

# THE SOONER TUNER

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



HAPPY ST. PATRICK'S DAY

MARCH 1994

## PRESIDENT'S MESSAGE

I'm looking forward to our Tool Show this Saturday. For the first time I will see



several people whose names I've seen on the mailing list but never met. I trust we will have a good turn out of our local chapter members to host this event. Remember to bring any home made or modified tools or tool ideas to share.

In the process of contemplating future programs and the needs of our members (particularly those working to achieve their Registered Piano Technician status and build their businesses) I've been thinking about finding ways to evaluate pianos at our meetings. Making contact with a new or prospective client, approaching and evaluating the piano, and communicating the options and our recommendations for service to fit that client's needs. These tasks are just as important as our technical skills, and we could benefit from focusing on these as part of our ongoing education.

(see Presidents, pg. 3)

## MARCH TOOL SHOW

WITH

BOB MARINELLI

SATURDAY MARCH 12

10:00 A.M. TO 4:00

CHURCH OF THE  
SERVANT,

OKLAHOMA CITY, OK

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### Oklahoma Chapter Officers 1993-94

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### NORM'S NONCENTS

I would like to share some information this month that may or may not be helpful to you. As a point of information I read in the last issue of The Valley Technician from Sacramento that the warehouse of Pacific Piano Supply had been severely damaged in the Los Angeles earthquake. I don't know how much any of you patronize them but it might be a good idea to send them a little additional business at this time.

Now I would like to share some items that I consider to be some basic rules for service. These are akin to basic shop rules and procedures but are not set in stone. The first is when I have removed a vertical action to perform a repair or to shape hammers, it is a good idea to always tighten the wippen (see I do read Jim Harvey's articles) flange screws. These little screws lie resting in the back of the action, nestled out of sight and away from probing screwdrivers. Unfortunately they tend to loosen over the years as the seasons change. I am amazed at how much a rattly old upright can be quieted down by simply tightening the action screws.

The above is a parallel to the basic shop rule of sweeping under anything I move in my shop since you never know just how long it will be until that particular piece of floor shows its face again.

I also try to make a habit of arriving on time to my appointments. If I see that I am going to be more than five minutes late I try to phone my customers to

explain that I have been detained and also to give them an estimate of just how much longer it will be until I arrive. This may seem elementary but I am amazed at the number of businesses who promise to send someone over sometime between eight and five. If I can make a positive impression in my customers mind I have a better chance or retaining their future business.

A third basic rule I follow is to leave the date of service in the piano. I usually write this information on the back of my business card along with a note about pitch raises etc. I realize that there are stickers that can be purchased for this purpose but I remember a customer who asked me to remove the sticker of another technician since she didn't want his "advertising stuck inside her piano". By using a business card I accomplish three things. First there is a way for the customer to re-contact me for future service. Secondly, if another technician should follow me he or she has some idea what kind of service the piano has had. Finally if the customer doesn't care for my "advertising" it is no problem for them to remove it. I tuned a piano today for a woman for whom I had last serviced it in March of 1985. There was my card in the piano with the date on the back so I immediately knew what I had to look forward to.

I realize that none of these things are earth shattering, but it might be interesting to see what some of your basic service tenets are. If you would like to share them with me and ultimately with all the readers, feel free to jot them down and pass them along.

Norman Cantrell, Ed.

### PIANO PROVERBS

A flat tire  
is only flat  
on the bottom.

## President's

(from pg 1)

Occasionally when I show up somewhere to evaluate a piano, I think "this would be a good piano to evaluate at a chapter meeting" or "I'd like a second opinion on this one" or "I wonder if \_\_\_\_\_ has ever encountered this..." If we could have a meeting where several such pianos are available we could spend some time evaluating them individually and compare our conclusions. It might be an exercise in which new technicians could be paired with those more experienced.

One thing that I'm sure we would find is that our evaluations and recommendations generally reflect what we feel confident doing. If you don't feel competent to replace a set of upright hammers, you may not suggest it even when it would be advisable. Encountering this in the group setting could lead to suggestions for upcoming programs.

The interpersonal communication skills and professional judgement involved in such situations is part of our art and should be a focus in our development. Please give this some thought and we'll talk about it soon. Consider also whether you would like having more participatory "hands-on" technical as part of our monthly meetings. See you Saturday!

David Bonham, President J

## UPCOMING EVENTS

**March Tool Show**

March 12th 10:00 to 4:00 at Church of the Servant.  
Special Guest Bob Marinelli

**April Chapter Meeting**

April 21st at David Bonham's Piano Loft 10717 Eastlake Cir.

**May Chapter Meeting**

May 21st, location to be announced

OKLAHOMA PTG.  
PERSONAL

From sickbay we have the following reports. First Amos Hedrick is temporarily out of commission with a couple of herniated discs in his back. We wish him a speedy recovery and hope that this is a quick vacation.

We also want to send a get well quick note to Mary Lyons, Jesse's better half who is recovering from a recent heart attack.

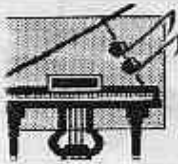
On the lighter side the Editor's Dalmatian has once again sprung a puppy leak with the birth of eight adorable, lovesble, cute and purchaseable pups. If you missed out on last summer's litter now is your chance.

## TAX TIPS

Once again it is tax time and we find ourselves facing the reality that the IRS believes we owe more money than we can afford to pay. What to do? You can always consider selling time tuning shares in your favorite piano. This works like time shares in a condominium but they are an investment by others in your time tuning pianos.

Another alternative is to resurrect the ability to sell yourself as an indentured servant. I am sure the IRS could use some extra temporary help this time of year what with all those pesky returns coming in. In either case just send the government all you have I'm sure they will understand.





# TUNER TALK

WITH

Bob Barnhoff



Hello this is Bob Barnhoff and this is Tuner Talk. I've just returned from a business vacation in Spinehammer Norway the sight of the Winter Piano Olympics. This winter's olympics were a spectacular success and the Norwegian people were outstanding hosts. While there were some disappointments for the American Olympic team the overall performance has to be considered a success. We managed to capture more medals than any previous Winter Piano Olympics to date. So without further introductions let's look at some of the individual achievements.

Even while the opening ceremonies were being held our American Grand moving team had already been involved in its first competition. This was hoped to be the year to relive the glory of 1988, but it was not to be. In the first round precious seconds were lost due to a caster turned the wrong way on the set up and the Russians inched us out of competition.

Meanwhile in the Men's Concert "G" we struck pay dirt or should I say "pay snow" when Alaskan Tommy Know managed to out string the competition scoring our first gold medal.

I was also amazed at the piano jumping. While the major competition was between Germany and Norway it was simply poetic to watch these brave men sailing over so many pianos at once.

The other major disappointment came in the 4 Man Grand Lid Bobsled event. While we were expected to finish strongly there was a last minute disqualification due to a veneer problem.

Perhaps the most attention was focused on the controversial Ladies Figure Shank Installation. There was a constant barrage of media attention on the two American women Tonya Hardly and Nancy Karrymeaway. Nancy performed brilliantly and earned a silver medal while the best Tonya could muster was 8th place after a near disaster with a shank knurler.

In the Ladies Speed Stringing, American favorite Bonnie Becket took home three gold medals; one each in the spinet, studio and concert grand divisions. These three along with the medals from previous Piano Olympics make her the all time leading American medal winner in a Winter Olympics.

After fifteen glorious days, lots of snow and more events than I could take in, it is sure good to be home. I look forward to getting back into the swing at Tuner Talk. Thanks for letting me represent you and report back from the Winter Piano Olympics.

Bob Barnhoff



Send to

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