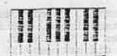
# THE SOONER TUNER



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

October 10, 1991

#### President's Message

What beautiful weather we have had recontly! It's such a treat after all those cloudy wet days. It's a good time to tune planes 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 liability standpoint. Other about being a piano technician topics include taxes in rethan I had for a while. I lation to piano sales and meet a lot of nice people. I rentals. Bring your questions have variety in my daily work.

I get to travel quite a bit rather than being stuck in an other paper.

David Bonham, RTT

The Sooner Tuner A monthly publication of the Oklahoma Chapter, PTG Norman Cantrell, Assoc. Editor Norman Cantrell, Editor The Sooner Tuner 2251 N.W. 19th Oklahoma City, OK 73107

#### Upcoming Events

The next meeting will be The next meeting will be Saturday, October 26th at 9:00 a.m. This month we are privledged 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

rather than being stuck in an office somewhere. And I norman Cantrell's shop The 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 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 turn our for this meeting, please help out by bringing a folding chair or lawn chair or two with you.

The November meeting will be an Thursday the 21st at the OU plano 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 PTG?

Recently, I heard about a piano technician, who is not a member of the Guild, explain why he did not want to belong

tion. We want our members to become better piano technicians. This is the whole purpose of the PTG. The more we know about pianos, the better it is for our customers.

Secondly, what this techniclan 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 Go not want to share their knowledge, or because they are afraid of learning that they do not know as much as 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 plano tuner was able to solve a customer's problem.

## Piano Proverbs

He 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 belong-ing to the PTC should be re-garded as a chance to increase your knowledge. Perhaps the "trade secret" might be a that if he belonged to the PTG wrong procedure. Or if a and shared his "trade secrets", "trade secret" was shared, anthen everyone would use those other technician might be secrets to take business away able to improve on it. What from him. Unfortunately, that ever the reason, the PTG can completely. nicians become better at ply-First of all, PTG does not has one good idea, and we all make any member share any secrets he does not want to share.

This is not such an organization. We went our members to share those ideas, then all of us will know a great deal more.

As members of the PTG we all share our secrets, so that we will all be botter because of it.

> Willem Blees, RTT Used by permission from the PTG Newsletter Editor's Newsletter, September 1991 edition

#### 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 pos-ition 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 botween the files using a Have you ever been out on between the files using a slight amount of pressure to compress the wood. If, how-ever, 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 hammershank 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. Fasically 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 buse your own table.

#### Norm's Noncents (cont.)

As you consider your business and your business goals
you might consider which two
parts of the recipie 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 6-5. 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 PTG members \$95.00 After Feb. 1 add \$10.00 to each category. Auxilluary fee \$20.00

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