



## PRESIDENT'S MESSAGE

Why do customers hire us?

I believe it is in your approach. What the customer first sees are the clothes you're wearing and overall appearance. Are you neat and clean? Do you show respect when talking to the customer? Appearance is important - but it is not everything. You must learn to communicate with the customer in a language they will understand. Being too technical is not always a logical approach. Customers will not understand what is meant by regulation until you demonstrate by regulating one or two keys. Then they can see and feel a difference - now it makes sense to them. Trying to sell a regulation job over the phone can be done, but it is not easy.

Being able to articulate to the customer is the most important method of selling your services. They will not always understand the words you are using, but they will pick up on how you say it. What I mean by this: the passion and enthusiasm you display when talking about their piano or any piano you have worked on in the past. Your customer will feel comfortable with you and trust that you will do your best with their piano. Remember as a piano technician your job is selling a service so the customer can make better music.

**Your President,  
Richard Bittner, RPT**

### MEETING NOTICE

**Monday October 4, 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:  
Rick Bowen, RPT  
Main Technical:  
Fred Tremper, RPT**

**Meeting will be hosted  
at PianoNation,  
2350 Franklin Road  
Bloomfield Twp., MI  
by Todd Brown**

**Directions:  
Franklin Road,  
North of Square Lake Rd.,  
East of Telegraph Rd.  
Phone: 1-800-357-4266**

**CHAPTER PROJECT will be on  
Saturday October 16, 10:00 am.  
It will be held at Mark &  
Charmaine Haas' shop, located  
at 3925 Fort St., Lincoln Park.  
East side of Fort St. North of  
Goddard Street.  
Phone: (313) 381-7799. Case  
repair and refinishing will be  
the focus of the Baldwin  
Hamilton project. See you  
there!**

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## Detroit-Windsor Chapter Officers

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## Chapter Chairs

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### Social Chair

Roberta Brown  
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### Tuning Examiner

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### Technical and Written Exams

Richard Bittner, RPT



## The Detroit-Windsor Chapter of the Piano Technicians Guild

met the evening of Monday September 13, 2004 at Hammell Music in Bloomfield Hills, Michigan. The meeting was attended by 16 RPTs, 13 Associates, and 7 Guests for a total of 36 attendees. A quorum had been established. The Guests were Min Kang, Mihee Lee, Mike Szymanski, Jeremy Bielecki, Curran McGuire, and Charmaine Haas. Also listed as a Guest was the evening's speaker, John Dewey of the Central Illinois Chapter.

The Minutes of the June meeting as read aloud by Chapter Secretary Zen Reinhardt were accepted by general consent. The Treasurer's Report as corrected by President Richard Bittner was accepted by general consent.

Nominating/Elections Chair presented a slate of officers for the upcoming year and called for nominations for Treasurer. The slate of officers was as follows: Richard Bittner, President. Dennis Penney, Vice-President. Zen Reinhardt, Secretary. Dennis Penney nominated Clem Fortuna for Treasurer. The entire Slate of Officers was approved by general consent.

Bylaws: Copies of the Bylaws were mailed to every member of the chapter over the summer. Motion by Bruce Carter to accept the bylaws as printed. Seconded by Greg Boyd.

Motion passed.

Social Chair Roberta Brown will be out due to surgery planned for late January. An Acting Social Chair will be required to set up the mid-winter dinner planned for February.

New Business and Announcements:  
Wanted: speakers for the Chapter's Applied Skills classes. Please keep in mind that involvement in all aspects of running the Chapter is strictly voluntary. If there is a problem, please discuss it with President Richard Bittner first.

Detroit-Windsor now has a NEW RPT!!! Jeff Mossington finished his exams at the Convention in Nashville and was officially pinned by Richard Bittner at tonight's meeting. Congratulations to Jeff !!

The evening's Technical Presentation was given by John Dewey of the Central Illinois Chapter about Nifty Tools, Tips, and Techniques. The hand-outs contained sources for some of the more obscure items in his arsenal of tricks. Computer CDs were also available for a small donation to cover the costs of producing the CD.

*Zen Reinhardt RPT  
Chapter Secretary*

**MAIN TECHNICAL**  
**- Partial to Partials -**  
**by Fred Tremper, RPT**

**In this class Fred will show how using partials in tuning are essential to informed tuning. He will illustrate how checks are used to determine if an interval is Just, Expanded, or Contracted. It will be shown why Perfect Fifths are Contracted, why Perfect Fourths are Expanded, why Major Thirds are Expanded, and why Minor Thirds are Contracted. The subject of inharmonicity is up for discussion. Fred will re-introduce an old friend, Pythagoras! Handouts will be provided.**

**Fred Tremper**

*Mr. Fred Tremper comes to us from Morehead, Kentucky. He is a member of the Bluegrass Chapter and has been a PTG member for 25 years. Both Fred and his wife, Phyllis, have been very active in PTG. Phyllis held the position of Auxiliary President for many years. Fred has been instructor at several chapter technicals, regional seminars, and national conventions.*

*Fred holds B.Mus and M.Mus Degrees (Illinois Wesleyan University, Bloomington). For many years he was the piano technician at Morehead State University in Morehead, Kentucky, a position from which he is now retired.*

*In 1978 Fred was given 'The Member of Note' Award. In 2002-03 he served as President of the PTG Foundation.*

*On the sidelines, Fred is a published composer and has written the words and music to a musical comedy. If asked he will be happy to preview a song or two from the show.*

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**Applied Skills**

**- will be presented by Rick Bowen, RPT -**

Help Me! My piano has a: squeak, groan, vibration, or other strange thing happening.

Pianos expensive to cheap often exhibit non-piano sounds or sensations. As technicians we have to assess and (hopefully) solve the problem(s).

This class deals with problems I have encountered in my visits. Situations will be presented, brainstorming will be encouraged, and my solution will be divulged.

Larry Young, Editor  
4379 Walden Dr.  
Ann Arbor, MI 48105



**October 2004**

*October meeting will be at PianoNation in Bloomfield Township, 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/>

**Please Note!**

*The following Non-Members will be voted on at the October Meeting for Associate membership: Mike Szymanski, Mihee Lee*

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**The Chapter Project is on the MOVE!!**

*With the majority of the instrument work completed on the Baldwin Hamilton piano, it is now time to shift attention to the cabinet. The piano will be transported to the shop of Mark & Charmaine Haas for the following:*

- removal of existing finish
- necessary veneer replacement
- replacement of damaged wood with new wood
- staining and dying of the wood to transform a 'blonde' piano into something more desirable
- replacement of decals
- and finally a durable polyurethane finish

*Directions to Mark & Char's - take M-39 (Southfield) South past I-75 to Fort Street,, turn right. Go approx. 1-1/2 miles and the shop is on the East side of Fort St., before Goddard. Parking available on Fort or directly behind the shop.*