

# THE SOONER TUNER



NEWSLETTER OF THE OKLAHOMA CHAPTER  
OF THE PIANO TECHNICIANS GUILD, INC.

October 10, 1991

## President's Message

What beautiful weather we have had recently! It's such a treat after all those cloudy wet days. It's a good time to tune pianos from the perspective of ideal indoor humidity. I'd rather be camping but I haven't found anyone to pay me for doing that...

Actually, I'm feeling better about being a piano technician than I had for a while. I meet a lot of nice people. I have variety in my daily work. I get to travel quite a bit rather than being stuck in an office somewhere. And I really enjoy the freedom and flexibility to design most of my own job. Having this supportive group to meet with regularly helps keep me from going stale or crazy and keeps me growing professionally.

For all of this, and for each of you, I am thankful.

David Bonham, RTT

## The Sooner Tuner

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Norman Cantrell, Assoc. Editor  
Send contributions to  
Norman Cantrell, Editor  
The Sooner Tuner  
2251 N.W. 19th  
Oklahoma City, OK 73107

## Upcoming Events

The next meeting will be Saturday, October 26th at 9:00 a.m. This month we are privileged to have an accountant address us. Don Glenn will be our guest speaker and will discuss the advantages of becoming a subchapter S corporation as well as what is involved in farming out jobs from a tax liability standpoint. Other topics include taxes in relation to piano sales and rentals. Bring your questions and note paper.

The meeting will be at Norman Cantrell's shop The Piano Clinic at 221 N. Douglas Avenue in Oklahoma City. The shop is located 2 blocks west of Western and 2 blocks north of Main street. If you are coming I-40 eastbound exit at Penn., go north to Main, then east to Douglas Ave. If you are coming west on I-40, exit on Classen Blvd. north to Main and west to Douglas Ave.

Since we are anticipating a larger than usual turnout for this meeting, please help out by bringing a folding chair or lawn chair or two with you.

The November meeting will be on Thursday the 21st at the OU piano shop at 7:00 P.M. The technical will be on vertical hammer replacement and hanging. In December we are planning a banquet tentatively set for the 7th at the Hilton Inn Northwest. This is the sight for the spring seminar.

Why Belong to the PTC?

Recently, I heard about a piano technician, who is not a member of the Guild, explain why he did not want to belong to the organization. He said that if he belonged to the PTC and shared his "trade secrets", then everyone would use those secrets to take business away from him. Unfortunately, that person is missing the boat completely.

First of all, PTC does not make any member share any secrets he does not want to share. This is not such an organization. We want our members to become better piano technicians. This is the whole purpose of the PTC. The more we know about pianos, the better it is for our customers.

Secondly, what this technician does not seem to understand, is that while we are learning one trade secret from him, he is going to learn 3 secrets from us. And then who is the better technician?

I know there are many piano technicians out there who share the same feeling. But I wonder if it is because they do not want to share their knowledge, or because they are afraid of learning that they do not know as much as they think they know. Perhaps they have been embarrassed a few times in conversations with other tuners, or they have lost business because a more experienced and knowledgeable piano tuner was able to solve a customer's problem.

Piano Proverbs

Be careful as you climb the ladder of success so that when you reach the top you don't find the ladder leaning against the wrong building.

Why Belong? (cont.)

Whatever the reason belonging to the PTC should be regarded as a chance to increase your knowledge. Perhaps the "trade secret" might be a wrong procedure. Or if a "trade secret" was shared, another technician might be able to improve on it. Whatever the reason, the PTC can only help piano tuner/technicians become better at plying our trade. If each of us has one good idea, and we all share those ideas, then all of us will know a great deal more. As members of the PTC we all share our secrets, so that we will all be better because of it.

Willem Bleez, RTT  
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Technical Tip

Have you ever been out on the job and needed to replace an upright hammer shank? Of course you have. Next time you find yourself in this position try knurling the new shank using one of these two suggestions. The first is to use two files like you would if you were making a center pin reamer. Roll the shank between the files using a slight amount of pressure to compress the wood. If, however, you don't carry two files in your box try rolling the shank with the knobby sides of your long tweezers. The knobby sides make really nice flutes in the hammer shank which not only reduce the shank size but also allow the glue and air a passage for squeeze out.

Norman Cantrell, Ed.

Norm's Noncents

During the September meeting the controversy over quality control at Steinway was mentioned. As I read the letters presented and heard the comments of the technicians present I was reminded of one of the basic principles of business I learned several years ago. The principle is really quite simple and involves the following three aspects of business: quality, service, and price. Basically in business you have three parts of which you may choose any two. For instance a company will offer an emphasis on quality and price and keep service to a minimum. Another company may offer great prices and prompt service and sacrifice quality. The third approach is to offer high quality and great service with customers paying a higher price.

Restaurants certainly reflect all three of these business approaches. Fast food franchises tend to offer fairly good quality and a low price but you provide the service including being encouraged to buss your own table. We have all been to a restaurant where the prices were good and the service was great but the prepackaged microwaved cardboard we tried to stuff down our throats left a lot to be desired. Then there are the elegant dining experiences where the hostess seats you and the waiter takes your order from a menu without prices. You expect good food and service and usually receive just that. You also expect up front a substantially higher cost than at McDonalds but you also don't buss your own table.

Norm's Noncents (cont.)

As you consider your business and your business goals you might consider which two parts of the recipe you are offering to your customers. While it would be ideal to offer all three, the reality is that only two can be truly mastered and the third subordinated.

Norman Cantrell, Editor

Spring Seminar Update

As we look forward to next year and particularly next spring, don't forget the Mid-America Piano Technicians Tool Show & Workshop. This will be an exciting event next March 6-8. The first mass mailing will be in December. Every piano technician in the Southwest region is invited to attend. The fees for this informative seminar are as follows:

PTG members	\$85.00
Non PTC members	\$95.00
After Feb. 1 add \$10.00 to each category.	
Auxiliary fee	\$20.00

However if you are a member of the Oklahoma chapter your cost is only \$65.00 or after Feb. 1st \$75.00.

The instructors for the seminar are coming from coast to coast. Make plans now to attend and by the way, we will need several volunteers to help host this important event.