



**Count on it.**

**Customer Golf  
Service Education Information  
October 27 - 29, 2009  
March 9 - 11, 2010  
March 16 - 18, 2010**

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](http://www.toro.com) under the Golf Course Management or Sports Fields and Grounds, Customer Care, Education and Technical Reference. **Changes to the 2009/2010 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**

<b>Cutting Unit Technology</b>	Classroom Content: Reel mower design. <b>Shop Exercise:</b> Cutting Unit Set-up and Adjustments.
<b>Greensmaster</b>	Classroom Content: Both walk and triplex Greensmaster. <b>Shop Exercise:</b> Riding Greensmower Hydraulic Testing. Walk Greensmower Adjustments.
<b>Reelmasters</b>	Classroom Content: Systems, components and schematics. <b>Shop Exercise:</b> Electrical and Electronic diagnostics.
<b>Spray Systems</b>	Classroom Content: Spray Systems components, Operation & Calibration.
<b>Services</b>	Preventive maintenance systems.
<b>Toro Information Systems</b>	Classroom Content: Toro information systems internet access. A review and copy of the Toro Service CD will also be supplied.
<b>Open Forum</b>	A time to discuss any issues or topics about Toro products. This is your chance to ask questions and get answers.
<b>Tours</b>	Toro's Test and Product Development lab.

**Agenda**

Monday 6:00pm – Welcome Reception  
Tuesday 8:00am to 4:30pm – Training Content  
Wednesday 8:00am to 4:30pm – Training Content  
Thursday 8:00am to 3:00pm – Training Content



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**Customer Sports Fields & Grounds  
Service Education Information  
October 6 - 8, 2009 Grounds Session  
February 23 - 25, 2010 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. Any additions or deletions to these program outlines will be posted on [www.toro.com](http://www.toro.com) under the Golf Course Management or Sports Fields and Grounds, Customer Care, Education and Technical Reference.

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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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