

## President's message

*A*s a golf course superintendent we have the opportunity to be involved in decision making with other managers or club officials to develop your facility. We also have the ability to create proper maintenance practices that suit your property to bring the best possible playing conditions for your clients. When we create tasks or improvements, where do we go to get the job done to fulfill not only your club's expectations but your own? We go to our staff members!

This President's message is dedicated to all Ontario golf club staff members. Whether you are a general manager, golf course superintendent, head golf professional



*What's a golf club without its staff?*

or a food and beverage manager, we are all trying to create a dedicated team that will meet our needs as managers. At any great golf course, team work is a must to accomplish the tasks at hand. I truly believe in building a team, somewhat similar to hockey. You need your goal scorers, 2<sup>nd</sup> liners, 3<sup>rd</sup> liners, grinders and of course, your special teams.

When it comes to staff there are so many unique individuals with very different personalities and work ethics. As a manager, try to understand each individual and build on their strengths as an employee and utilize them to the fullest. Get to know your staff! Communicate with them at every level and know what's important to them. Always keep an open ear.

Motivating staff can be difficult. Positive criticism has to be voiced that the task was done well and how can the individual take it to the next level to provide a better outcome. Engage your staff and make sure they know that they are part of the solution and that every task is important, because it is!

Make team building fun! I like doing staff barbecues, especially after successful club events. Staff golf days at neighbouring golf clubs are great fun and it's a good way to introduce the game to staff that have not had the opportunity to play golf. Make sure you create different teams which help with camaraderie and staff bonding. Whatever you choose to do, have something that staff can enjoy which creates a different atmosphere than work.

I'd like to take this opportunity to thank all golf club staff for their hard work and dedication in making Ontario golf clubs great! Special congratulations to Keith Bartlett MS, CGCS and his staff at St. Georges Golf and Country Club for hosting a successful RBC Canadian Open. All the best for the remainder of the golf season!