

Grab Bag

The 10 most-used excuses:

- 10 I forgot.
- 9 No one told me to.
- 8 I didn't think it was that important.
- 7 That's the way we've always done it.
- 6 There's nothing I can do about it.
- 5 I was waiting for an approval.
- 4 It must be stuck in the mail.
- 3 That's not in my department.
- 2 My computer was down.
- 1 What memo?

—SOURCE: MID-CONTINENT AGENCIES

Profitable Principles

- ▶ Every problem is an opportunity. Problems present possibilities.
- ▶ Smile. Be polite. Don't argue. Don't burn bridges.
- ▶ Take problems seriously and yourself lightly.
- ▶ If you are ultimately going to do something, do it now, or as soon as possible.
- ▶ The only right way to do anything is the way that works.
- ▶ Effort is important, but don't confuse effort with results.
- ▶ Efficiency means doing things right. Effectiveness means doing right things right.
- ▶ Don't try to do it, just do it.
- ▶ You get what you expect.

Expect success.

Humble pie

Lebo the clown? Lebo Newman, owner of Redwood Landscaping, is serious about the quality of service his company delivers to Northern California customers—but he obviously doesn't mind having some fun, too. For instance, last year he and company vice president Dave Penry took 180 cream pies in their kissers—fulfilling a promise that they'd made—after employees worked a record 180 straight days without a lost-time accident. And Newman and Penry had handed out \$100 cash bonuses to the employees just prior to the barrage!



Tory Wisdom from British Trade Press:

"Other factors have also militated against the playing of traditional sports [among children], such as the decision taken by many councils of a radical left-wing disposition to discourage games they considered too competitive and divisive."

—ALAN GUTHRIE, EDITOR, PARKS & SPORTS GROUNDS MAGAZINE

Environmentalists on the course:

Percentage of all golfers who belong to "environmental" groups = 41%
...to the National Wildlife Federation = 35%
...to the Audubon Society = 23%
...to Green Peace = 21%
...to the Nature Conservancy = 16%
...to the Sierra Club = 13%

—STATISTICS COURTESY OF DR. FRANK ROSSI, CORNELL UNIVERSITY

Grab Bag is a new LM department that features brief observations and prognostications throughout the green industry. If you have an unusual photo or comment you'd like to share with us, please send it in...