

Berkshire Country Club



Green Department Manual

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S.O.S.

See It, Own It, Solve It

“I create a work environment of team work and lateral service so that the needs of our members and their guests are met”

Safety

Member Focus

Communication

Quality

Daily Guidelines and Etiquette

Berkshire Country Club Employment:

- o Safe, smart and hardworking employees!
- o Employees who are member focused!
- o Employees who communicate well!
- o Employees who display excellent quality!

Fuel



- o Each piece of equipment has a tag for the proper fuel it requires
- o (Red= Gas / Yellow= Diesel / Blue= Mix)
- o Always check before going out and fill up after you are done with equipment

Preparing for the job

- o Be sure to check your equipment for **fuel** and **oil (not necessary to check oil on machines that have reel mowing blades)**.
- o Be sure you know where your starting point on the course is
- o DOUBLE CHECK to make sure all tools and equipment needed for the job are with you
- o **Get in the habit of using safety gear** (Ear plugs, safety glasses, gloves, boots, etc.)
- o Make sure your work area is safe for you and the equipment your using before starting a job
- o **If you have any questions, PLEASE ASK!**

Daily Guidelines and Etiquette

Job Cleanup

- DOUBLE CHECK EVERYTHING! Make sure you haven't missed anything before heading into the shop.
- Clean/wash off all equipment.
- Fill up on fuel when finished with equipment.
- Put all equipment away in its proper place.
- Any type of mower with a reel that's been used should be checked in with Brennon.
- When mowing be sure to dump your bucket when it's half full of clippings. Heavy buckets = scalping (Clippings should either be collected and taken to the dump or spread throughout the rough several hundred feet away from the green, approach, tee or fairway).
- Look for any trash that may be laying around in the cart or vehicle you were using.

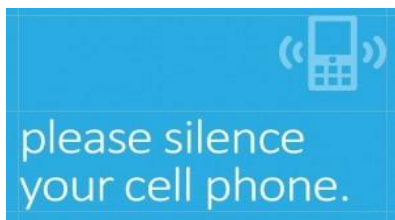
Golf Etiquette

- Avoid golfers while being productive
 - For example: if you are mowing rough and there's a lot of play on holes 1-3, try starting somewhere else where golfers won't be.
 - If golfers can't be avoided, silence your equipment and stay quiet while golfers are hitting a shot.

Daily Guidelines and Etiquette

Golf Etiquette Continued.

- Stay ahead of play
 - Golfers want the same playing conditions for every hole
- Confirm your starting point on the golf course during morning/afternoon announcements. Ask a manager if you are not assigned a starting location and you are unsure where to begin your assignment.
- Stay off cell phones
 - *Cell phones are to be used during lunch breaks only or in the event of an emergency.*



Greens Mowing

1. Check and clear off greens for rocks, acorns, twigs, etc. Blow any sand that may also be present on the green before mowing. (costly damage “\$\$” can occur to equipment if this isn’t done properly)
2. Place boards on the green cleanup/collar in the proper mowing direction for that day. (using boards will help significantly in preventing turf damage)
3. Place flagstick off into the rough.
4. Carefully unhook the mower and walk it to your starting area while staying in the rough.
5. When beginning to mow, engage reels and begin your pass, slow down as you encounter your boards and staying on them when making a turn. When making a pass at the end of your boards, stop your mower and move them, then begin mowing again.



Greens Mowing

6. When finished cutting, double check to make sure no skips have been made, if skips are recognized, go back and follow a line closest to the skip so that it is mowed and looks complete.
7. Attach the mower to the trailer and blow any dew or clippings off the green.
8. Blow out Bunkers and place rakes on the low sides of the bunkers w/ handles facing the tee. Rake bunkers uniformly in the direction stated on the mowing card. (To pin or Opposite)
9. Leave Flagstick out for Course Set Up or Roller.
10. **Double check, Double check, Double check!!!** (Make sure everything is in its proper place and completed before leaving)

Greens Mowing (Triflex)

1. Greens mowed with a triflex will be pushed in one direction. There will be no turning in the rough.
2. *Check and clear off* greens for rocks, acorns, twigs, etc. Whip any sand that may also be present on the green before mowing. (costly damage “\$\$” can occur to equipment if this isn’t done properly)



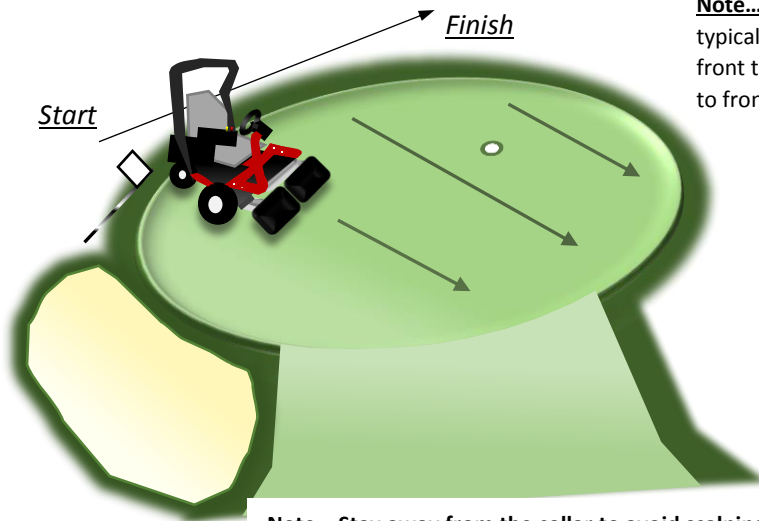
3. Remove the flag and place it off to the side of the green.
4. Greens are typically mowed front to back or back to front.
5. Scalping can occur if the triflex gets too close to the collar. Stay away from the collar and the cleanup mower will get the rest.

Note... Ask for help if a backpack blower is needed.

Greens Mowing (Triflex)

6. Work from side to side. Once a pass is completed back up and make another pass overlapping the previous pass. Continue until the green is completed.
7. After the green is complete whip any grass clumps left on the green and whip the dew off the collar.
8. Once the buckets become half full dump the clippings in the back of a cart or in the rough as far away from the green surround as possible (30 feet minimum).

Note... Mow from side to side. Once a pass is completed back up and make another pass overlapping the previous pass.



Note... Greens are typically mowed front to back or back to front.

Note... Stay away from the collar to avoid scalping! The cleanup mower is used twice/ week to “clean up” any unmown turf.

Bunker Raking

Accuform Raking

1. Check each bunker for debris, (e.g. grass clippings, sticks or leaves) if big rocks are present, remove them and put them in your cart. Use your back pack blower to remove any debris.




2. Start at the faces of the bunker and push bunker sand up the face.
3. Using strong thrusts push the Accuform rake out in front of you. Each thrust of sand should cover up any teeth marks made by the rake. Try to achieve a smooth, uniform surface throughout the bunker.

Note... Bunkers should have a “bowl” shape with a 2-3 inch lip and bottom depth of 4-6 inches.

Bunker Raking

Spring Rakes

1. Dragging the rake behind you, walk in a straight line raking over your foot prints.
 2. Rake as close to the edge as possible leaving some room (about 1 foot) for the “clean-up”
- 
3. While raking, notice what areas of the bunker edges will need pushed up or pulled down to achieve a 2-3 inch lip.
 4. After raking is completed, walk around the outside of the bunker pulling sand up the face in short strokes ensuring all bunker surfaces are raked.
 5. Remember, not all edges need sand pulled up. You may need to pull some sand down to achieve the 2-3 inch lip and then finish by lightly pulling sand up for uniformity.
 6. Deep grooves or sand humps means improper raking.
 7. If time is not of the essence, remove any weeds that may be sprouting near the bunker edge.

Rotary Mow Bunkers Banks, Green Surrounds, and Tee Surrounds

1. The rotary crew is responsible for mowing all bunker banks and green surrounds that cannot be mowed by the sidewinder and rough mower.

2. Be sure to check areas including small lawns in between cart paths and shrubs (ex. 1 green cart path, 3 green cart path, 12 green cart path, around 14 bathroom, and 17 tee cart path) and two passes at the green and white stakes.

Note...

- 5 gallon Gas cans are for the mowers only and 2.5 gallon mixed gas cans are for the trimmers and blowers.
- Extra trimmer string will be needed

3. Safety is a priority. Do not follow too closely to the person in front of you. If a slope is too steep to mow it must be trimmed carefully with a string trimmer. (i.e. #4 Approach Bunker)
4. The rotary mowers are self-propelled and have two cutting blades. Scalping is an issue if the mowers straddle the crown of the bunker faces or any hills. Some areas require fly-mowing to prevent scalping.
5. The Fly-Mowing crew will be sent ahead of the rotary crews. Rotary crews, please pay attention to what the fly mowers cut and avoid using the rotary mowers in those areas.

Rotary Mow Bunkers Banks, Green Surrounds, and Tee Surrounds

6. After all green surrounds and bunkers are completed the crew can get started on tee surrounds.
7. Two passes minimum should be mowed around each tee. Although, most tees require more passes on areas such as steep hills, where a sidewinder might not be able to get to.
8. Place the trashcan aside before mowing or string trimming so grass clippings do not blow onto the trashcan. Be sure to place trashcan back to its proper place when completed.



Note... Be sure to communicate with crew members using the sidewinder, teamwork will make jobs easier and be done more efficiently.

Fly Mow & String Trim Bunker Banks, Green Surrounds, and Tees

1. The string trimmers should be placed on the racks on the side of the trailer with the trimmer head at the back of the trailer. If all trailers are unavailable, the engine needs to be placed on the floor of a cart with the head resting on the seat.
2. The fly mow and string trimmer team is responsible for trimming the bottom part of the bunker face and any crowns that the rotary team missed or skipped. The string trimmer will also trim any trees, steps, or rocks surrounding a green and tee complex.

Note... Be sure to take extra trimmer string and a can of mix gas before heading out for the job.



Note... Proper string trimmer and fly mower cart set up to prevent equipment damage.

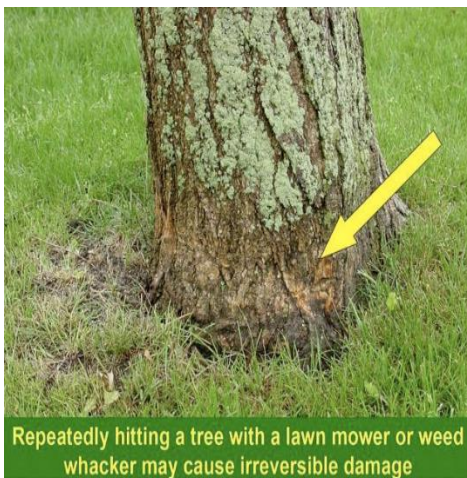
Fly Mow & String Trim Bunker Banks, Green Surrounds, and Tees

3. The grass surrounding any trees, steps, walls, or rocks will be trimmed to a height that is equal with the rotary mower height of cut. Sting trimming tree bark will injure the tree and should be avoided.
4. On Monday outings, the bunkers will need to be trimmed, clippings will need to be blown out, and bunker raked. This information will be provided during morning meetings
5. Once bunkers and green surrounds are finished, tees can be started.
6. When trimming around the ball washer, place trashcan aside so grass does not cover the can. Be sure to place trashcan back to its proper place when completed.
7. Trim around any steps, rocks, trees and walls.

Note... Scalping of turf leads to invasion of weeds.
Please String Trim Carefully, keeping the head of the trimmer level and the same height as the rough mower!

String Trim Tree Lines

1. Start in an area away from play if a manager doesn't designate where you will start.
2. String trim any areas a rough mower cannot mow. Be sure not to scalp.
3. One person should start at the beginning of an area while the other person drives half the distance of the area away. Park your cart and continue weedying the remainder of the area.
4. String trim around all trees, satellite boxes, rocks and other objects not reached by a rough mower.



Note...

- *DO NOT SCALP DOWN TO DIRT.*
- *Avoid hitting any objects with string as it may cause damage.*
- *DO NOT Hit trees as it causes them to die overtime.*

String Trim Tree Lines

5. White “*Out of Bounds*” and small green/white cart path stakes should be moved and replaced when string trimming.
6. Blow off any cart paths of excessive grass clippings before leaving an area.

Note... White “*out of bounds*” stakes can be moved on the same line as other white stakes. This will be explained further by a manager or experienced operator.

Roadside Detail

1. Roadside maintenance includes *Mercer St / Route 183 / Berkshire Dr / S Tulpehocken Rd / Green Ln*



2. Set up orange cones at both ends of work area to signal oncoming traffic to slow down.
3. Make sure you have a partner in case something happens.
4. Clear areas of trash to minimize shredding from push mowers. Use trash bags or trash cans if significant trash is present.
5. Mow areas of turf along the roadsides that are accessible. Please use the "Roadside Mowers" not the "Green/ Tee Rotary Mowers".

Note...

Communicate what has and has not been completed or if any problems occurred.

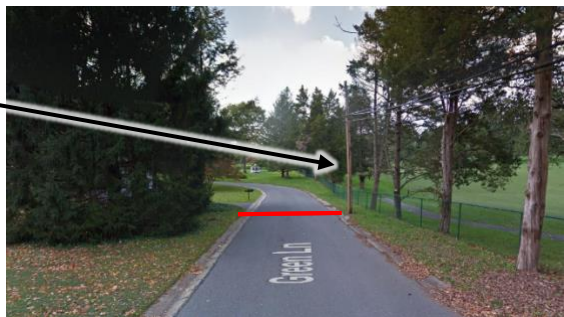
Roadside Detail

6. When mowing is complete you may need a string trimmer to finish any areas inaccessible to rotary mowers.
7. Use string trimmers along fence lines, trees, tunnels or any other area the mowers cannot get to.
8. Take note of any low-lying branches or shrubs that may need pruning to make mowing easier.
9. Clean up any remaining trash. If shredded by mowers. Please clean it up within reason.

Note...

- Orange vests are required for all jobs near roadsides outside property fences. You MUST wear a vest!
- ALWAYS BE AWARE OF TRAFFIC and NEVER LEAVE EQUIPMENT ON ROADSIDE UNATTENDED.

No mowing
should be
made
beyond this
electrical
pole by #14
on Green
Ln.



Approach Triplex

1. Match the fairway color transition when making the first pass up the middle.
2. Inform the approach cleanup guy or greens mower if the approach needs blown off.
Do not mow an approach if it is not first blown off.
3. Mow towards the green and pick up the reels when close to the green. Back up and continue making passes. Work towards the right side of the approach. The final pass might need to bend to match the flow of the rough to prevent scalping.
4. Follow the same procedure on the left side of the approach. Back onto the green and mow down towards the fairway. Work towards the rough curving your final pass to prevent scalping.

Note...

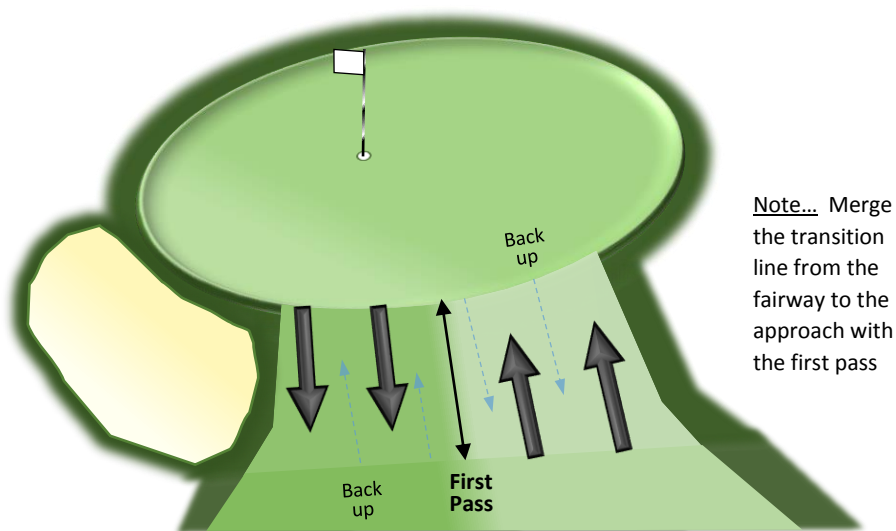
- Mow in a counter clockwise direction to match the mowing pattern of the fairways.
- Take a whip to break up any grass clippings.

Approach Triplex

5. Empty the buckets of grass clippings after the buckets become half full. Disperse them in the rough at least 30 feet away from the approach surrounds or into the back of a cart.
6. Whip any grass clippings that are left on the approach. It should be spotless.

Notes...

- Skip #2 Approach. It will be hand mowed.
- #5 & #13 approaches are steep. The entire approach will need to be mowed from top to bottom.



Approach Clean Up

1. Blow debris off the approach. Sticks caught in the reels can drag and scar the approach.

Note...

- #2 approach will be entirely hand mowed.

2. Three passes in front of the approach. Two passes along the sides, and one pass around the entire green.
3. Start at the left side of the approach. Your first pass will be along the approach fairway interface. *This line needs to be as straight as possible.*
4. Edge along the right side of the approach, continue mowing around the green and down the left side of the approach until you get to the fairway.

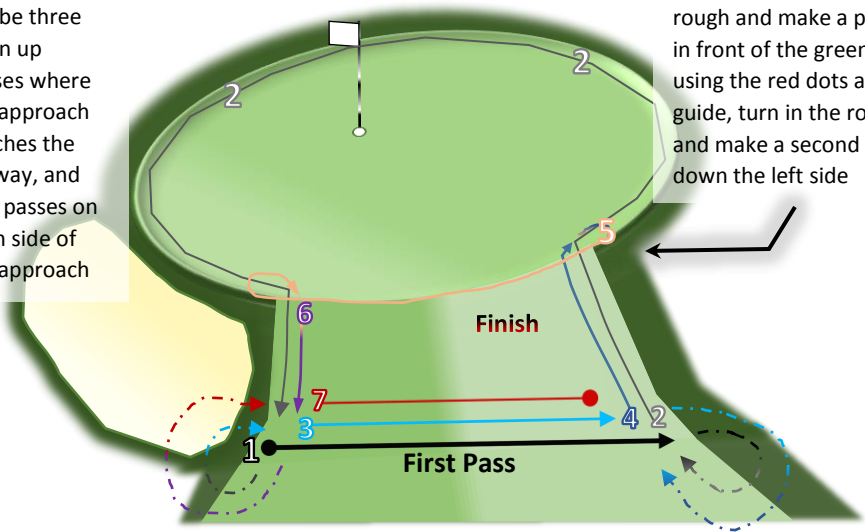
Note... Red dots have been painted to distinguish the approach collar from the green. There is a white mark on the left side of the bucket that should split the dots in half.

Approach Clean Up

5. Make a second pass along the fairway, then again up the right side, turn in the rough and make a pass in front of the green using the red dots as a guide, turn in the rough and make a second pass down the left side, and make a third and final pass along the fairway.

Note... There will be three clean up passes where the approach touches the fairway, and two passes on each side of the approach

Note... when mowing your second pass up the right side, turn in the rough and make a pass in front of the green using the red dots as a guide, turn in the rough and make a second pass down the left side



Note...

- Make sure everything is mowed and that there are no skips. If so, the skips need to be mowed.
- Look over your work. Break up any grass clumps that are left on the approach.

Tee Triplex

1. On windy days with a lot of leaves you will need to help blow leaves on tees 1-9 before mowing with the triplex.

Note... Tees will be mowed counter clockwise.

2. Check for wooden tees that can get caught in the reels and scar the turf.
3. Remove the tee balls and place them in an area where they won't get damaged by any equipment.
4. The transition needs to be going down the middle of the tee surface in line with the fairway transition (light verses dark in color).
5. As you work your way to the sides, get as close as you can to the rough so the tee cleanup guy doesn't leave any skips. He will mow three passes in the front and back of the tee and one pass along the sides.
6. Pick up and place down your reels carefully to avoid scalping to the rough surrounds. The reels will damage turf if they are spinning and the machine is not moving.

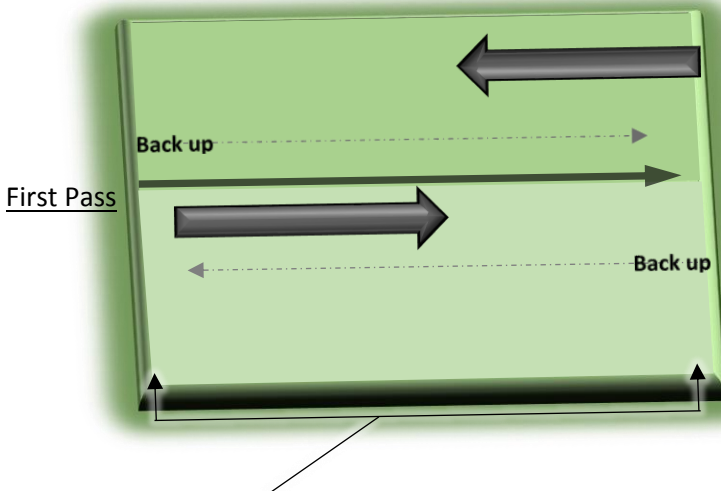
Note... The back reel will slide off the lift arm if the mower hangs too far off the edge of #7 Ladies Tee.

Tee Triplex

7. Replace the tee balls 1 boot length off the edge of the rough with the 1899 side of the logo oriented so it is closer to the back of the tee than the BCC portion of the logo.
8. Tee balls need to point down the middle of the fairway or to the middle of the green on a par 3.
9. Replace the tee balls back properly. Go to page 28 & 29 for details.

The color scheme (from back to front) is:

Blue → *White* → *Gold* → *Red* → *Gray* → *Red/Gray*.



Note... Get as close as you can to the rough so the tee cleanup guy doesn't leave any skips

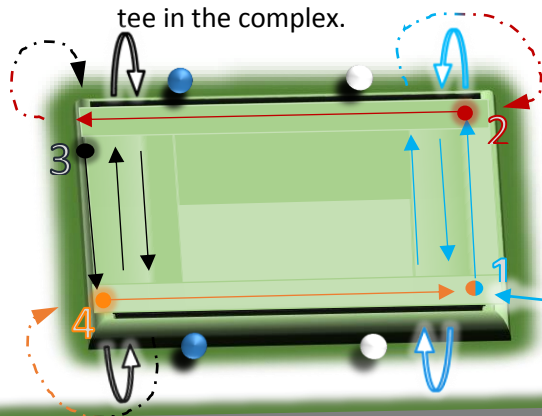
Tee Clean Up

Steps:

1. Start at the front of the tee surface.
2. Stripe 3 passes in front of the tee using the right side (counter clock-wise) and left side (clock-wise) of the mower to edge the rough.
3. Make 1 pass the length of the tee while edging the rough. This pass needs to be as straight as possible.
4. Stripe three more passes in the back of the tee and make another pass down the length of the tee. Move on to the next tee in the complex.

Note...

- Blow off the tee of any debris.
- Remove tee balls and place them in an area where they will not be damaged by a mower or any other equipment.
- Hole #2 Ladies Tee and #3 Upper Tees will be hand mowed entirely by the Tee Clean Up mower.



Start/End



Tee Clean Up

5. Replace the tee balls back properly. Go to page 28 & 29 for details.

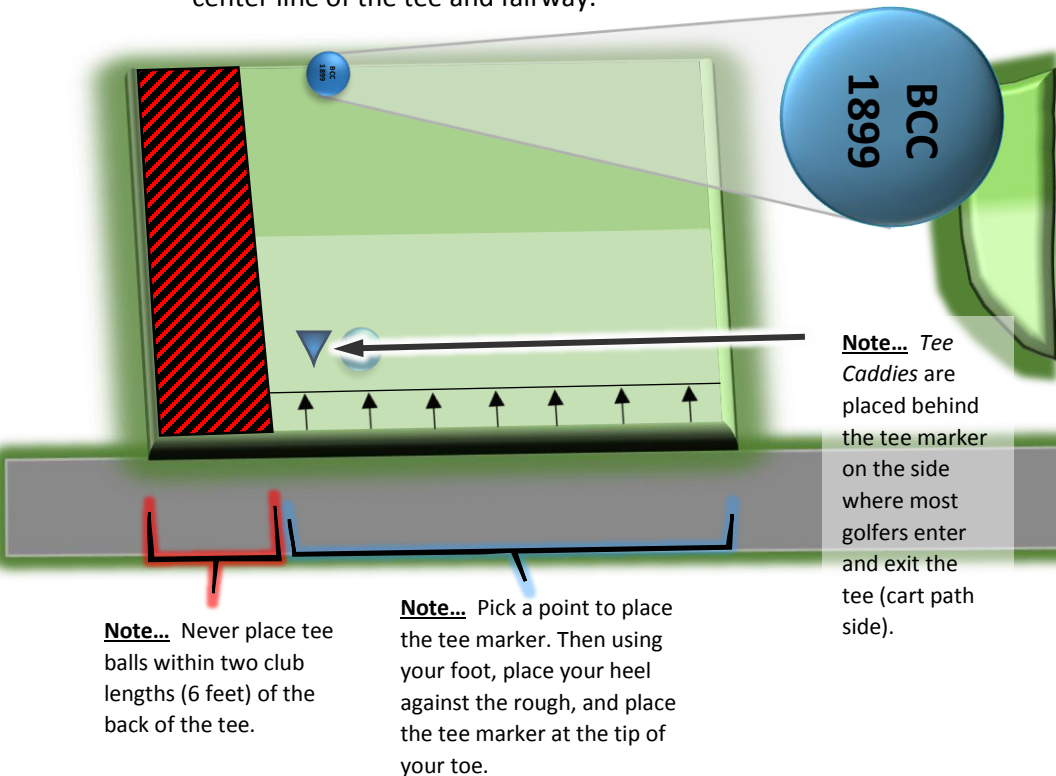
Note...

- Look over your work. Break up any grass mats that are left on the corners.
- Empty the bucket once it has become half full. Empty clippings into your cart or in the rough at least 30 feet away from the tee complex.

Tee Markers

When placing the tee balls:

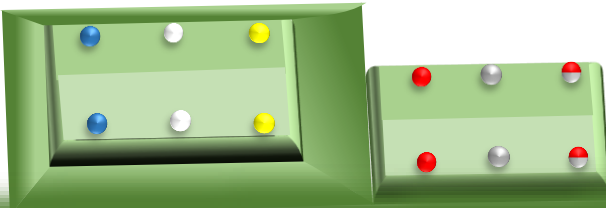
1. Pick a point where you would like to place the tee balls in an area of good quality turf.
2. Use a 1 boot length measure on the side, starting at the edge of the rough. The BCC 1899 logo should be facing toward the fairway. (#'s 2W,4W&B,9W,R,G,Y 14R,G,Y, 17W&B – 7 Paces apart)
3. Tee balls need to point down the middle of the fairway or to the middle of the green on a par 3. Note, this is the direction of the center line of the tee and fairway.



Tee Markers

4. The color scheme (from back to front) is:

Blue → *White* → *Gold* → *Red* → *Gray* → *Red/Gray*.



Note:

- A golf hole will either have a set of red and gray tee balls or a combination tee ball with red/gray together.

Greens Rolling

1. Park Equipment in the fairway or rough away from the approach and any areas of weak turf. Park on a level / slightly downhill grade. **(Try not to park in the same areas day after day.)**
2. Remove the flag and blow off any debris that are on the green.
3. Lower trailer gate **DO NOT DROP IT!**

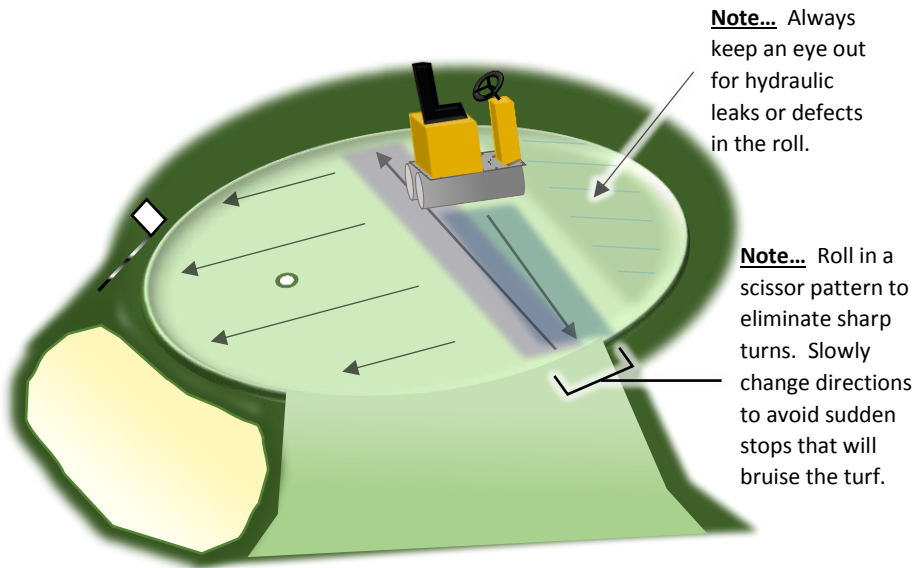
Note...

- Not all greens are rolled every day. See pin placement sheet on roller before getting started.
- Lower trailer gate ***DO NOT DROP IT!***

4. When rolling, always roll away from the way you are facing. This will allow you to see any hydraulic leaks or defects in the roll.
5. Slowly change directions avoid sudden stops that will bruise the turf. **Never roll collars unless instructed by manager.**

Greens Rolling

6. Roll in a scissor pattern to eliminate sharp turns on the green. This will be explained to you by a manager or experienced roller.
7. Avoid weak areas of turf or areas instructed by a manager.
8. After rolling over the cup the edges will collapse, and the hole becomes smaller. Repair the edges by tapping the soil and grass back into place with your hand. Most days, course set up and cutting cups will be performed after the roll.



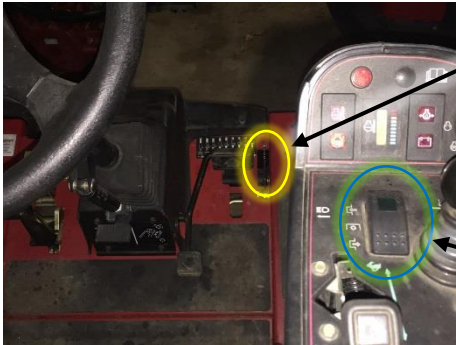
Greens Rolling

9. During Tournament events, you may need to paint cup with your paint and jig. Be sure not to get paint on flag or flag stick.
10. Wipe dew, dirt or grass clippings off flag stick and insert back into cup.
11. Blow off any dew left on the collars or approach



Fairway Mowing

1. Before you **start mowing**, make sure to:



**Mow (up)/Transport
(down) switch**

(will not mow in
transport mode)

**Flip on the engage
switch
(Green square down)**

2. Start at the beginning of the fairway making a center line to split the fairway in half. (Someone with experience should mow the center line.)
3. We mow fairways two toned always cutting in a counter clock-wise or clock-wise mowing direction.

4. When clear of the rough, drop your reels on uncut turf except for your front left reel which should be overlapping the person in front of you. Try not to overlap too much.

Note... Your starting location will be explained in the morning meeting. We will usually start on hole #1

Fairway Mowing

5. Keep a safe distance from the person in front of you to avoid collision.
6. When reaching the end of the fairway stop before you mow the Rough and lift your reels.
7. Making sure no one is behind you reverse in a large arcing pattern avoiding sharp turns on the fairway. You may need to 3 point or k-turn depending on the fairway and room allowed. Do not turn in the rough. You will then be ready for your next pass.
8. The “clean-up” pass around the fairway is done last and will be designated in the morning meeting.

Note... Two passes will be made in front of the approach and the beginning of the fairway to clean up any areas that were missed. These passes will be made by the “clean-up” Mower.

Note... Do not mow or drive over weak areas of turf more than once. If a small amount of fairway needs mowed, mow it yourself or move on to a new area and let someone else mow it.

Fairway Mowing

Note... The “clean-up” pass around the fairway is done last by the one who is assigned it.

Note... This fairway is mowed counter clockwise (go with the light side)

First Pass

Note...

1. Whip grass clippings where reels are picked up and dropped down. Typically, at the beginning and end of each Fairway.
2. One person will be selected to clean off and fuel up all fairway mowers at the end.

Nursery



Approach Height...

- The employee using the triplex mower is responsible to mow the approach section.
- The employee who is assigned approach cleanup will make (2) clean up passes around the approach section

Green Height...

- The employee responsible for mowing the greens section of the nursery will have it written on their greens route mowing card.

Transition to Greens Height...

- A special mower is assigned to this area second assignment.

Notes

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Notes

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Notes

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