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Volume 46, No. 5

THE OFFICIAL PUBLICATION OF THE HEART OF AMERICA GCSA

July 2014

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Saturday, January 10, 2015

- S&R Recap
- SNAG Benefits from Footprints in Fairways
- "Hey You, Got a Minute to Talk?"

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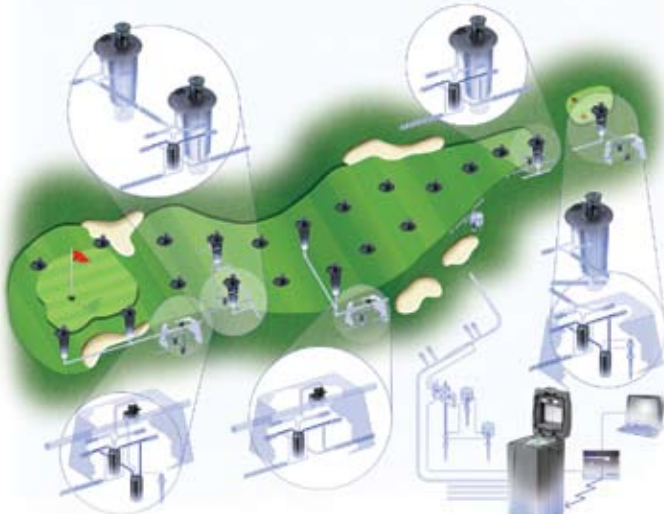
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President's Message

As the season has continued to fly by and summer is here I can't help but think it was just snowing, wet, and unseasonably cold just 2.5 months ago. I guess when you are busy mowing, blowing, weed eating, trenching, washing, watering, and sodding it is easy for the time to pass you by. I am sure the weather pattern we have been in this year has caused some course management challenges and has required some hard to find patience in dealing with all the different elements that have been thrown your way. However, I continue to marvel at our members and the dedication, determination, grittiness, and resolve that you all continue to show as facility budgets and staff size shrink, but the work load and demands have stayed the same or increased. I just want to say congrats to you all and keep up the great work. Your efforts aren't going unnoticed I can assure you.

I would like to thank everyone that attended the Scholarship and Research Tournament at Blue Hills Country Club on June 9th. We had a great event on a great course. All thanks

to Woody Moriarty and the entire staff for their tremendous hospitality. I would also like to extend a special thank you to Professional Turf Products and Toro for stepping up and being our title sponsor. Thanks to all of our other contributing sponsors for their support of this event and other events throughout the year. Without them none of this is possible. The S&R is very important to us as an association as it provides us the opportunity to fund turfgrass research with our local universities and also be able to financially help up and coming turf students with their education in the form of scholarships.



Congratulations to Steve Wilson and his entire Rounds 4 Research committee for soliciting and putting together
Continued on next page

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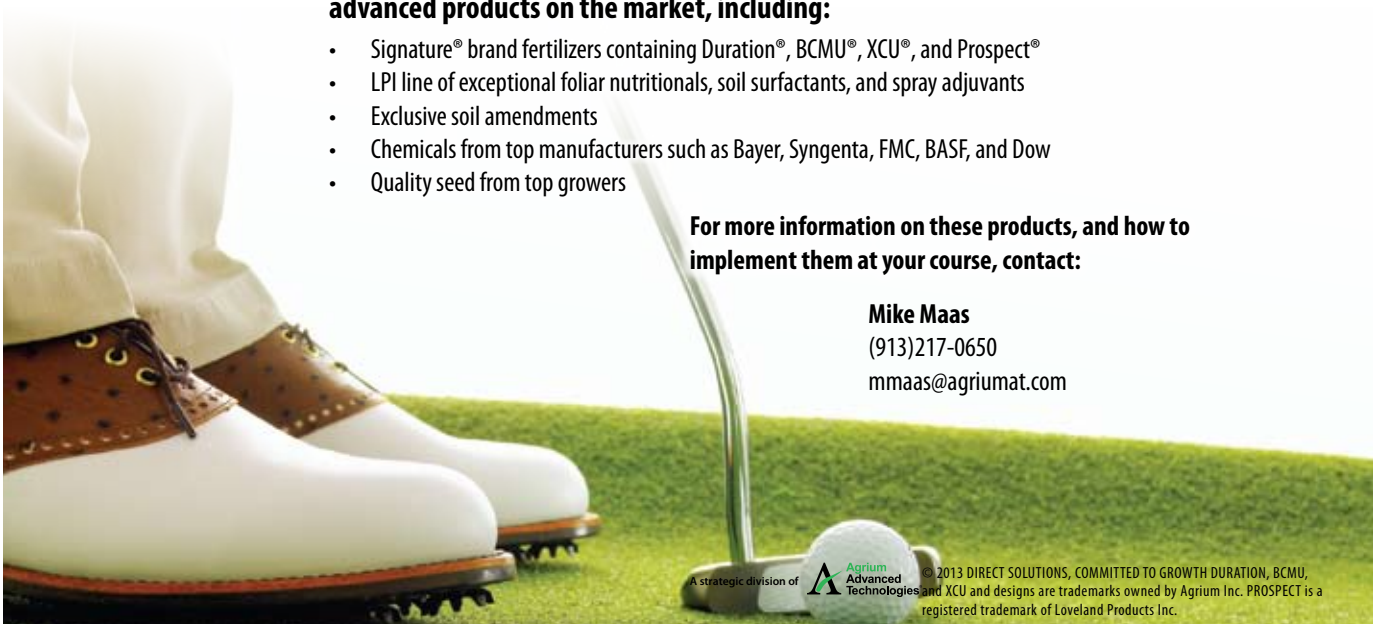
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President's Message - cont.

a tremendous list of golf courses to participate in the 2014 auction. Also I would like to extend a special thank you to those of you and your facilities that took the time to fill out the information and participate in the auction by donating rounds of golf. This is a very beneficial program that will work alongside our Scholarship and Research tournament to help fund our local research and scholarship programs. So, on behalf of the Board of Directors and all of our members I would like to say THANK YOU!

your peers. If you have any interest in running for the board you can either contact Tim Nielsen or myself and we would be happy to sit down and talk with you and explain to you what the time and commitment really is. Again, I hope all of you will consider serving.

As always if you have any questions or concerns please feel free to give me a call (913) 592-3329 or drop me an email at todd@wolfcreekks.com.

In closing I would like to inform everyone that the HAGCSA Board of Directors is starting to put together a list of potential people that would like to run for the 2015 Board of Directors. I hope each of you takes some time to consider giving back to this great association and give some of your time to run for the board. It is a tremendous opportunity to grow as a professional and build lasting relationships with some of

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SNAG Benefits Significantly Thanks to Footprints iN Fairways Fundraiser

By Tim Nielsen

The second annual Footprints iN Fairways tournament was held May 19th at Staley Farms Golf Club. Though the wind howled and the greens were severely undulated, the day turned out to be quite the success. A total of 25 teams from around the area completed the field that was ultimately topped by the winning team from Indian Hills Country Club. A total of \$18,000 was raised to benefit the SNAG in schools program and buy six sets of equipment that will be donated to participating school districts.

Along with the participants, there are numerous individuals, organizations and companies who helped make the tournament a success. The Midwest Section of the PGA and their staff did a great job coordinating the event. Brad Demo, Midwest Section Executive Director, once again did a fantastic job securing sponsors and donations. He was able to secure

monetary donations, hats, balls, shirts, umbrellas and towels for all of the participants. He was also responsible for securing all of the on course hole prizes. There were many donors who contributed a significant amount of money and goods that helped make the day enjoyable for all. Thanks to National Car Rental for their title sponsorships. Also, thanks to Adidas/Taylor Made for the shirts, hats and balls. Thanks to Kansas Golf and Turf for their flag sponsorship, Direct Solutions and Bayer for their monetary donations. Brent Stephenson and the staff at Staley definitely need to be commended for the quality of the course and the professional courtesy that was extended to everyone.

Next year, we hope the tournament grows into something bigger than this year's. The money raised grew significantly from the inaugural year and we hope the trend continues.



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Education Committee Report

By Andrew Jones, Director

Even though summer is just arriving, the education committee has been busy thinking about winter. On December 15 and 16, we will be conducting our annual Common Ground Education Conference. We fully expect to have another great lineup of speakers as well as a chance to talk with many vendors over the course of two days. Our speakers will be covering a variety of topics including ongoing research, pump station servicing, budgets and maintenance standards, and leadership skills. We have tried to put together a list of speakers that will touch on a variety of topics.

Our vendors will be setup in much the same fashion as last year with table tops on the bottom floor of the convention center. This setup allowed more interaction between attendees and our sponsors. Vendors will have the chance to spend 3-5 minutes promoting their product to a ballroom full of Superintendents and landscape industry personnel. We really want to stress that this is their time to reveal a new product, hand out a brochure, have a prize giveaway, or just simply introduce themselves to some new faces. We would like to thank all of our vendors who have already committed to sponsoring this great education opportunity. If you have any questions or comments about the education conference, feel free to contact me anytime. We look forward to seeing you in December.

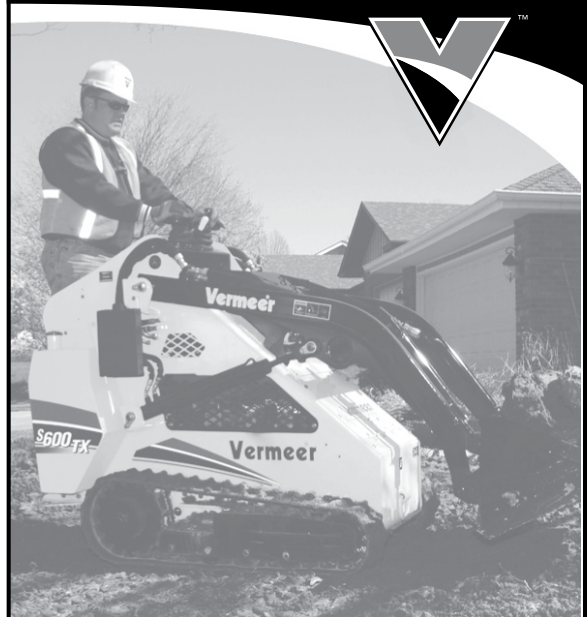
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Applicants will be notified of their status by mail. All scholarship award checks will be made payable to the applicant and his/her educational institution. If you are interested you may obtain an application from the HAGCSA website: www.hagcsa.org/scholarships or by calling the Association Office at 816-561-5323. Deadline is November 3, 2014.

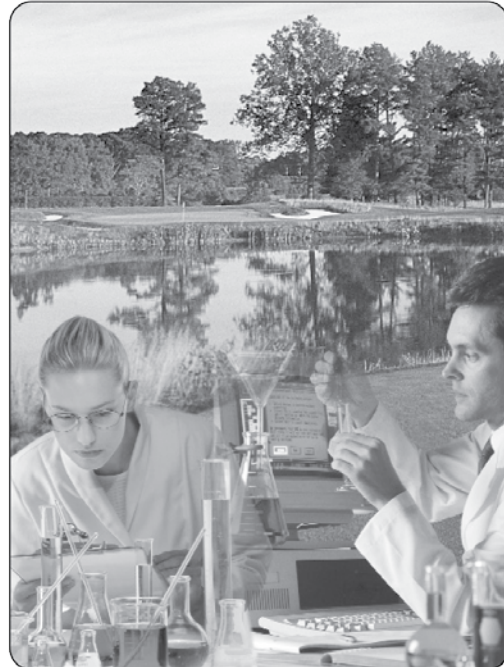
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Scholarship and Research Tournament

By Andy Klein, Director

The 2014 S&R Tournament was held at Blue Hills Country Club June 9th. With unseasonably cool and damp conditions we got the tournament completed just before the rain settled in. Woody Moriarty and his staff had the course in great shape and it really tested everyone's abilities. I would like to thank the 2014 S&R committee members for all their hard work planning this year's event and a special thanks to Blue Hills Country Club and staff for hosting this year's S&R Tournament. I would also like to thank all the sponsors that contributed to the event as well as the participants, volunteers and all those who participated in the auction for making the tournament such a success.

With all the funds raised this year we will be able to make some beneficial contributions towards the local scholarships for turfgrass students, assist employees of members with their continuing education expenses and to support turfgrass research.

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Thank you again for your support of the 2014 tournament. Because of PTP & Toro, it was a success.

S&R Tournament - Recap

Congratulations to the Winners

1st Place (55)

Wolf Creek Golf Links

Todd Bohn
Rick Hasting
Jack Stockdale
Wes Nichols



Todd Bohn (L) thanks Woody Moriarty, Host Superintendent (R)

2nd Place (58)

Kansas City Country Club

Loren Breedlove
Mark Bado
Brian Wainwright
Jonathan Bennett



Todd Bohn (R) Congratulated 50/50 Pot Winner, Toby Burkhardt (L)

3rd Place (58)

Kansas Golf & Turf

Manny Cervantes
Steve Horgan
Craig Slater
Mark Christopher



Skins Game Winner, John Sullivan, with a "HOLE IN ONE!"

SKINS (Hole #14) - "Hole in One"

C3 Technology

Jake Aller
John Sullivan – "Hole in One"
Cary Patterson
Derek Balke



Tanna Guthrie, Auctioneer, helped raise over \$10,000 for the Live Auction.



Wolf Creek Golf Link, Takes Home the Trophy!

Public Relations Committee Report

By Matt Delventhal, Director

The 2014 Kansas City Golf Guide Radio Hour is off and running. I would like to thank all the Golf Course Superintendents who were willing to come and be a guest on the show. We have many more great guests lined up throughout the remainder of the year. The show runs from 8:00 a.m. – 9:00 a.m. Sunday mornings.

We are also helping this year at Nicklaus Golf Club to find volunteers to help with the Midwest Classic Web.com Tour. This tournament is to be held July 21st-27th, 2014. Gary and his staff are looking for volunteers to work mornings and afternoon shifts starting on July 23rd. If you are interested, please email or call Gary Sailer at Gary.Sailer@ourclub.com or call the office at 913-402-1576.

Hopefully your season is going strong and if you have any suggestions, don't hesitate to contact me or one of the committee members.

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Assistant Superintendent Committee Report

By Juan M Barragan

On May 29 we had our second Assistant Superintendent program at Kauffman Stadium. We had a very good turnout. Thanks to all the Assistants that made it out. Thanks to Jeff Stoecklein from John Deere Landscapes for sponsoring the program and getting everything set up and Richard Shumate from Van Wall for sponsoring drinks/food at the happy hour. Thanks to Trevor Vance and his Assistant Kurt from Kaufmann Stadium. It was very nice of Trevor and Kurt for taking the time to show us around the ballpark and talk about how they prepare and maintain the Royal's field on a day-to-day basis and also seasonally.



As the year continues to fly by, make sure to mark your calendar for the upcoming employee tournament in September. We are still working to set an exact date for the middle of September at St. Andrews Golf Course. We decided to hold the tournament in the middle of September so that with the cooler days to come, more superintendents, assistants, vendors or anyone that wants to come join us for the tournament will be able to do so.



Feel free to contact me if you have any questions about the tournament or would like to help in any way.

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“Hey You! Got a Minute to Talk?”

By Andy Klein, Director

I have been in the golf course maintenance industry for nearly 15 years, working anywhere from your daily fee public golf courses to some of the nicest country clubs in America. Despite my years of work experience, I still enjoy this industry because it is always changing. There are always opportunities to continue your education and professional development. That being said, there has been one not so pleasant constant amongst all my experiences: Complaints!

With every golf course come complaints or “constructive criticism.” This may come from a single individual who relates his performance to the current course conditions and feels the need to constantly voice his opinion in hopes of improving his game. It may also come from a group of league golfers that have unreasonable expectations and demand lightning fast greens and pristine hazards or it could come from the homeowner who thinks it’s the Golf Course Superintendent’s job to make the view of the course from their deck the best in the city.

A few years ago I would become so overwhelmed and petrified of these individuals I would avoid the situation at all cost. If I was doing a project on the course that I knew was going to disrupt golf I would avoid the clubhouse for lunch and I would hope no one stopped me with questions as I drove by them on the course. I learned quickly that this was not the way to deal with the situation. I am not sure why I hesitant in dealing with complaints; maybe I was fearful I wouldn’t know how to properly handle the situation.

As my confidence grew in knowing I was doing the right thing for the course and my skin got a little thicker I learned some key steps and ways to deal with these issues.

Continued on next page



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“Hey You! Got a Minute to Talk?”

Continued from page 16

- If you are doing an out of the norm activity such as vertical mowing and topdressing the greens, start by informing the clubhouse personnel what you are doing and more importantly why. Most golfers don't see or have the opportunity to ask questions to the maintenance staff, but will ask employees in the pro shop after their round. Informing them how to answer the question properly will make things seem more professional compared to the response, “I don't know what they are doing out there.”
- Inform members about course conditions or maintenance practices with a newsletter, blog or social media. It helps to prepare and educate members in advance before they discover issues on their own the next time they play.
- Make sure your crew is prepared to handle questions. For example, if they are out fertilizing new sod, make sure they understand why they are doing it in case they get asked. If they can't handle the situation be sure they know how to direct questions to a supervisor.
- Make yourself available and develop good rapport. Hanging out on the 1st tee on a Saturday morning is a great way to gain the golfers' respect and it is an opportunity to answer questions they have properly versus having them develop their own uneducated reasoning.
- Bite your tongue, be patient and listen. Sometimes when people are upset they just want to feel like they are being listened to. Rather than making excuses a simple response like, “I appreciate you bringing this to my attention ... we will work to resolve the issues” can go a long way.

Try to put yourself in the golfers' shoes; admit when a mistake was made, apologize and remember in the service business the customer is never wrong. Most situations can be dealt with in a positive manner and resolved quickly. There will be instances when there seems to be no possible scenario to make the outcome a positive one. There is no pleasing some people; don't take it too personally and move on.



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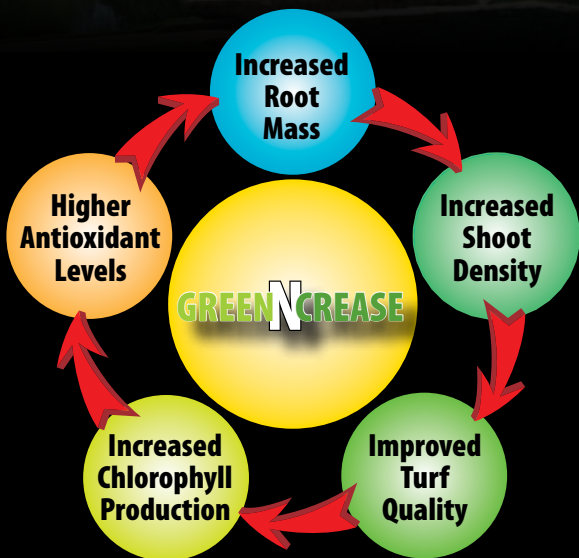


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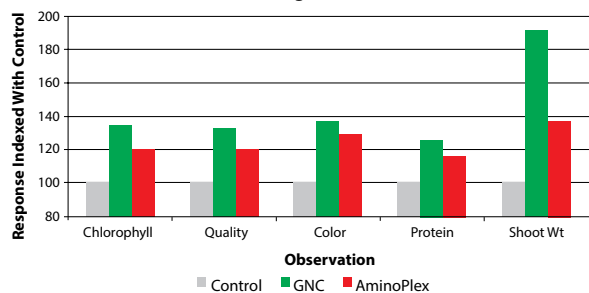


GreenNcrease rate effects on creeping bentgrass drought resistance. 2009. Ervin, E.H. and X. Zhang. Virginia Tech.

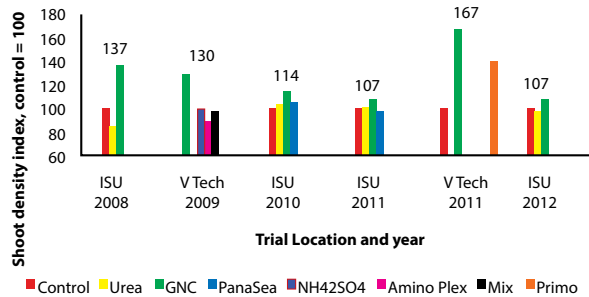


Control GNC 7.7 oz/M GNC 15.4 oz/M GNC 23.1 oz/M

Turf response to GreenNcrease applications averaged for 3 months. 2009. Virginia Tech.



GreenNcrease effect on bentgrass shoot density



- Provides Heat and Drought Tolerance
- University Tested and Proven

- Rich in Amino Acid Content
- Distributor Openings Available

Ajinomoto Specialty Fertilizers
Ajinomoto North America, Inc.
 1 Ajinomoto Drive | Eddyville, Iowa 52553 | 563-260-1838

PLATINUM PARTNERS



GOLD PARTNERS



SILVER PARTNERS





MEMBERSHIP APPLICATION

Name _____ GCSAA Membership #: _____

Club or Company _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____

E-mail _____ Spouse's Name _____

Check here if you wish to receive your mailings at home.

Home Address: _____ City _____ St _____ Zip _____

JOB INFORMATION: LIST CURRENT EMPLOYMENT FIRST

DATES EMPLOYED		EMPLOYER NAME & CITY/STATE	TITLE
From _____	To _____	_____	_____
From _____	To _____	_____	_____
From _____	To _____	_____	_____

I hereby make application for membership in the Heart of America Golf Course Superintendents Association and attach herewith my dues for the current year. If accepted, I agree to uphold the by-laws of this Association and subscribe to the following code of ethics. To the end that confidence and respect may be enjoyed by members of our Association, the code of ethics is promulgated and observation of its provisions required.

- Every member shall take pride in his/her work and regard it as a profession in which all members strive to maintain its good name.
- Realizing that the best asset that a member can have is thorough knowledge of his/her business, he/she shall constantly try to improve his/her knowledge and effectiveness by freely exchanging experiences and ideas with fellow members and take advantage of all opportunities for improvement.
- He/she shall endeavor to maintain courteous relations with his/her employer and his/her associates and endeavor to have his/her employees take pride in doing their work well.
- In accomplishing his/her own and the Association's best interest, observance of the following suggestions are recommended.
 - **Seeking Employment:** 1. Seek counsel of local associations when applying for a position in a new district; 2. Recommend only qualified GCSAA members; 3. Ascertain the wage scale in the district in which you are seeking employment, then uphold that talk with the person who last held or now holds the position of Golf Course Superintendent.
 - **Visiting:** 1. Announce your HAGCSA or GCSAA membership when visiting; 2. Always contact the Superintendent of the course you are visiting; 3. Honor requests for technical help from golf courses only when channeled through the Superintendent of the course making the request.

Communication Consent: I agree to receive notices, advertisements, announcements, brochures, and other information from Heart of America Golf Course Superintendents of America via facsimile, telephone or e-mail. I further agree that my express permission to fax, telephone or e-mail me such notices and other information will continue and have no date of expiration, unless a written request is received indicating a change in permission.

ATTESTED: The applicant must be attested by two Heart of America GCSA members.

Attested _____ Date _____

Attested _____ Date _____

Applicant's Signature _____ Date _____

Please include Annual Membership Dues with Application (Term: January to December):
 Superintendents/\$130 - Assistant Superintendents/\$70 - Supplier/\$130 - Golf Course Employees/\$70 - Student/\$25

Heart of America Golf Course Superintendents Association
 P.O. Box 419264 • Kansas City, MO 64141-6264 • 816-561-5323 • Fax 816-561-1991 • www.hagcsa.org

OFFICE USE: Acknowledgment Email Board Approval Database Welcome Email/Website Password Mailing/Roster Process Payment

Hey Tony, It's Hump Month

By Tim Nielsen, Editor



July for us is like Wednesday for those stuck in a cubicle; if we can get through unscathed it's all downhill from there. As I am writing this on June 10th, we just completed the S&R tournament and it hasn't done anything but rain for the last week and a half. Let's all hope these temperatures in early June continue into July and beyond. Doubtful as I see it. It seems every season I dread the summer heat only to make it through to do it again the following year. Every year I tell myself, "I've done it many times before so why can't I do it again?"

Getting here seems to be the challenge for me these days. The chemical and fertilizer plan I put together last fall all seemed like a great idea until I get to this point and I'm a few weeks behind. I'll blame that on the weather. If there were no wind, it rained a quarter inch two times a week at night and no machine ever broke down I'd be right on schedule every time. I suppose Toro's going to be showing up at lunch time to talk boom covers and overpriced parts now. Just kidding Brad, you don't show up until I'm walking out the door to go home.

Let's hope I've got the crew for the job this summer. I let three guys go on the same day in May. The new guys have probably walk mowed 250 greens and still can't mow a straight line in the proper direction. At least they show up on time, that's over half the battle. I'm about to go buy a dozen compasses that they'll have no clue how to use and will lose in a matter of hours. Perhaps if I can get through July they'll come around.

One way or the other, things never seem to go exactly as planned. I suppose that's what makes this the right job for some but the worst of jobs for others. What we all need to remember going into the summer is to communicate. Communicate with others in the industry. Communicate with your boards, GM's, members, customers, etc. We learned a few years ago that no matter how great of a plan we think we have, we'll be thrown curve balls and if we don't communicate using the proper channels to the proper people we might be looking forward to Hump Day while sitting in our very own cubicle.

**HAGCSA Editor,
Tim Nielsen**

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FUNCTION FORECAST

DATE

September 15
October 6-7
November 5
December 15-16
January 10

EVENT

Employee Tournament (St. Andrews)
MO Cup Challenge (Old Kinderhook)
Annual Meeting (Meadowbrook Country Club)
Common Ground (Overland Park Convention Center)
New Year Party (Boulevard Brewery)

HEARTBEAT • Tim Nielsen, Editor

Heart of America GCSA • P.O. Box 419264 • Kansas City, MO 64141-6264