

# General Manager's Message

By Tom Shotzbarger

We will improve communications. During our internal assessment of our performance in 2003, we all agreed that we had slipped in our responsibility to communicate effectively and timely with our clients and with each other. That realization urges us to make improving communications a critical success factor and company goal for 2004. Our action steps include:

- Conduct internal training on communications at our monthly Company meeting.
- Knock on our clients' doors at the time of service to discuss what we are doing.
- Hold weekly meetings within all divisions to facilitate better internal communications.
- Re-organize our Landscape Division to improve scheduling.

To support our goal of improved customer communication, we have hired Carmen Baciotti to assist our customer service and sales support team.

Beth Smith, our Sales Coordinator, suggested the following.

"We work for YOU. You are the reason why we are in business. Every call made to us is valued. Your comments are important to us. Please let us know if there is a problem or concern about your service so that we can work to satisfy you."

Go ahead, call us.

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## Co-worker Spotlight



Jason joined Tomlinson Bomberger Lawn Care and Landscape in October 1996, as a residential lawn care applicator. After three years Jason was promoted to commercial and school district work. In 2002 he began supervising all production, scheduling

and communications efforts with our school district accounts, nearly 100 facilities. In response to new legislation enacted in 2003, The School IPM Rules, Jason became our liaison with the Integrated Pest Management Coordinators for the school districts. Licensed by the Pennsylvania Department of Agriculture in three categories, Jason continues to acquire knowledge, experience and new skills. His pro-active style of leadership encourages teamwork and acknowledges the strengths of his coworkers.

### Spring Home Show

Visit our booth at the 2004 Spring Home Show at Franklin & Marshall College from March 18th - 21st. Come and see our beautiful landscape display.

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# NEWS You Can Use

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## Diseases of Lawns & Tree What to look for after winter weather clears

by Bob Kandratavich

### Lawns

Prolonged snow cover and cold, wet weather encourage the growth of snow mold diseases on your lawn.



Pink Snow Mold

**Pink snow mold** (*Fusarium* patch) appears as dead areas 2" to 12" in diameter with margins that are rust or pink in color. The grass blades are matted together in irregular patterns. The disease spreads by growth structures called mycelium that form at the edge of the damaged area. Pink snow mold usually causes permanent damage requiring spring seeding to re-establish the lawn.

**Grey snow mold** (*Typhula* Blight) starts as a yellowish-green discoloration and progresses to a grayish-white color. As the fungus develops, leaves mat together forming tan-colored patches from 2" to 2'. Light raking of the matted areas will improve air circulation and help recovery. In severe infections, spring seeding is required.

### Trees

Prolonged wet weather in the spring of 2003 favored fungal infections in many trees. If we have another wet spring, there could be serious infections from the residual spores.

The most common infections include:

- Apple Scab
- Dogwood Anthracnose
- Oak Leaf Blister and Anthracnose
- Flowering Cherry Leaf Spots
- Rust Diseases on Conifers and Hawthorns

Most diseases of trees are favored by cool temperatures with abundant moisture. As the tender leaves emerge in spring, they become infected resulting in brown spots and leaf curling. As infection advances through the leaves, they can become puckered, spotted and appear torn. Infected leaves fall prematurely during the spring and summer. Treatments with control materials during leaf emergence help protect the leaves and reduce infection. The end result is a healthier, more appealing plant.



Apple Scab



Dogwood Anthracnose



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