# "THE SOONER TUNER"



Official Newsletter, Oklahoma Chapter 731
The Piano Technicians Guild, Inc.
December '94

# CHRISTMAS BANQUET

This Friday, December 2nd, 6:30PM to 9:30PM at the home of Gary & Jan Bruce 1313 Cedar View , Edmond, 405-348-3213 From 15th & Bryant go south four blocks, turn right, go 1/2 block RSVP BY NOVEMBER 28TH

(We welcome you to fellowship with us. If married, please bring your spouse, if not, please bring a special guest, and most of all, please bring yourself.)

NEXT DEETING 1995

Thursday, January 12, 1995, 7PM Location ?, Technical ?

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There were eight in attendance at the November meeting.
A business meeting was held, and two excellent technicals by
David Bonham and Tim Hast were given. Don Sloper. Associate Member,
recently transferred from Arizona, was in attendance for the first time.

Welcome aboard Don!

Treasurer's report - \$1655.38.

Special thanks to Tim Hast for hosting our meeting.

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President David Bonham indicated at the last meeting that there might be some of you who would be interested in having a current mailing list of the Oklahoma Chapter Newsletter, The Sconer Tuner. If that is the case, please contact Keith McGavern, Newsletter Editor, at 405-275-8600 to reserve a copy.

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### !! CONGRATULATIONS TO NORMAN CANTRELL !!

He has successfully completed and passed all of the RPT examinations and is in the process of being reclassified by the Home Office to the official status:

Registered Piano Technician
The Piano Technicians Guild

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## <u>HELP</u>...for the Home Office

Colette Collier, PTG Secretary-Treasurer and the Home Office has requested our assistance concerning membership dues.

"When the bill is staring you in the face, it's easy to forget that we're in this together. We all affect the operations of the organization by how we choose to handle our dues payment. When the dues payment comes in promptly:

1) It relieves the staff of extra work sending out more invoices,

- It relieves the RVPs and chapter officers of the distasteful task of following up on those who have not paid;
- It relieves the officers of the worry over the total budget, and how many members we should plan for the coming year, and

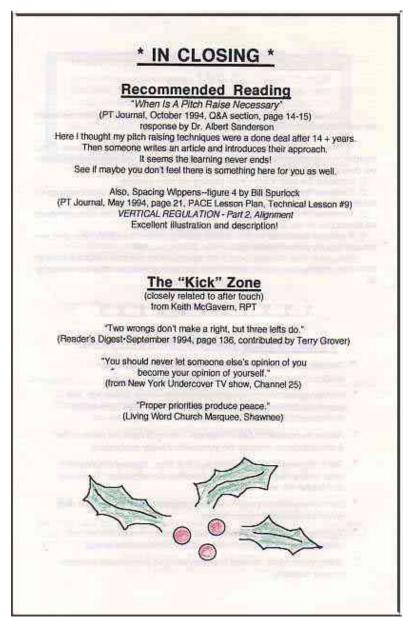
 It relieves the stress on the Journal mailing, since those who have paid are actually the only ones who have paid for the January Journal.

And...all of that interest...your \$138 means...when combined with the \$138 of 3800 other people, your prompt payment can add up to greater benefit when shared by all."

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### TELE-HELP from SW Bell Telephone

- Treating each caller with courtesy and respect gives the caller an idea of how they will be treated as a customer.
- Identify yourself and the name of your company when answering. This
  greeting is both time-saving and businessilike, and often captures the
  confidence of the caller.
- Always be prepared to take a message. Having to leave the phone to find a note pad or pen presents the impression of being unorganized.
- Talk to the person on the telephone, not at them. Keeping this thought in mind should keep your voice from becoming too mechanical. Be triently and helpful—the voice with a smile.
- Don't leave callers on hold for too long. If you must put the caller on hold, give them frequent progress reports.
- Try to be as responsive as possible to the caller's needs. Sincerity of concern and general empathy tell the caller you want to be of help.
- Better phone habits can lead to better sales and better overall business for your company.



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