

THE SOONER TUNER

Central Oklahoma Chapter 731 Newsletter

Piano Technicians Guild

September 2014



Co-Presidents

David Bonham, RPT

Gary Bruce, RPT



Every now and then I wonder how different life would be if I had (insert just about anything here) instead of (insert just about anything else here). For instance, what if I had gone to a four year college in Michigan instead a Jr. College so that I wouldn't have needed to transfer somewhere (Oklahoma Christian) in order to finish my bachelor's degree? That was a BIG "instead of". What if I had taken the job I was offered with Baldwin pianos back in 1990 instead of staying in Edmond? Another big one.

But smaller ones happen all the time. What if I had eaten chicken instead of pizza? What if I had used the proper tool for that job instead of trying to get by with the tools at hand? We make choices all day (and night) that, in minor and major ways, effect our future. While it's not really very helpful to play the "instead of" game a lot, it is helpful to take stock and evaluate where we've been and where we're hoping to go and to learn from the events, whether good or bad, that have turned us in one direction or another, landing us in this place and time.

Socrates is credited with saying "the unexamined life is not worth living." There's a lot of truth in that. And that is one of the benefits of being associated with you in our professional organization. You challenge me month after month to examine my work, to examine the past and discover new ways to do better, to be better and to serve better. I'm thankful for that. I'm thankful for you.

I'm looking forward to the September meeting of the "Central Oklahoma Chapter" of the Piano Technicians Guild. I wonder what I would be doing on the third Thursday morning of every month if I had chosen to keep my schedule open instead of choosing to put the monthly meeting on my calendar? I hope to see you there.

Next Meeting

September 18th, 8:30am

Bruce Piano Gallery

13722 N Lincoln Blvd.
Edmond, OK 73013
405-285-8324



Technical presentation will be by Jordan Bruce giving the Chapter a preview of the class he is scheduled to teach at SCRC next month entitled "Web & Social Media Marketing For The Budget Minded Technician."



Secretary
Bob Scheer, RPT

- The August 21 Chapter meeting was held at Oklahoma Christian University.
- Members present: Jamie Marks, David Bonham, Norman Cantrell, Gary Bruce, Jon Edwards, Bob Scheer, and we welcomed our new RPT member Nathan Rau.
- Our Chapter name has been officially changed from "Oklahoma Chapter PTG" to Central Oklahoma Chapter PTG. Also, a motion passed to change the domain name to "cokptg.org".
- Treasurer's report: Balance \$ 2,317.19.
- Discussion was made concerning the upcoming SCR Conference in Burnett, Texas. All are invited to carpool or meet at a designated location and travel together. For more information, contact David Bonham.
- Correction to last months minutes: We decided for convenience and courtesy, that Gary Bruce will continue to write one check to the restaurant for our lunches. Members are encouraged to contribute towards their meal with the goal of not depleting our chapter treasury.
- The technical was a conglomerate of the Atlanta Convention experiences from Jamie Marks, Norman Cantrell, and Bob Scheer.



Unknown make

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Blasts from the Past

The Sooner Tuner – March 1998

The Sooner Tuner – February 2003

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Conover Pompadour

Piano Links

[*Upcoming Piano Technicians Guild Events*](#)

(Regional and National events, 2014-15)

[*Piano Technicians Journal Media*](#)

(These videos are referenced by the Piano Technician Journal)

[*YouTube Channel*](#)

[*Virtual Piano Appraisal*](#)

(This virtual-piano-appraisal link can save you some time and educate customers all in a very nice easy going way ... David Estey, RPT)

[*Determine The Condition of Your Piano*](#)

(This .pdf won't make you an expert, nor will it solve your technical problems, but it will help you spot a nightmare in the making ... David Estey, RPT)

Central Oklahoma Chapter Officers

June 2014 – May 2015

Co-Presidents

[David Bonham](#), RPT

[Gary Bruce](#), RPT

Secretary – [Bob Scheer](#), RPT

Treasurer – [Gary Bruce](#), RPT

Newsletter Editor – [Keith McGavern](#), RPT

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"All expressions of opinion and all statements of supposed facts are published on the authority of the editor as listed and are not to be regarded as expressing the views of this chapter or the Piano Technicians Guild unless statements or opinions have been adopted by the Chapter or the Guild."



Oklahoma Chapter Newsletter Editor
Keith McGavern, RPT

~ High Lights ~

[3D Street Art Illusions](#)

(Episode 1)

(There are 5 more that follow)

[Michael Buble feat. Laura Pausini](#)

(You Will Never Find)

[Eric Lewis – TED](#)

(Piano jazz that rocks)

[Johnny Cash](#)

(last interview)

[Salut Salon](#)

(Lady-Power im Quartett)

[Sammy Davis, Jr](#)

(does Michael Jackson)

[Antoine Dufour](#)

(Hide and Seek (Imogen Heap) Solo Guitar)

[Rhapsody](#)

(Two Cellos)

[Andre Rieu](#)

(You'll Never Walk Alone)

[Oscar Peterson Trio](#)

(C Jam Blues)

[Two Break Dancers](#)

[Kevin Spacey](#)

(impersonates Al Pacino in front of Al Pacino)

[National Music Museum](#)

(University of South Dakota – Google Cultural Institute)

[Wendy CBright](#)

(Get It Right – Jovens Talentos Kids)

[Tanglewood 75th Anniversary Celebration](#)

(James Taylor, Ol Man River, 25:30 – 29:55)

Executive Outlook
September 2014
Service Above and Beyond
Norman Cantrell, RPT
PTG President



During my stay in Atlanta I had an interesting experience while dining. About two blocks from the hotel was the Metro Diner. The sign indicated that they were open twenty-four hours a day. The place was spacious, not the typical diner by the side of the highway, but rather an upscale multi-level restaurant. Vice President Bondi and I were there following the first day of Pre-Council Board meeting. I had eaten there last fall during the convention planning meeting and knew the cuisine was affordable with a good variety of choices.

Our waiter for the evening approached, and with just a few magical words began to engage us in a unique manner. He introduced himself quite simply by saying, "Hello, my name is Earl, and it is my pleasure to be your server this evening." Earl had a golden baritone voice that served to put us at total ease. He continued by asking if he could get us anything to drink. "We have water with lemon, tea, sweet tea and Coke products. Is there anything you prefer? We also serve breakfast twenty-four hours if you so desire." Earl was clean cut, extremely polite and seemed genuinely interested in making our dining experience the best it could possibly be.

The rest of the week I tended to measure all of my dining experiences against the standard of Earl. I was so impressed that I dined at the Metro Diner on three other occasions before leaving for home, hoping that Earl would be my server. Fortunately, on my last evening that desire was met, and once again as we were seated I heard the familiar voice approach and say, "Hello, my name is Earl, and it is my pleasure to be your server this evening."

What was it about Earl's approach that made such an impression? There were several things. First, he obviously took his profession seriously and was extremely well prepared to meet the needs of his customers. Second, he conveyed confidence in what he was doing, all the while being the consummate gentleman. He was extremely polite, and if even the smallest item was slightly out of place, he apologized immediately, and then took care of the problem. Most of what he apologized for was not even offensive from my perspective, but he took ownership and worked to find a timely solution. He gave us updates on when to expect our food to arrive and had a professional balance between letting the drinks run dry and waving the refill pitcher in our faces constantly.

As I reflected on Earl's service as a waiter to me as a diner, I had to ask how I compared in the level of customer service I provide to my customers. How is my vocal tone on the phone or in person? Is my appearance appropriate for the job at hand? How quickly do I give updates on service events that require more time than just the single in-home service call? Do I put my customers at ease in the way I deliver information to them, or does my presentation sound alarm bells instead? If I hired me, would I want to have me back for another service call? Honestly asking ourselves these questions from time to time will always pay great dividends if we take the time to answer truthfully.

It may just be that one of the best business service classes at the convention this year was down the street at the Metro Diner.



March

Steinway Calendar pictures

April

