

**S. WELLS MCCLURE
TANASI GOLF CLUB
TELLICO VILLAGE**



Improving Efficiency Through Better Communication

Background



Pre-Graduate Experience



Post Graduate Experience

- ▣ 2nd Assistant – Cannon Ridge GC, Fredericksburg VA
 - March 2009 – September 2009
- ▣ 1st Assistant – Mattaponi Springs GC, Ruther Glen VA
 - October 2009 – April 2011
- ▣ 1st Assistant – Toqua GC @ Tellico Village – Loudon TN
 - May 2011 – May 2012
- ▣ Int. Superintendent – Tanasi GC @ Tellico Village – Loudon TN
 - June 2012 – August 2012
- ▣ Superintendent – Tanasi GC @ Tellico Village – Loudon TN
 - September 2012 – Present

Tellico Village

- ▣ Retirement Community
- ▣ Approx. 8,000 Residents
- ▣ Approx. 3,000 Golfing Members
- ▣ 3 Golf Courses
- ▣ Each course averaging 28k – 30k rounds per yr.
- ▣ With such high demand for golf, being efficient is very important for us to be successful. We do this by thoroughly communicating with staff, members, and management.



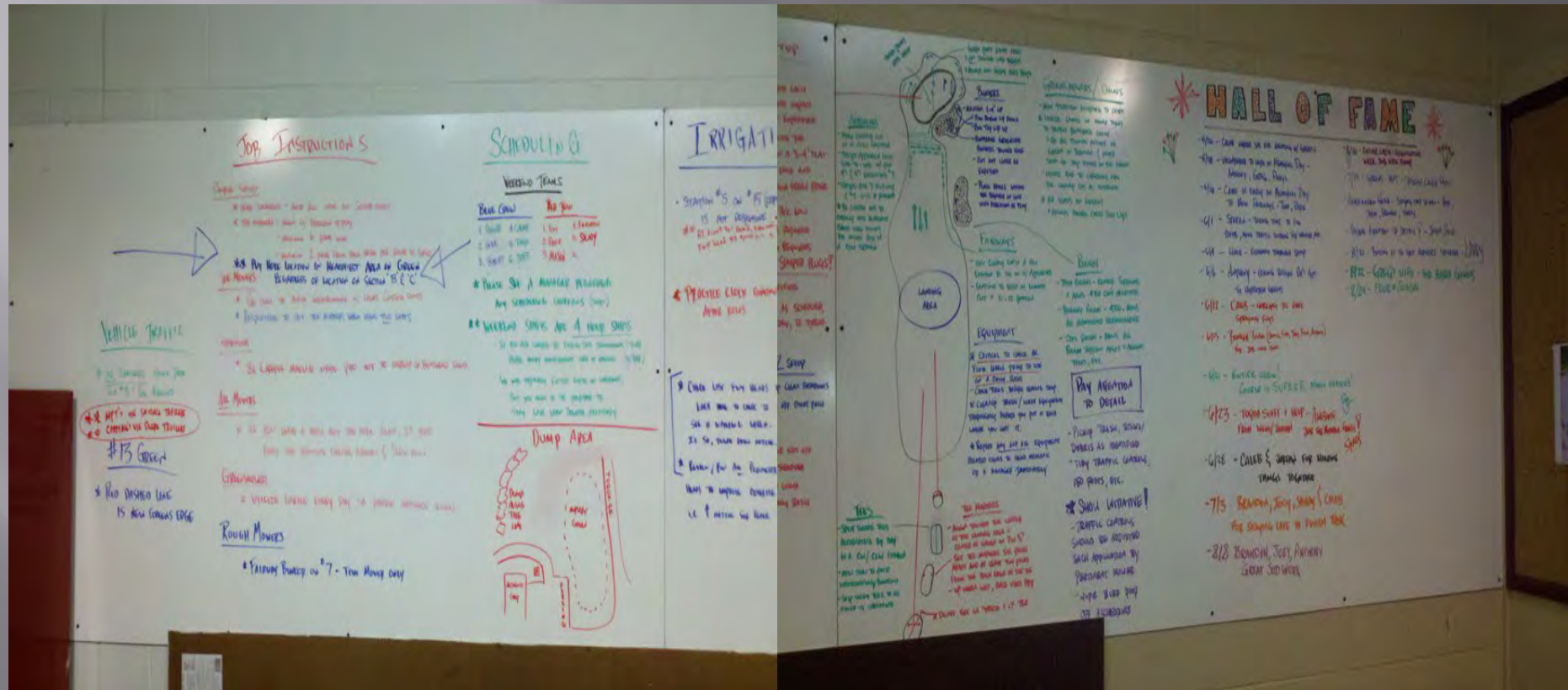
Communicate with the Crew

- Very detailed in morning meetings. Somewhat redundant.
- Training days: Allow crew members to train on jobs they would not normally get the opportunity to do. Allows us to be fluid when assigning jobs.
- Always communicate tournament schedule and upcoming events so expectations can be met and exceeded.

TEE SHEET		8/29	8/30	8/31	9/1	9/2	9/3	9/4			
		7:30 SINGLE TEE	LGA CHAMPIONSHIP 8:00 SINGLE TEE	7:30 SINGLE TEE	MGA IS 900 SHOTGUN 6:30 START TIME	9:00 SHOTGUN 6:30 START TIME	8:00 SINGLE TEE 6:30 START TIME	800 SINGLE TEE 6:30 START TIME			
EMPLOYEE	FIRST JOB	SECOND JOB			NOTES ← IMPORTANT INFORMATION						
CALEB	A - (P) 6, 10, 12, 16	PATRIOT GOLF EVENT 9 AM SHOTGUN OFF HOURS * 9, 9 - 18			* GREEN APPLICATION SEPTEMBER 6 th -7 th LABOR DAY (ROW 6): 1. TODD 2. CALEB 3. MASON 4. TOM 5. PARK 6. SYKES *				STATUS REPORT PRIMARY PUNCH Back, 1, 4, 8, 9 TRIM ROW COOL ROW IRRIGATION CONTROL MISC		
SHADY	B - ① 5, 11, 15										NO CLEANUP CUT - SER WEAK AREAS - STAKES/DEBRIS
TODD	C - ② 7, 8, 15, 17										BLOW DOW, ETC. * PAY ATTENTION TO DETAIL
MASON	D - ③ 9, 9, 14, 18										
TOM	F9 SETUP										
PARK	B9 SETUP										
WELLS	NO RAIN - SPIN BUNKERS RAIN - CONOPS + PAINT										
SYKES	PG CUPS + COURSE CLEANUP										

Job Assignments

- Post instructions throughout the shop so they are highly visible to all employees.



- Each task is shown with detailed instructions of what is expected.

Combine Job Assignments

- ▣ Combine job assignments whenever possible to make use of valuable access to the course.
 - ▣ LGA 9 Tuesdays
 - ▣ Verde Cal G
 - ▣ Topdress Greens
 - ▣ Combine Wetting agent and Pythium Product.
 - ▣ Fertilize Green Surrounds
 - ▣ Water everything in together
- ▣ Modify equipment to perform more than one assignment



Give Credit where Credit is Due

Hall of Fame

Wall of Shame

HALL OF FAME

GENERAL PRINCIPLES / CONCEPTS

- You must always be open & honest. There is always going to be someone who is better than you at something.
- Do not compare yourself to others. You are who you are.
- Do not let others know you are better than them.
- Do not let others know you are worse than them.

TECHNIQUES

- You should always be open to criticism.
- You should always be open to feedback.
- You should always be open to learning.
- You should always be open to growth.

LEARNING AREA

EQUIPMENT

- You should always be open to using the best equipment.
- You should always be open to using the best tools.
- You should always be open to using the best materials.

PAY ATTENTION TO DETAIL

- You should always be open to paying attention to detail.
- You should always be open to paying attention to the small things.
- You should always be open to paying attention to the big things.

THE PROBLEMS

- You should always be open to solving the problems.
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SHOULD INVESTIVE!

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Communication with Members

- ▣ **Double Tee Start V.S. Single Tee Start**
- ▣ **Implementing a naturalization plan**
- ▣ **The need for aggressive cultural practices.**

Naturalization Plan

- ▣ Improves aesthetics
- ▣ Decreases labor, fuel, and fertilizer costs
- ▣ Provides a buffer for runoff from the golf course
- ▣ Allows us to be good stewards of the environment and increase wildlife habitat
- ▣ Has no negative impact on the playability of the golf course
- ▣ Convert 4-5 acres a year over the next 5 years
- ▣ Choose proper cultivars for acceptance from membership

Naturalization Plan



Naturalization Plan



Naturalization Plan



Naturalization Plan



Naturalization Plan



Importance of Communication

- ▣ Communication with employees is vital in allowing us to be more efficient. It is important that all employees know exactly what is expected of each task so there is no misunderstanding, and jobs are done right the first time.
- ▣ By more effectively communicating with membership we have been able to implement a few new ideas to Tellico Village that will allow us to be more efficient now and in the future. I feel the biggest accomplishment here is the incorporation of native areas on the golf course.

Thank You!!

