

The Sooner Tuner

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



HAPPY HALLOWEEN

OCTOBER, 1998

PRESIDENT'S MESSAGE

Well cooler weather is finally here! We have also had enough rain to allow the Governor to lift the burn ban from most of the state. This means that we can finally have those picnics and outdoor barbecue's that it was too hot to have earlier. I guess if someone were really determined he could use an old upright instead of charcoal for fuel.



The last meeting was very moving (pardon the pun). If you missed it there was some good information shared and some neat equipment demonstrated. While not all of us move pianos on a regular basis it is always helpful to be up to speed on good techniques. We all have heard the stories of how it took the entire front line of the OU Sooners to bring a particular piano into the house. It was neat to know that at least two of our members can do that trick by themselves.

It is not too late to plan to attend TSA in Houston later this month. They are planning on 54 different classes being offered at this event. That is a lot of instruction packed into three short days. Consider investing in yourself.

Norman Cantrell, RPT

UPCOMING EVENTS

October 16-18
TSA Houston

October 22
Chapter Meeting
at Gilliam Music
3400 S Broadway
Edmond, OK
8:30 a.m.
David Wallace shows
"All About Touch Up"

November 19th
Chapter Meeting
Location TBA

December Banquet?
Come to the next Chapter meeting
to help us decide what to do!

The Sooner Tuner

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1995 IN BRIEF

On The Subject Of
by Keith McGovern, RPT

Loyalty:

It is for certain some customers don't worry about loyalty to a particular individual, group, or company. As a customer myself, I shop around until I find what I'm looking for in a product, services, etc. The loyalty I give begins when my needs are met and ends when they are not. I expect no less and no more from the customers I serve.

Callbacks:

There is this general concept I entertain called "old activity" and "new activity". The gist is as follows. I make an effort to notate all services performed on the invoice for each visit to a piano. Then if there is a call back, the problem either falls under the categories of "old activity" (what is on any previous invoice), or it falls under "new activity" (not on any previous invoice). If it falls under "old activity" I am accountable. If it falls under "new activity", the customer is accountable. There is plenty of room to maneuver under "new activity", but little to none under "old activity".

Policy:

"Drawing a line"...establishing a policy is a most acceptable solution at some point in time. Deciding what you are capable of doing, and what you aren't capable of doing; what you are willing to do and what you aren't

willing to do; stating your position, and then standing by it. If you don't, you will vacillate without end and never feel good about yourself, or any situation you may get caught up in.

Bulk Tunings:

The best time, when scheduling permits, to tune a piano in a school or university environment is as close as possible to its time of use, thereby insuring longevity of in-tune-ness (freshness) during its time of use. I liken this concept to the reality of fresh baked bread out of the oven. There is no better time to enjoy freshly baked bread than just after it has been baked rather than a week later.

Recital Tunings:

Two hours are reserved prior to each scheduled piano performance recital and guest/faculty recital, with a half hour between my time and show time. This has been standard operating procedure for many years at Oklahoma Baptist University in Shawnee.

In almost every unforeseen circumstance or obstacle that could arise, this amount of time, plus knowing the instrument(s) pluses and minuses, has always allowed me enough time and flexibility to do what is necessary for the preparation of the piano, even with all the interruptions that can and do occur during that scheduled time. For two piano programs three hours are scheduled.

Visiting Artists:

I am there without fail to see them through the intermission if not longer. Something about someone coming to town...the least I can do is be there for them, especially when it directly involves the "pinnacle example of the instrument" that my life's work revolves around. There is a special magic, a rapport, that goes beyond words and recompense, when the visiting artist knows that even the piano tuner/technician is there to serve their needs. Some of the greatest tricks of the trade I know are because of visiting artists. They have helped take me to new levels of proficiency in piano service.

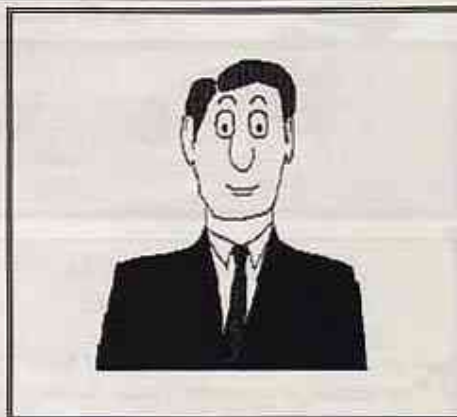
Piano Proverbs

Give a man a fish and he will
eat for a day,
teach a man to fish and he will
spend the rest of his life in a boat
drinking beer.

TUNER TALK

WITH

BOB BARNHOFF



Dear Bob:

I was tuning several pianos the other day and during the unisons I had a lot of think time on my hands. I was meditating on piano philosophy when I pondered, "If a piano goes out of tune in the woods and no one is there to hear it, can I still cash the check for tuning it?"

Pondering in Paoli

Dear Pondering:

It does seem that you really do have too much time on your hands. The answer is simple. Always cash the check regardless of how the tuning turned out. If they are crazy enough to pay you then you should be crazy enough to accept the money.

Dear Bob:

I was at the State Fair last week and I noticed several people had purchased those "Cat in the Hat" type of hats. Are there any of those out there with little keyboards instead of stripes. I thought they would make a great addition to my Piano Tuners

Wardrobe.

Fashion Conscious in Fairview

Dear Fashion Conscious

To the best of my knowledge such an item does not exist. I don't even think the guys at Oskie Doakie are that cutting edge. Perhaps if you can find a designer and a manufacturer you could market them in the trade magazines and make some additional money.

Dear Bob:

Does a full moon and Halloween effect how long a piano will stay in tune?

Howling in Henryetta

Dear Howling:

The full moon only effects those who write in to this column.

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The Sooner Tuner
2251 NW 19th
Oklahoma City, OK 73107

New Titanium Balance Rail Pins

If you are tired of constantly having to polish balance rail pins on every regulation job try our exclusive **Titanium Balance Rail Pins**. These pins are guaranteed for the life of the piano never to rust, corrode, or tarnish. The reduced friction will keep your piano playing like the day it left the showroom. Try some today!

Titanium Balance Rail Pins

\$79.95



Keith McGavern RPT
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