



## MEETING NOTICE

**Monday March 1, 2004**

**6:30 - 7:15 Applied Skills  
6:30 - 7:30 Board Meeting  
7:15 - 7:45 Food Served  
7:45 - 8:00 Business Mtg.  
8:00 - 9:30 Main Technical**

**Applied Skills:  
Paul Hornberger, RPT  
Main Technical:  
Hugh Gullede, RPT**

**Meeting will be hosted  
at Hammell Music,  
by Thomas Hoy**

**Hammell Music  
4110 Telegraph Road  
Bloomfield Hills, MI  
phone: (248) 594-1414**

**CHAPTER PROJECT will be on  
Saturday March 6, 10:00 am. It  
will be held at The Piano Place,  
444 W Maple, Suite E, Troy.  
North side of Maple between  
Livernois and Crooks, next to  
Thunder Bird Lanes. This  
month's main focus will be to  
finish up hammer hanging.  
Soundboard and bridge repair  
will be covered in the near  
future. See you there!**

## PRESIDENT'S MESSAGE Being Successful

**If you really wish to be successful you must go after it with all your heart and soul, all your energy, and all the enthusiasm you possess. You must stay focused and work on your goals.**

**You must not be discouraged by disappointments or let downs. Take these things in stride, with a smile, and move on. Do not let the ridicule of others, or would be friends discourage you from your chosen mission.**

**Everyone makes mistakes - it's how you handle them that proves your capability for success. If you make a mistake, try again but harder the next time. If you do each day's job successfully and keep your head clear, you'll come out ahead.**

**It's the person who goes about his work with unruffled calm...who's not afraid to cooperate...who welcomes suggestions and criticism...who's always willing to learn...who keeps an open mind, an attentive ear and observing eye...who gives the very best that's in them. These are the persons who are sure to get ahead in life. Success takes initiative, patience and perseverance.**

**Your President,**

**Richard Bittner, RPT**

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**Detroit-Windsor  
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**Past President (ex-officio)**

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Roberta Brown  
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**Program Chair**

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**Tuning Examiner**

Zen Reinhardt, RPT  
(734) 971-6143

**Technical and Written Exams**

Richard Bittner, RPT



**MAIN TECHNICAL  
- Action Parts Replacement -  
by Hugh Gulledge, RPT, B.M.T.**

**Hugh Gulledge will demonstrate when to replace and when to recondition action parts. Hugh will show how to evaluate the action parts with the focus on the customers needs. Action geometry will be a part on this demonstration with the main highlight on Steinway actions.**

*Hugh graduated from the University of Michigan with a Bachelors degree in Music Theory. In 1975 he attended The Detroit School of Piano Technology where he studied with the late Charles Sullivan. In 1976 Hugh became a member of the Piano Technicians Guild where he later served as the Detroit Windsor Chapter's Tuning Examiner and Chapter President. In 1987 Hugh served as the last Michigan Regional Seminar chairman.*

*For the past 29 years Hugh has been with Hammell Music as their chief concert and artist technician. Hugh has also attended the Steinway and Sons factory training seminar and numerous PTG conventions and seminars.*

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**Applied Skills**

**String Splicing and Hitch Pin Knots**

Why replace a bass string when it isn't necessary? Paul Hornberger, RPT will show everyone how to splice strings and save the set of bass strings. How to make a hitch pin knot will also be demonstrated. Everyone is asked to bring their vise grips (piano wire and band aids will be provided).

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**- Please Note -**

*Roberta Brown is selling her Schimmel grand piano.  
Call for details: (248) 544-8559*

## 20 Reasons Why the Customer Did Not Call You Back

1. Ask the customer if it's ok to park on the lawn.
2. When removing your shoes, also include your socks.
3. When tuning a piano like a Baldwin or Steinway say "I've never heard of this brand."
4. Ask the customer to show you where middle C is.
5. Before you start tuning open up a book called "Piano Tuning for Dummies.
6. Ask the customer if you could use the bathroom and then take a shower.
7. Stop in the middle of your tuning and ask the customer "What stinks?"
8. When seeing an alarm system ask "So what is the code?"
9. When the customer's phone rings holler "I'll get it."
10. When customer asks "would you like another light" you say "no thanks 12 beers is my limit."
11. Tell the customer you have to get something from your car and then simply drive away.
12. When tuning the unisons ask customer to dampen one of the strings with their index finger.
13. When showing up late tell the customer you had to stop by and talk to your parole officer.
14. When the customer is not around turn the temperature up to 100.
15. Ask the customer if you could borrow their chain saw for a minute.
16. Tell the customer that the last guy must have been good because you could not find anything out of tune.
17. When done tuning tell the customer not to play the piano for a week until it settles.
18. When finished tell the customer you forgot how the case parts went back together.
19. Tell the customer you would like to be paid in pesos.
20. When finished tuning play "Ach, Du Lieber Augustin" 58 times playing the last note sharp.

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### Minutes from the January Meeting of Detroit-Windsor PTG Chapter 481

*The Detroit-Windsor Chapter of the Piano Technicians Guild met the evening of Monday, January 5, 2004 at PianoWorks in Ferndale. The meeting was attended by 19 RPTs, 13 Associates and 6 Guests, for a total of 38 attendees. The Guests included Charmaine Haas, Yat Lam Hong RPT (Kalamazoo, MI), Sam Wiersma, Tony Profota, Arno Patin, and Don Erkfritz. Minutes of the November 3, 2003 meeting were read aloud by Chapter Secretary Zen Reinhardt. Motion to approve the Minutes as read made by Bruce Carter. Seconded by Dan Harteau. Motion carried.*

*Treasurer's Report was read aloud by Chapter Treasurer Dave Foster. An Annual Report was promised for the March '04 meeting. Motion to approve the report as read made by Paul Hornberger. Seconded by Terry Peters. Motion carried.*

*Chapter Bylaws (Zen Reinhardt): Bylaws may be viewed on Chapter Website. Another revision will be necessary to complete a section that was recently perceived as being omitted. Ratification of Bylaws set for the March meeting.*

*Chapter Project (Richard Bittner): Next work session for the chapter project will be Saturday January 10, starting at 10:00 am. Work sessions will be scheduled on the second Saturday of the month instead of the third Saturday as had been in the past. The next work session will feature hammer hanging.*

*Social (Roberta Brown): The Midwinter Party will be Monday February 2 at the Clawson Steak House. Please have your reservations and payment in to Roberta by January 23. More details and invitations forthcoming.*

*Membership (Dennis Penney): Four of the Guests were scheduled for consideration and voting on membership to the Guild. They were Sam Wiersma, Tony Profota, Arno Patin, and Don Erkfritz. All four gentlemen were voted in.*

*Business meeting adjourned by general consent. Mini Technical on hammer filing and shaping was given by Bill Edwards RPT. Featured technical on termination points and their effects on the stability of the piano was given by guest Yat-Lam Hong, RPT, of Kalamazoo MI. Look closely at the bridgepins to determine which takes precedence in the minds of the manufacturers -- tone or appearance. The group was treated to some humorous examples of efforts to reduce costs and give the appearance that tone was what mattered most. Zen Reinhardt RPT*

Larry Young, Editor  
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**March 2004**

**March meeting will be at Hammell Music in Bloomfield Hills, MI !**

**Disclaimer:**

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

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visit our website at:  
<http://ptg-ch481.org/>

**PTG MidWinter Party Report**

*I'm happy to report that 37 people were able to attend our Annual PTG MidWinter Party at the Clawson Steakhouse on Monday, February 2, 2004. We enjoyed good fellowship and great food. The facilities were good, our servers were excellent, and Susan Paree provided wonderful dinner music on her harp and on the piano. Wasn't it nice to be served and to eat at tables set with tablecloths, nice napkins, and real flowers?! Thanks go out to the following people for making our party such a success:*

- the Clawson Steakhouse (particularly Nick and John) and our servers for the nice setting and great food;
- Mr. and Mrs. Grant Wolach, Pianoworks, for providing the 7' Petrof Grand Piano;
- Susan Paree for her musical talent (and Richard Bittner for suggesting her as our guest artist);
- all the dealers/organizations that provided the gifts that were won (and to Zen Reinhardt, who helped me out by picking up the prizes from Hammell in Livonia and Kings Keyboards in Ann Arbor): Evola Music, Hammell Music, Kings Keyboards, PTG Home Office.

*Our winners of the Six Degrees of Separation game were Zen Reinhardt and Mrs. Arthur Snook, who each got 15 out of 16 people correct on the llist. Zen won the Six Degrees of Separation DVD, and Mrs. Snook won the Six Degrees of Separation book. Zen Reinhardt was also presented an award by President Richard Bittner for her service in all areas for the Detroit-Windsor Chapter.*

*I am awed and humbled by how fortunate we all are to be in a field where we have a chance to meet a variety of famous musicians and help them make beautiful music. Isn't it great to be in such a wonderful profession!*

*Roberta Brown, Social "Chairman of Fun"*