

"THE SOONER TUNER"



Official Newsletter, Oklahoma Chapter 731
The Plano 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 MEETING 1995

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

David Bonham, President.....	405-721-0566
Tim Hast, Vice President.....	405-359-0440
Darin Niebuhr, Secretary.....	405-329-2970
Norman Cantrell, Treasurer.....	405-272-9687
Keith McGavern, Newsletter.....	405-275-8600
(PO Box 1585, Shawnee, OK 74802-1585)	



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.



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 Sooner Tuner. If that is the case, please contact Keith McGavern, Newsletter Editor, at 405-275-8600 to reserve a copy.



!! 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

HELP...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.
- 2) It relieves the RVPs and chapter officers of the distasteful task of following up on those who have not paid.
- 3) It relieves the officers of the worry over the total budget, and how many members we should plan for the coming year, and
- 4) 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."



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 businesslike, 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 friendly 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.

*** IN CLOSING ***

Recommended Reading

"When Is A Pitch Raise Necessary"

(PT Journal, October 1994, Q&A section, page 14-15)

response by Dr. Albert Sanderson

Here I thought my pitch raising techniques were a done deal after 14 + years.

Then someone writes an article and introduces their approach.

It seems the learning never ends!

See if maybe you don't feel there is something here for you as well.

Also, Spacing Wippens-figure 4 by Bill Spurlock

(PT Journal, May 1994, page 21, PACE Lesson Plan, Technical Lesson #9)

VERTICAL REGULATION - Part 2, Alignment

Excellent illustration and description!

The "Kick" Zone

(closely related to after touch)

from Keith McGavern, RPT

"Two wrongs don't make a right, but three lefts do."

(Reader's Digest-September 1994, page 136, contributed by Terry Grover)

"You should never let someone else's opinion of you
become your opinion of yourself."

(from New York Undercover TV show, Channel 25)

"Proper priorities produce peace."

(Living Word Church Marquee, Shawnee)

