learn more and makes them feel like they are part of the team.

Interns can learn and benefit by being a part of another team as well. Many times golf courses rely on volunteers who are crew members from surrounding courses for tour-

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Affiliate News

MTI Distributing Company Recognized As Preeminent Distributor of Toro Products

MTI Distributing Company was recognized recently as a preeminent distributor of Toro products when it received the Partners in Excellence, Best in Parts award for outstanding service in the Parts Business.

"MTI Distributing provides a high level of service and commitment to their customers," said Ken Melrose, chief executive officer and office of the president, The Toro Company. "We are proud to recognize their achievement and to be their partner in excellence."

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John Betchwars

Host Superintendent for June Meeting at Creeks Bend

MTI Announces Summer Tour '98 "Demo Days"

MTI will do a 14 city product demo day tour in late July through early August.

"Demo Days" will provide attendees the opportunity to see the latest in turf maintenance and irrigation equipment. Cities included in the tour will be Park Rapids, Grand Forks, Minot, Bismarck, Fargo, Willmar, Marshall, Mankato, Rochester, St. Paul, Duluth, Spooner, River Falls and Minneapolis.



AN ATTENTIVE AUDIENCE listens to Bob Vavrek at the June Meeting at Creeks Bend Golf Club in New Prague.



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Creeks Bend Golf Club

Format: Low 2 Net Balls — Par 144

Russ Adams, Charlie Pooch	
Jerry Bibbey, Dave Zimmer	125
Barry Provo, Greg Hubbard,	
Dennis Salwei, Ron Bloom	127
Tom Notch, Wes Stoneback,	
Leroy Wurm, Terry Negen	128
Cary Femrite, Todd Folie,	
Dick Grundstrom, Bob Frank	128
James Kimberly, Rob Adams,	
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Dale Walesheck	143
John Rice, Don Herfort,	
Kevin Norby, Gary Rohling	144



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MEMBERSHIP REPORT

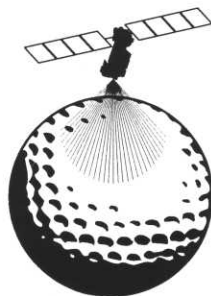
NEW MEMBERS: JUNE 8, 1998

	Class
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Jackson Golf Club	B
R.R. 1, Alpha, MN 56111	
W: (507) 847-2660	
Gregory Moe	
New Richmond Golf Club	C
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W: (715) 243-8030	
Jeff Pint	
New Prague Golf Club	C
402 Lexington Ave. No., New Prague, MN 56071	
W: (612) 758-3126	
Eugene E. Rouillard	
Daytona Country Club	C
P.O. Box 126, Dayton, MN 55327	
W: (612) 427-6110	
Wes Stoneback	
Northwood Country Club	C
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W: (515) 324-1666	
Shawn Swenson	
Madelia Golf Course	C
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W: (507) 642-3608	
Dave Konen	
Anoka Hennepin Technical College — Links at Northfork	Student
7410 164th Ave. NW, Ramsey, MN 55303	
W: (612) 441-7430	
Dave VanValkenburg	
University of Minnesota Turf Club	Student
19871 York St., Elk River, MN 55330	
H: (612) 441-4776	
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Product Deliveries in Jeopardy Without Proof of Upgrade

By **BILL KEEGAN** and **DAVE BROWN**
SECOR International Incorporated

As reported in earlier *Hole Notes* articles, the 1998 underground storage tank (UST) upgrade deadline is rapidly approaching. Many USTs at golf courses meet the criteria of regulated tanks. Therefore, effective December 22, 1998, they must have spill protection, overfill prevention and corrosion protection measures in place. In addition, UST owners and operators must also prove compliance with all standards. This article provides a brief overview of proving UST compliance, and the potential implications of not having the proper documentation.

Types of Documentation

The amount and type of information necessary to prove compliance is dependent on the party requesting the information. In addition to records for leak detection compliance (leak detection was required at least five years ago) and receipts for paid state fees, UST owners should have documentation on more recent upgrade work, such as paid invoices, plans and drawings, contractor reports, etc. This documentation should be available for review by the Minnesota Pollution Control Agency (MPCA) but also for review by the companies that deliver product to the tanks.

Issues for Petroleum Suppliers

The deadline for upgrading, replacing or closing USTs raises several liability issues for petroleum product suppliers. Suppliers worry about liability because recent court rulings have held petroleum suppliers liable for actions (or inactions) of the purchasers. When automobiles are sold to individuals without a license, the court has ruled that if the driver causes an injury, it can be defined as "actionable negligence" on the part of the seller. Similarly, if a supplier that delivers petroleum to a non-upgraded UST it too can be ruled as committing an act of "actionable negligence" if the tank later leaks and causes injury or harms the environment. A supplier that knows, or reasonably should have known, that a tank is not upgraded but delivers fuel anyway, may be seen as aiding a crime. According to Chris Braun, an attorney representing a petroleum marketing association in Indiana, a supplier claiming to not know the status of a UST may not have an adequate defense, since most of the information of upgrades is publicly available. Thus, the trend in the very near future is for petroleum suppliers to make more detailed inquiries into the upgrade status of the tanks to which they deliver petroleum.


Implications for Non-Compliance

Although suppliers often do have contractual obligations to deliver fuel to sites with USTs, such as those at many golf courses, most contracts have clauses that require compliance

with regulations. It is these clauses that give suppliers the right to stop delivering fuel at any time if the USTs are not upgraded. Thus, it is important to emphasize that not only the MPCA can "red tag" a tank if proven to be non-complying; the trend will become for the suppliers to apply their own "red tag" to cover their liability.

Steps to Avoid Potential Disruptions to Business

Verifying the status of USTs now can minimize potential disruptions in service. By sharing all documentation with your petroleum supplier, including: proof that the USTs were upgraded to the December 1998 standards, results of required annual tank tightness tests, registration confirmation and proof of payment of fees and insurance, a consistent schedule of product deliveries to your UST may be maintained. With fuel in your UST, maintenance vehicles and golf carts stay on the course.



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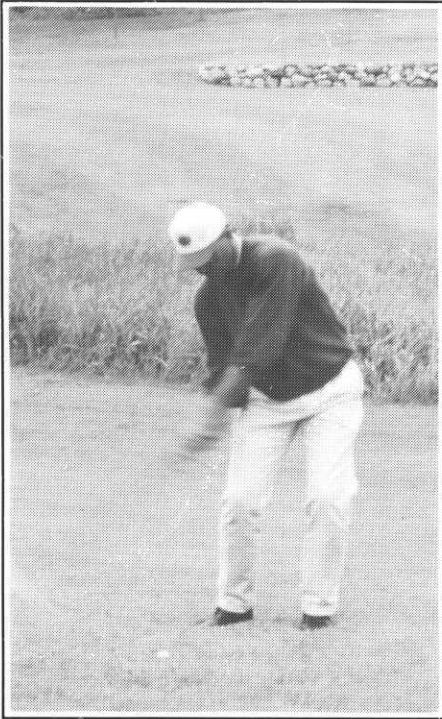
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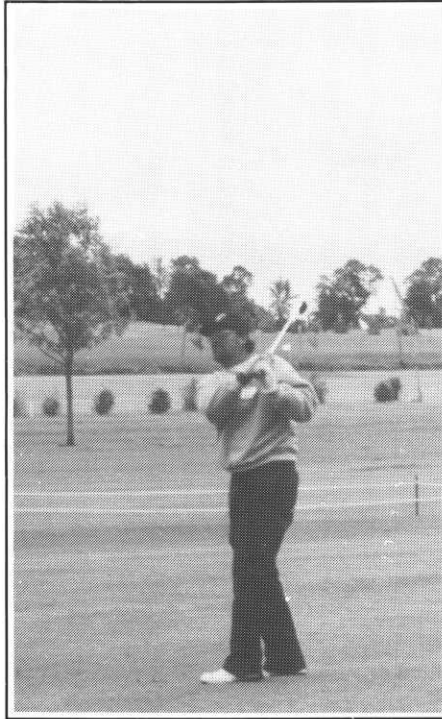
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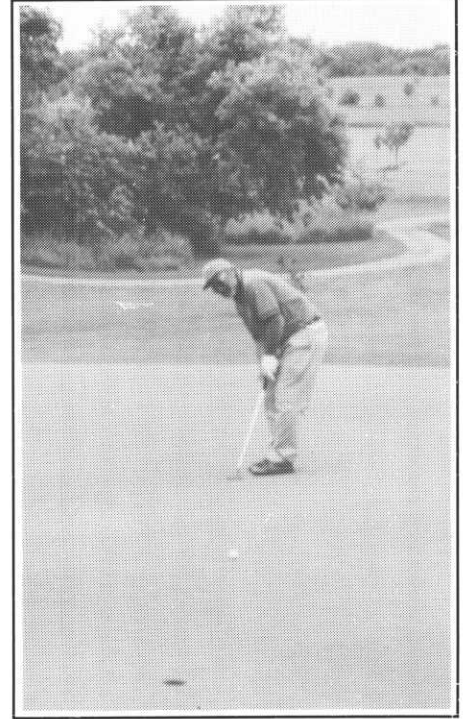
Sweet Swings at Creeks Bend



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New Department to Focus On GCSAA Membership Standards

In an effort to better serve its membership and the game of golf, the Golf Course Superintendents Association of America (GCSAA) is in the initial stages of a membership standards initiative, an organization-wide research, development and communications effort to advance the golf course superintendent profession.

Last year, GCSAA formed a membership standards resource group comprised of 13 association members to provide direction to the initiative, which focuses on the knowledge, skills and abilities necessary to meet the needs of the golf course superintendent profession. Two consulting firms — SRI International (formerly Stanford Research Institute) and Mullen, a communications firm — have been retained to conduct ongoing research. SRI is examining membership educational needs and learning preferences. Mullen is analyzing the current perceptions of golf course superintendents and developing communications plans and programs.

The most recent development of the membership standards initiative has been the creation of GCSAA's Learning Systems Innovation and Design Department. Under the leadership of former education director Deena Amont, this unit will concern itself with education development and delivery issues such as new curricula, introducing distance learning programs, Web-based training and creating faculty internship programs, among other concepts.

An Open Letter to Affiliate Members:

I sit here writing this letter as a venting mechanism. For the last three days I have tried to contact a vendor to purchase some product. I have called, voice mailed and called a cell phone number only to be shut out by this individual. Normally I would just call someone else that carries this product or something similar, but in this case this vendor is the only place I can get what I really want.

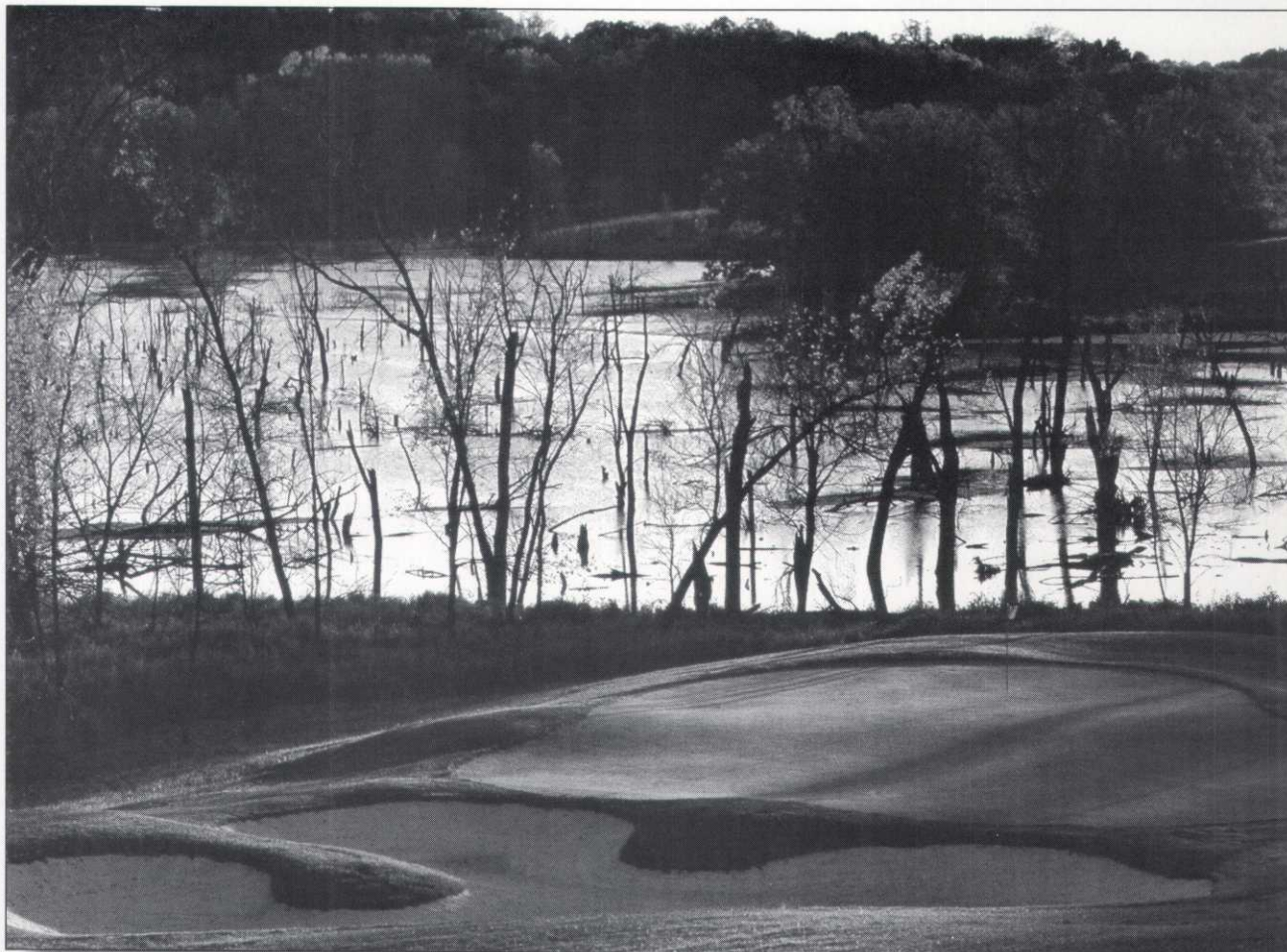
I am frustrated because I have been taught and firmly believe that the customer always comes first. Certainly where I work we go out of our way to make the customer happy. That's how you keep them coming back to buy more of your product. In this day and age of cell phones, voice mail, pagers, e-mail and all other manner of technology you would think that someone would at least have the courtesy to take two minutes and return my phone call.

I don't mean to pick on only the vendors because we are all guilty of this at one time or another. The professional way to handle others is to treat their time as being as valuable as your time. Since they took the time to contact you, you should take the time to contact them back. If you receive a page, call the person back as soon as possible or throw out your pager since you are treating the call with the same urgency as an answering machine. On the other hand don't page people unless you really need to talk to them; voice mail works great for those non-urgent calls.

So here I sit with money to spend and no way to spend it. At least no one can say that I haven't voiced my frustration.

—Sincerely,
A Concerned Member

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EDITOR'S CORNER

By Steve Shumansky
Perham Lakeside Country Club



Summertime Stress!

It is your turf, your members or is it you? Or maybe a little of each? This time of year is hard on everything, you and your courses. The heat stress is difficult on turf and maybe even gets to our tempers a little, too. Sometimes our expectations are set a little higher than they should be. But hey, we all want perfection! As professionals, we know how we want our courses to look but sometimes trying to get our staff to envision just exactly what we want to see is a hard task. Most of them don't live their jobs the same way we do. But through good communication they can carry out and see what we want, that is if we let them be a big part of what we do. Because without them, we're all alone! Being a team is what it's all about. Being able to relate to the summer kids. Remembering what it was like when we were in their shoes. Sure we're managers, but we still have fun doing what we do, don't we? Or why else would we be here but to teach our staff ethics and values they may use throughout their lives. For most of us, some of our summer staff is experiencing the first job they've ever had. It is up to us to make, however we can, the jobs we give them fun. Work doesn't have to be work. It is only work if you make it that way. If you make it "work" all the time, it makes for a long day! Who knows, we might be the ones they base their work ethic on for the future so we want to do our best and make sure they look at all the details.

Dealing With Stress

This is going to sound funny but last month I wrote about green speed and height of rough. Frankly, I forgot about what I had written until I had a greens committee meeting, and BOOM!!! I hit it on the head. I (for lack of a better phrase) got my butt chewed about the speed of the greens! Hmmmm, who's heard that before? Anyway, I got home that afternoon and received my *Hole Notes* in the mail that day. I read what I had written a month before and laughed. I only wish I had it a day earlier then and I could have thrown it down on the table at the meeting and walked out of the room and saved myself some aggravation. The funny thing is...I expected it! It was just that time of year. I didn't think it was funny at the time but I do now. One of the things that got me through my little dilemma was calling some of my fellow superintendents. They've been hearing the same things I have. (Imagine that.) It's these types of situations that make me glad to be a member of such a strong association that we have with the MGCSA. I'm serious...who better to tell your problems to than another person that does the same thing you do? Who else can relate in such a way that has dealt with or is dealing with the same situations. That's what this association is all about. Sure we want to be educated in the latest technologies, and we are, but we need to educate each other, talk to each other, be there for each other. To me that is a big thing about our association. Communication, yep, there's that "C" word again!

We can't go it alone! If you think you can do it alone . . . then you are mistaken! If we all work together, it makes our jobs that much easier.

For instance, this past weekend I had a wedding in Duluth. I called Dave Kohlbray at Northland Country Club and told him I'd be in his neighborhood. I stopped at his house and visited for a while. We talked about the business and life in general. One of the things Dave said to me was something I never thought about. We, as superintendents, can rely on other superintendents for just about anything. Let's just say you and your family are traveling and your car breaks down. Who better a person to call than the local golf course superintendent? Do you think the superintendent is not going to help you? NOT GONNA HAPPEN!!! Who else, in the town your car broke down in, could help you better? Who usually has connections . . . it ain't what you know . . . it's who you know!

On a positive note, who can tell you where the best eating places might be or what lakes fish might be biting in. With that note, Dave, I can't thank you enough. It's always a pleasure (especially this time of year) to kick back and shoot the breeze with someone that can truly relate! Not that our spouses can't relate, but it's just different talking to another superintendent.

Straw Bales in Ponds?

Do they really work? What am I talking about? Some say that putting straw bales in your ponds helps control algae. I'm not an expert on this but I'll tell you what I know. One of my members told me about this and I researched the topic on GCSAA's "Turf Talk" through the internet. I came across many positive responses. Not to shoot from the hip or anything like that. But here it goes. Barley straw works best. As far as how this works exactly, I'm not sure. But I'm trying it none-the-less. If there is a natural way to control algae, I'm for it. I do know one thing about this. It will not help with underwater weeds (seaweed). What you do is simple. Find a square bale, wrap it in steel twine so it stays together and throw it in your pond. How simple is that? If you can't find square bales, use round ones and break them down and wrap the straw in chicken wire so it won't float around. I've heard bales don't sink so you might want to put them somewhere out of plain sight. After a while whatever seeds are in the bales start to grow, too. In the short time the bales have been in my ponds I've noticed the turtles like them to sun themselves — so I got that going for me! If anything, it might be a positive conversation piece at your course. If anyone knows more about this subject, please let me know! I for one would like to know how this works.

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Congratulations to Mike Nelson on the birth of his son, Blake Michael Nelson, born on April 18th. I hope all is well for you and the rest of your family. It's always nice to print such an event as a birth. A new life brought into this world is a special thing and should be shared by all.

With that I say to all of you, I hope your summer is going well. If there's something you might have a question on, call your neighbor. They'll more than likely be happy to help. My sympathy goes out to all who have been stricken with bad weather this season. I hope the clean-up goes well for all of you and the scars heal quickly!

See ya next month.

— Steve Shumansky
Editor