

## Issue 52 - July/August 2003

### Special Features

2003 ARI Conference Review

Bomby Competition

Think Outside the Square when Programming

Facilities: How do we Get What we Want? - Part 1 of 3

Keeping Customers Happy

Duty Managers Toolkit - Part 1 of 2

Pool Covers

### Regular Columns

Checklist - Choosing the Correct Sport Surface for your Facility

Technical Viewpoint - Pool Heating

Pool Review - Aqua Jety YMCA, WA

Marketing - The Power of Branding

Training - Workshop 9, Starplex Complex, Gawler