



MEETING NOTICE

Our April 7 meeting will be at Orchestra Hall! This is where the Detroit Symphony Orchestra performs in world class acoustics. It is located on Woodward at Parsons, which is one block north of Mack (south of I-94, just north of downtown). There is parking on Parsons, either on the street, the parking structure or the church parking lot. There is no dinner this month.

At 7PM, the applied skills program will be done by Hugh Gulledge on the Steinway sostenuto, followed by the business meeting. At 8PM, the main Technical will be on the requisites for concert work, such as voicing requirements, tuning, projection, extremely fine regulation, etc. We will have a pianist available for demonstration of the differences between the two Steinways on stage, and technicians can move to various parts of the hall for listening. The program will probably be concluded with a short two piano four-hands performance.

PRESIDENT'S MESSAGE

Being Prepared

Ever since my school days, I have found that success is usually in direct proportion to preparation. In school, the more thoroughly I studied, the better I scored on the test. This approach is no less important as a Piano Technician. One of the more frustrating (and humbling) experiences is to find that you don't have the right tools or knowledge to handle an unexpected (or even expected) repair. I end up "kicking myself" every time. Like any good technician, I try to learn from my mistakes. To increase my level of preparedness, I try and do the following:

1. Have a conversation with the customer before the appointment. Ask specific questions about the condition of the piano
2. Determine what can (or cannot) be done during the appointment
3. Set the customer's expectations
4. Mentally think through the job

and assess "what could go wrong"

5. Consult the PTG discussion forum to see how other technicians tackle the same problem
6. Determine every tool or part that will be needed for the job and ensure they are in the toolbox
7. Develop an "action plan" to minimize wasted time and increase efficiency

I love to hear my customer say "really...you can fix that during this appointment?" I am convinced that good preparation is one of the keys to a happy (and long term) customer.

MARCH MEETING MINUTES

Minutes from March 3, 2008 PTG Meeting

Detroit/Windsor Chapter

Attendance:

9 RPT's, 8 Associates, 4 Guests

Minutes:

-Applied Skills presented by Ed McCoppin – Tool Sharpening

-Main Technical presented by Mark Haas, RPT – “What is all this stuff and how do I get it out of the way to fix the piano?” Player Piano Services for the Non-Player Technician

-In Jeff M.'s absence, Clem C. served as President for tonight's meeting

-The minutes from last month's meeting were accepted by general consent

-Bruce C. stated that the Treasurer's report is as published; accepted by general consent.

-New business:

-Clem C. requested a volunteer to be the delegate for the upcoming PTG national convention in Anaheim, CA. The delegate must be an RPT, and must attend the convention for a minimum of 2 days

-Richard B. nominated Mihee L. to be the delegate (Bruce C. – first; Scott N. – second); also accepted by general consent; no alternate delegate was assigned

-Bruce C. proposed that the stipend for the national convention be raised from \$450 up to \$500; accepted by general consent

-Clem C. announced that a nominating committee is needed for officers by the May chapter meeting; Scott N. motioned to re-elect Paul H. and Richard B. as the nominating committee; Dave F. – second; accepted by general consent

-Clem C. announced that Richard C. will not be continuing as Newsletter Editor, so the position is now open; the new Newsletter Editor will need to be appointed by the Chapter President

-Richard B. announced that he will be administering RPT exams (written or technical sections); please talk to him if you are interested in taking the exam

-Chris Schmidt was a guest tonight from Rochester, MI, and is currently learning to tune

-Motion to adjourn (Dave F. – first; Paul H. – second)

TREASURER'S REPORT

Treasurers Report For April 2008

Balance Forward from March 2008

\$ 10308.71

Income:

Banquet receipt \$ 30.00

Balance Before Expenses: \$ 10338.71

Expenses:

Online Yahoo: \$ 8.95 \$ 8.95

Balance For April 2008 \$ 10329.76

Respectfully Submitted:

Bruce D. Carter R.P.T.

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THE BRIDGE

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CHAPTER 481 PIANO TECHNICIANS GUILD

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