

THE SOONER TUNER
Newsletter of The Oklahoma Chapter 731 of the Piano Technicians Guild, Inc.
MAY 2006

COMING EVENTS

MAY – The May meeting will be held Thursday, May 18 at 8:30 AM at Bob Scheer’s piano shop located at 4305 Sycamore Lane in Edmond Oklahoma. If you need directions please call Bob at 341-8668. Claude Harding who is the Southwest Regional Vice President for the Piano Technicians Guild will be present to speak to our group about trends and issues in the PTG. Bob Scheer will present a technical on “Assessing the Grand Action of a Customer’s Piano”.

JUNE – The June meeting will be held Thursday, June 15 at 8:30 AM. The topic and place will be announced at a later date.

If electricity comes from electrons, does morality come from morons?

ELECTION OF OFFICERS:

Election of officers for the new year will take place at the May meeting. Our Nominating Committee has been hard at work preparing your new slate of officers. The current list of those running for office are: President – Bob Scheer, Vice President – David Bonham, Secretary – Nathan Sobel, Treasurer – Gary Bruce and Newsletter Co-Editors – Norman Cantrell and Blane Morris. If anyone wishes to add their name to this slate, please contact Norman Cantrell.

If quizzes are quizzical, what are tests?

LETTER FROM THE PRESIDENT:
CALL BACKS! A CURSE OR AN OPPORTUNITY?

Not long ago, I came home after a rather long and tiring day and checked my answering machine for messages. One of the messages was as follows: “Mr. Scheer, you came out a week or so ago (6 weeks) and tuned our piano. Our ten year old son, who is a gifted piano student says two or three of the notes sound “twangy”. I need you to come back out and fix it right!”

My first reaction was to become defensive and feel like the woman was not only questioning my abilities, but my integrity as well. “What do you expect lady?” I thought to myself. “I had to raise the pitch nearly a whole step. Why, Betsy Ross would roll over in her grave if she knew you had so long neglected her namesake piano!” “Well”, I thought, “all I know is that it was in tune when I left and I told her the strings would stretch! I guess now she expects me to come out again for nothing!” In short, I got all puffed up and felt like

if I went out again, free of charge, it would somehow be an admission of guilt and/or neglect on my part. Does this story sound familiar? Tell us I'm not the only one of us that this has ever happened to.

Well, after calming down and thinking about it, I began to see where she was coming from. I could call her back and explain once again about the additional torque, downbearing, string stretching, humidity changes, etc., etc., etc...and all she would be thinking in her mind was that I was making excuses. All she knows is that she paid me to tune her piano and now her son says three notes sound twangy. The fact that it was out of tune for the last twenty-eight years is not even a factor.

So, what to do? I could blow it off and not call her. If she stays consistent with her past tuning schedule, it would be another twenty-eight years before she wants it tuned anyway! But here is the catch. Here is what I had to think about. Most dissatisfied customers will tell ten times as many future or current customers as a satisfied one will. For all I know my most loyal piano teacher may have recommended me to her. What will happen when she goes to choir practice and tells everyone, including the music minister at the church I tune what a schmuck I am? So, I called her back and said, "Hello Mrs. Doe, I am SO GLAD you called {lie}. I have really been worried that your piano might not stay in tune for very long {BIGGER LIE}. When it has been as long between tunings as yours, pianos sometimes go out of tune rather quickly {true}. I'm going to be in your neighborhood next Friday. Will you be home around 5:30? Great, I'll come tune those twangy notes for you."

I went back, was in and out in fifteen minutes and she was happy. I didn't have to worry about it anymore. Looking back, she did me a favor by calling me because it gave me an opportunity to curb any negative PR that might have come from an awkward situation and also to educate her about the importance of regular service. I'll probably tune her piano again in 2034.

Bob Scheer, RPT
Edmond, OK

Why doesn't glue stick to the inside of the bottle?

2006 ANNUAL PTG CONVENTION- ROCHESTER, NY – JUNE 21-25, 2006

Just a quick reminder about the upcoming Rochester Institute June 21-25, 2006.

REGISTER BEFORE MAY 31 TO GET THE EARLY BIRD DISCOUNT.

Call (913) 432-9975 to register or register online at [HYPERLINK](http://www.ptg.org/conv/reg)

<http://www.ptg.org/conv/reg>

Do illiterate people get the full effect of Alphabet Soup?

TECH TIP:

For extremely tight tuning pin situations I use the Hale tuning lever with the two pound handle. It was sold by the now defunct Tuners Supply Company. Though it was specifically designed for speed tuning grands, it does work fine on vertical pianos with one exception. You definitely don't want to drop it during the tuning process.

Keith McGavern, RPT
Shawnee, OK

How is it one careless match can start a forest fire, but it takes a whole box to start a campfire?

HOW TO STAY YOUNG!

LIVE while you are alive.
Keep only cheerful friends.
Keep learning.
Enjoy the simple things.
Laugh often, long and loud. Laugh until you gasp for breath. If you have a friend who makes you laugh, spend lots and lots of time with that friend.
The tears happen: Endure, grieve and move on. The only person who is with us our entire life, is ourselves.
Surround yourself with what you love: family, pets, keepsakes, music, plants, hobbies, whatever. Your home is your refuge.
Cherish your health. If it is good, preserve it. If it is unstable, improve it. If it is beyond what you can improve, get help.
Don't take guilt trips. Take a trip to the mall, the next county, even to a foreign country, but NOT to where the guilt is.
Tell the people you love that you love them, at every opportunity.

If Jimmy cracks corn and no one cares, why is there a song about him?

President – Bob Scheer
Vice President – David Bonham
Secretary – Nathan Sobel
Treasurer – Gary Bruce
Newsletter Editor – Barbara Bonham

