

# USGA Honors Heroes of September 11

The United States Golf Association will honor those who lost their lives in the terrorist attacks of September 11, 2001 during a special ceremony at the conclusion of a press conference at Bethpage State Park in Farmingdale, N.Y. at 11 a.m., on Wednesday, June 12. The press conference will be held in the U.S. Open Media Center, and is open to all credentialed media.

During this ceremony, the USGA will present an ambulance to the Fire Department of New York and will accept a golf ball found in the rubble of the World Trade Center as a donation to the USGA Museum.

On September 11th, numerous fire trucks and ambulances belonging to the Fire Department of New York were destroyed near the World Trade Center in the aftermath of the collapse. In the months that followed, the volunteers and staff of the USGA searched for an appropriate way to honor those who lost their lives in New York City, Washington, D.C., and Pennsylvania.

Noting that the Association purchased ambulances for St. Andrews, Scotland and Pearl Harbor, Hawaii, during World War II, the USGA decided to perpetuate this tradition with the gift of an ambulance to FDNY.

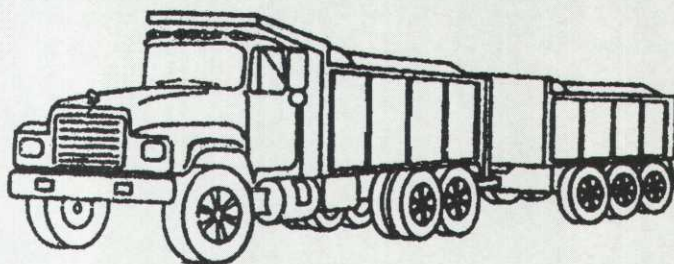
"In presenting this ambulance to FDNY, we salute the city where the USGA was founded in 1894, and thank the

community that is hosting this year's United States Open Championship," USGA President Reed Mackenzie said. "When we remember that many New York City firefighters and emergency personnel regularly play at Bethpage, we recognize that this occasion provides an appropriate time to honor the people, the heroes, who make this country strong."

The donation will be commemorated with a plaque to be placed on the ambulance, which reads:

**From the United States Golf Association  
To the City and People of New York  
In Remembrance of 9/11/01**

Following the presentation of the ambulance, a golf ball found in the rubble of the World Trade Center by a New York City firefighter involved in the recovery efforts, will be presented for display in the USGA Museum. The ball bears the logo of the New York Shipping Association, formerly housed on the 20th floor of Tower Two in the World Trade Center complex. The ball will be placed on exhibition at the USGA Museum in Far Hills, N.J., accompanied by an American flag that will be flown over the United States Capitol on June 13th in honor of all who lost their lives.



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Expect others to succeed. It becomes a self-fulfilling prophecy when you believe others are loyal, dedicated, and doing a good job.

Manage by exception. When things are going well, be sure to show your support and appreciation, yet leave things alone. Step in to help only when a problem occurs.

Make quality issues an obsession. Always strive for the best work you can possibly produce and encourage others to do the same.

Send thank you notes and personal memos to show your appreciation.

Never ignore the concerns of others. What seems trivial to you could be of great importance to them.

Make it a personal rule and a challenge to respond to others within 24 hours of a request, if not sooner.

Place key ideas on small posters to hang around the office.

Encourage employees to come up with new ideas and ways of doing things. Give them credit and recognition for the idea.

Do not criticize employees in front of others. Carry out all discussions of this nature in private.

Commit to deadlines, and ask others when you can expect things from them.

Be persistent and follow up.

Keep a list of employees' birthdays, marriage and work anniversaries, and other special dates, and provide recognition on these dates.

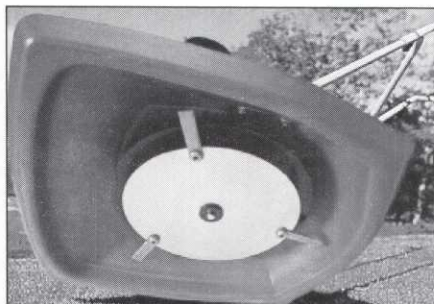
Catch people doing things right and then let them know they are doing a good job.

Reward people for the results they produce. In many cases, rewards equal motivation.

Give employees an opportunity to speak their opinions and suggestions without fear of ridicule or reprisal.

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# On Course Etiquette: It is Everyone's Responsibility

*Presented by the Golf Course Superintendents Association of America*

A famous college basketball coach once said that recruiting was like shaving – miss just one day and you look bad. It could be said that golf course management personnel, especially superintendents, feel the same way about golfer etiquette on the course.

Golf course etiquette is an all-encompassing term that refers to demeanor, adherence to course maintenance rules, and dress, among other issues. However, most associate golf course etiquette to the concept of ball mark repair and divot replacement. Take a moment and consider what a course would look like if patrons were excused from replacing divots or fixing ball marks for just one day. A well-man-

*Golf course personnel are unanimous in stating that, as a whole, golfers still do not do an adequate job in repairing their ball marks and divots. Despite the presence of posters, notes in newsletters and announcements in meetings to serve as reminders, most facility managers believe the message can never be repeated too much.*

aged facility would look like a battlefield.

Golf course personnel are unanimous in stating that, as a whole, golfers still do not do an adequate job in repairing their ball marks and divots. Despite the presence of posters, notes in newsletters and announcements in meetings to serve as reminders, most facility managers believe the message can never be repeated too much.

This becomes an even bigger issue as the game expands to include more juniors and those who have recently picked up the sport. Instructors and experienced golfers should be diligent in teaching the how and why of golf course etiquette. Failing to teach golfers the proper techniques now creates future problems.

The basis for ball mark repair and divot replacement is for competitive and agronomic reasons. Balls that land in unrepaired divots place a golfer at a disadvantage, just as having to putt over a ball mark. By leaving turf damaged (unrepaired), it becomes susceptible to disease and/or infestation of weeds, resulting in a lower quality of playing surface. This necessitates the need for attention by golf course superintendents and their staffs, thereby taking them away from more pressing duties. As a general rule, a ball mark repaired within 10 minutes will heal with a smooth surface within two to three days. An unrepaired ball mark may take as long as three weeks to heal, but the result will be an uneven surface.

Because grass varieties differ from course to course, and from fairways to the rough, the best rule to follow in replacing divots is to check with the golf course superintendent for the particular policy. As a general rule, replace any divot

on the course unless there is a sand or sand/seed mixture provided in a container on the golf car. Typically, the divot is replaced on any course with bentgrass or bluegrass fairways. If you are playing on a course with bentgrass fairways and bluegrass rough, you must pay particular attention to the materials in the container. If just sand is provided, then fill the divot hole and tamp down the sand with your foot. If a sand/bentgrass seed mixture is provided, divots in the rough would not be replaced so as to not contaminate the bluegrass with bentgrass seed. In bermuda grass fairways, generally sand is just used.

In replacing a divot, the policy is to replace the divot so the grass can send down new roots. If so, replace the turf in the same direction it came out, and tamp down firmly so the mower won't pull it back out. If you are walking and no sand is provided, smooth the divot hole with your feet, gently pulling the sides of the divot hole to the center.

For more information regarding golf course maintenance and etiquette, contact your local superintendent or the Golf Course Superintendents Association of America at 800/472-7878 or at [www.gcsaa.org](http://www.gcsaa.org) and [www.golfsuper.com](http://www.golfsuper.com).

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# LEGISLATIVE UPDATE

By E. PAUL ECKHOLM, CGCS

GOLF COURSES ARE AN EXCEPTION IF USED UNDER THE DIRECTION OF LICENSED/CERTIFIED PERSON

## Gov. Ventura Signs S.F. 1555 Prohibiting Use Of Turf Fertilizers In Seven Metro Area Counties

Gov. Ventura signed S.F. 1555, to prohibit the use of phosphorous turf fertilizers in Anoka, Carver, Dakota, Hennepin, Ramsey, Scott or Washington counties unless:

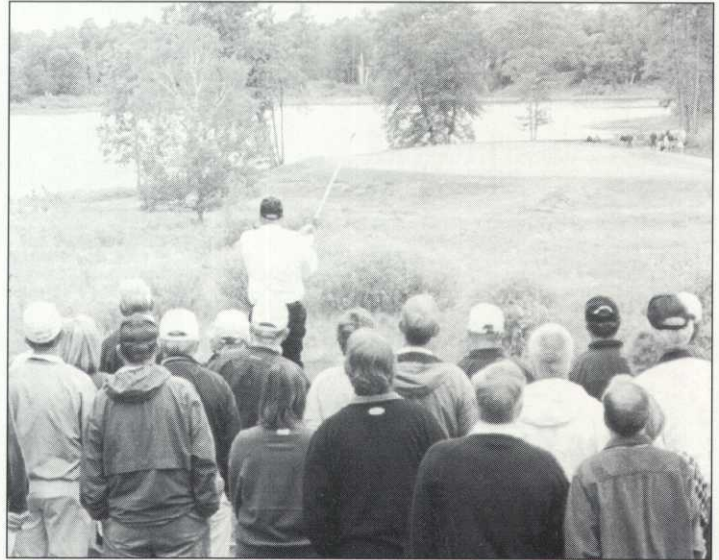
1) a tissue, soil, or other test performed by a laboratory in the last three years indicates that the levels of available phosphorous in the soil is insufficient to support healthy turf growth;

2) it is being used on newly established or developed turf and lawn areas during their first growing season; or

3) the fertilizer is used on a golf course under the direction of a person licensed or certified, or approved by an organization with an ongoing training program approved by the commissioner.

The MGCSA has been lobbying on behalf of the University of Minnesota to help secure grant money for phosphorus research.

*(Editor's Note: the text of S.F. 1555 can be found at: <http://www.revisor.leg.state.mn.us/cgi-bin/getbill.pl?session=ls82&version=latest&number=sf1555>.*



**GOVERNOR JESSE VENTURA** likes to tee it up whenever he can.

## THE LEGACY COURSES AT CRAGUN'S SET TO HOST THE 2002 MGCSA CHAMPIONSHIP ON MONDAY, AUGUST 26



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# COMMITMENT

## *To Customer Service and Our Industry*

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MTI has an unparalleled commitment to the golf and turf industry. We are committed to not only meeting, but consistently exceeding the expectations of our customers. With MTI, you can expect more.

- Our service department is staffed with knowledgeable, helpful people.
- Our service technicians keep current on the latest technology through annual factory training.
- If it's genuine Toro parts you need, you've come to the right place! We stock just about everything, and what we don't have on hand we can get quickly.
- MTI offers a variety of shipping options and we ship all orders placed by 3:00 pm the same day.

## *To Education*

---

MTI's interest in customers doesn't end with the sale. The purchase is just the beginning. We believe strongly in providing training and educational opportunities for our customers.

- When you purchase Toro commercial golf equipment, MTI will train your staff to take advantage of the incredible features of the equipment and will provide tips for safe and efficient operation.
- Our commitment to continuing industry education is realized each winter, as we offer MTI University, a comprehensive roster of courses designed to heighten industry knowledge.

## *To Being Here When You Need Us*

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MTI has been in business since 1948, and we're as committed to our customers today as the day we first opened our doors. With the strength and stability of the Toro Company behind us, you can count on MTI to be here for the long haul. Our veteran employees have devoted their careers to the turf industry. Quite simply, they know turf. They're here, armed with vast knowledge, ready to serve you.



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CHARLIE POOCH

# Balanced at the U

By RICK TRAVER, CGCS

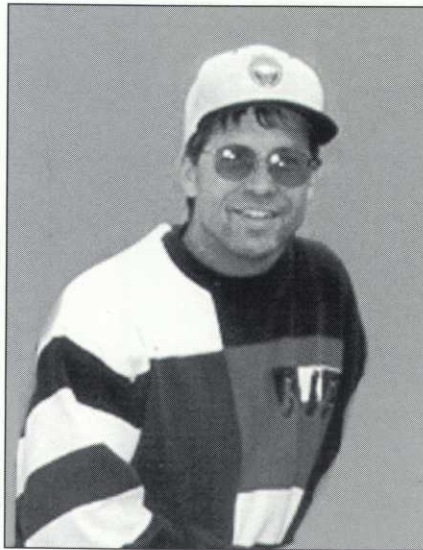
The University of Minnesota golf program has been in the news a lot lately. We have heard threats about cutting the program, the signing of the head coach, and of course their winning the NCAA tournament. However, we've heard very little about the golf course they call home and the superintendent who maintains it. That course is the Les Bolstad U of M Golf Course and the man that maintains it is Charlie Pooch.

Charlie starting working at the Les Bolstad U of M golf course in 1973 as a student. (If I'm not mistaken, Mr. Bolstad was still coaching the golf team back then.) Charlie was hired as the first assistant to a "Great Superintendent" in Russ Adams. He worked for Russ for 15 years as the assistant superintendent, then in 1991 upon the retirement of his mentor, was promoted to Golf Course Superintendent. Charlie has been a member of the MGCSA for 25 years and is a past member of the Board of Directors.

The U of M golf course was built in 1930, and has been host to many MGA and Big Ten golf tournaments. It boasts some great alumni, like John Harris, and Tom Lehman. After some 70 + years, 17 of the original greens are still in use, with no plans to alter the design in the future.

Talking to Charlie, he always seems upbeat and ready for the next challenge. You get the impression he has it figured out. Maybe because he has the balance figured out. By that I mean the balance between work, recreation and family. He has been married to for "19 wonderful years" to his lovely wife, Jeannie, whom he met playing

softball. He enjoys following the sporting activities of his 22 nieces and nephews. Charlie also has many pastimes, from fishing to hunting to working the chains on the sidelines at the Golden Gopher home football games. He has season tickets for Gopher basketball and hockey, and attends as many games as possible. His family has a cabin on Tulaby Lake in northern Minnesota, which doubles as a deer hunting cabin in the fall. When asked what he might be doing if not working on a golf course he said, "I would be in Alaska captaining a charter fishing boat".



**CHARLIE POOCH**

Perhaps the oddest thing Charlie has had to do occurred when he was working as a student. One of the fairways was under 2" of water for over 2 weeks. The weeds started to grow through the water and they were told to trim them off. So they had to raise their trim mowers to 3" and wade through the water trimming all the weeds off in a fairway under water.

Charlie's' goals include helping as much as possible to build the new U of M Turf Research Center, as well as initiating much needed minor changes at the U of M Golf Course. When he looks to the future he has some concerns about the water restrictions for public golf courses and the expanding reentry interval for pesticides.

I personally haven't known Charlie that long, however, he has always been quick to say hi, and ask how it's going. He is a great guy and another asset to our

association as well as a terrific representative for our profession.

*Talking to Charlie, he always seems upbeat and ready for the next challenge. You always get the impression he has it figured out. Maybe because he has the balance figured out. By that I mean the balance between work, recreation and family.*

# 10 Questions To Determine Employee Happiness

*Here are some questions that can help you build the most powerful situation possible.*

Do you have the opportunity to do what you do best at work?

Do you know what is expected of you at work every day?

Do you enjoy going to work and doing your job every day?

Have you received recognition or praise for doing good work within the past seven days?

Is there someone at work who encourages your personal growth and development?

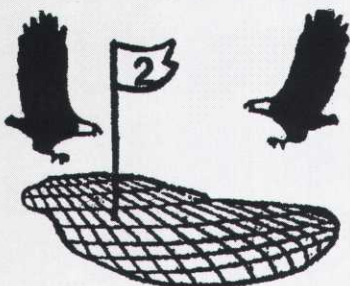
Does the mission or purpose of your situation make you feel like your job is important?

Have you had opportunities to learn and grow over the past year?

How have you been encouraged to do your best?

Has anybody asked you about your progress this past year?

Do you have any suggestions for how your job or job environment could be improved?



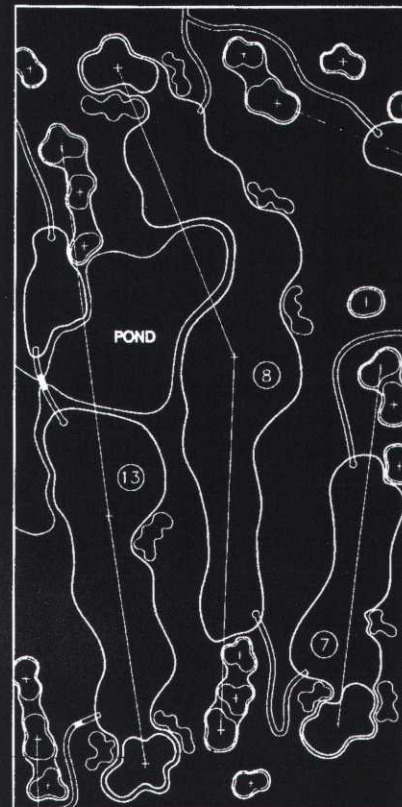
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