

TURF AERATOR

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Circle No. 111 on Reader Inquiry Card

Useful literature and video offered to LM readers

PHONE COURTESY ... "Landscape Telephone Techniques," a self-paced home study program, is available from the National Landscape Association. The kit offers more than 150 practical examples of what to say in various situations. Sections are aimed at the owner/manager, secretaries/receptionists and salespeople. Price is \$69 for NLA/AAN members, \$99 for non-members. To order, send check to: NLA Publications, 1250 I St. NW, Suite 500, Washington, DC 20005. Credit card (Visa or MasterCard) orders can be faxed to (202) 789-1893.

PERSONNEL MANAGE-MENT... A sample handbook for setting policy, writing job descriptions, developing pay scales and handling other golf course personnel management issues is available from the GCSAA. It covers work schedules and pay, attendance, performance reviews and many other related subjects. To order, GCSAA members should send \$10, non-members \$15, to GCSAA Membership Dept., 1421 Research Park Dr., Lawrence, KS 66049-3859.

FRONT-LINE MANAGE-MENT ... "Getting it Right: What It Takes to Become a Good Front-line Supervisor," by Joseph Carbone, is a newlypublished book that describes ways to meet and manages the challenges faced daily by frontline supervisors. Written in two parts, topics covered include: reducing ambiguity when giving job assignments, managing expectations, maintaining credibility, rule enforcement, keeping peace, etc. "Getting it Right" costs \$7.50 per copy (plus sales tax); orders of more than 10 cost \$6.75 per copy; for 100 or more, cost is \$6 per book. Contact: Front-Line Supervisor, Publications Dept., P.O. Box 267, Lansing, NY 14882-0267

SAFETY EDUCATION PRO-GRAM...The Toro Company and the St. Paul Fire and Marine Insurance Co. have developed a comprehensive operator safety education program for golf course superintendents. The program addresses 28 safety areas related to commercial cutting equipment, and covers safety procedures before and during operation. The program is composed of a video tape, audio tape. written manual and follow-up testing material. Contact the Toro Co., Commercial Marketing Services Dept., 8111 Lyndale Ave. South, Minneapolis, MN 55420-1196.

PESTICIDE DIRECTORY

... Thomson Publications has released its newly-revised "1992 Pesticide Directory," by Lori Thomson Harvey and W.T. Thomson. It contains listings of the basic control product manufacturers and formulators with their key personnel, regional and district offices. managers, and a list of products. Cost is \$49.95 plus tax. Contact Thomson Publications, P.O. Box 9335, Fresno, CA 93791; (209) 435-2163.

PLANTS AND PEOPLE

... "Plants for People-The Psychological and Physiological Effects of Plants" is available from the Associated Landscape Contracors of America (ALCA). The bibliography lists all of the research references currently on file that deal with how plants affect people psychologically. Free to ALCA, \$20 for non-members. Write to ALCA at 12200 Sunrise VAlley Dr., Suite 150, Reston, VA 22091; or phone (703) 620-6363.