



Count on it.

**Customer Golf
Service Education Information
October 26 - 28, 2010
March 8 - 10, 2011
March 15 - 17, 2011**

Program cost will be \$900 per person. This includes three nights lodging, a Monday evening reception, breakfasts, lunch each day and dinner Tuesday and Wednesday. Also included are all program materials, transportation from the hotel and Toro. Transportation to Minneapolis, any additional nights lodging, other meals or incidentals will be the participant's responsibility. Billing will be through the distributorship.

Any additions or deletions to these program outlines will be posted on www.toro.com under the Golf Course Management or Sports Fields and Grounds, Customer Care, Education and Technical Reference. **These training programs** include an increased focus on the practical application of the skills taught. Each of these programs will include in-shop, hands-on exercises, allowing the participants the opportunity to put into practice the skills and procedures discussed during the session. This will allow the participant to experience the procedures, techniques, and tools used, fully reinforcing the presented information.

PROGRAMS

Cutting Unit Technology

Classroom Content: Reel mower design.

Shop Exercise: Cutting Unit Set-up and Adjustments.

Greensmaster

Classroom Content: Both walk and triplex Greensmaster.

Shop Exercise: Riding Greensmower Hydraulic Testing.
Walk Greensmower Adjustments.

Reelmasters

Classroom Content: Systems, components and schematics.

Shop Exercise: Electrical and Electronic diagnostics.

Spray Systems

Classroom Content: Spray Systems components, Operation & Calibration.

Services

Preventive maintenance systems.

Toro Information Systems

Classroom Content: Toro information systems internet access.

A review and copy of the Toro Service CD will also be supplied.

Open Forum

A time to discuss any issues or topics about Toro products. This is your chance to ask questions and get answers.

Tours

Toro's Test and Product Development lab.

Agenda

Monday 6:00 pm – Welcome Reception

Tuesday 8:00 to 4:30 – Training Content

Wednesday 8:00 to 4:30 – Training Content

Thursday 8:00 to 3:00 – Training Content



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**Customer Sports Fields & Grounds
Service Education Information
October 12 - 14, 2010 Grounds Session
February 22 - 24, 2011 Grounds Session**

Program cost will be \$900 per person. This includes three nights lodging, a Monday evening reception, breakfasts, lunch each day and dinner Tuesday and Wednesday. Also included are all program materials, transportation from the hotel and Toro. Transportation to Minneapolis, any additional nights lodging, other meals or incidentals will be the participant's responsibility. Billing will be through the distributorship.

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PROGRAMS

Rotary Cutting Unit Technology	Classroom Content: Rotary mower design. Shop Exercise: Cutting Unit Set-up and Adjustments. Deck Spindle Maintenance and Rebuilding.
Groundsmaster 4000/4100	Classroom Content: Systems, Components, Operation. Shop Exercise: Hydraulic Testing.
Groundsmaster 5900/5910	Classroom Content: Systems, components and schematics. Shop Exercise: Electrical and Electronic diagnostics.
Services	Preventive maintenance systems.
Toro Information Systems	Classroom Content: Toro information systems internet access. A review and copy of the Toro Service CD will also be supplied.
Open Forum	A time to discuss any issues or topics about Toro products. This is your chance to ask questions and get answers.
Tours	Toro's Test and Product Development lab.

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