

# PIANO TECHNICIANS JOURNAL

May 1981



George Gershwin

DIRECTORY ISSUE





## Solid

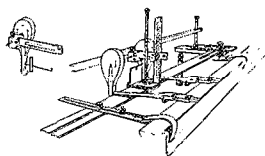
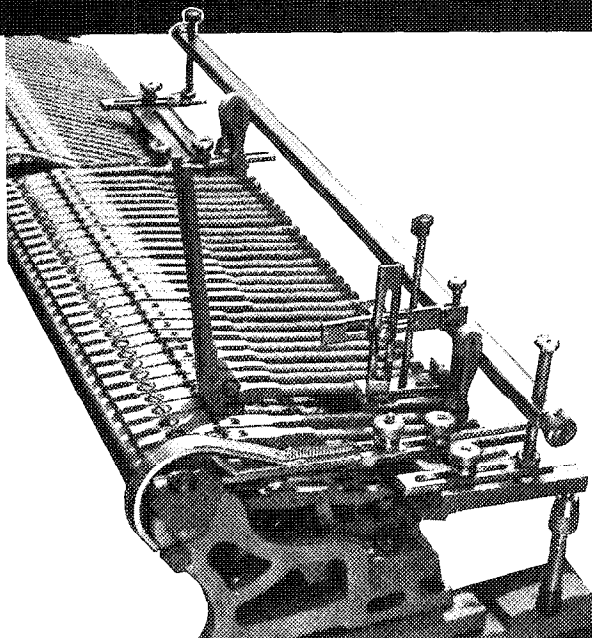
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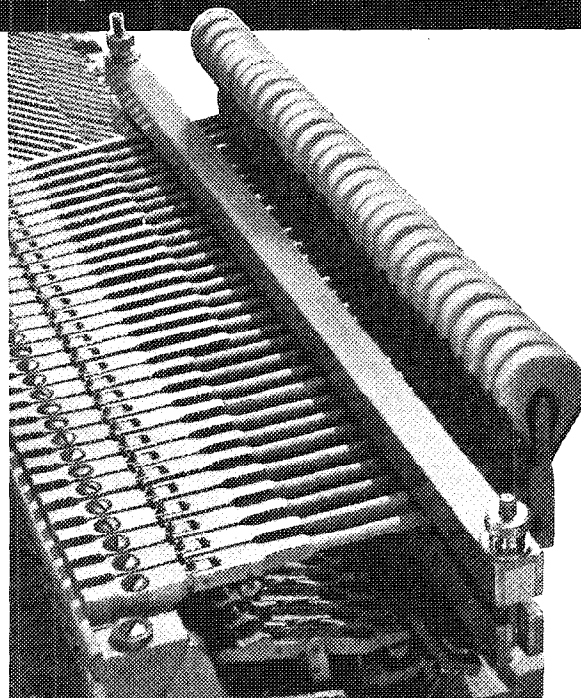
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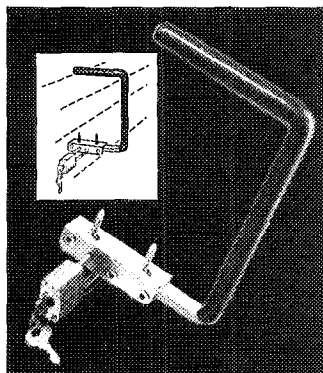
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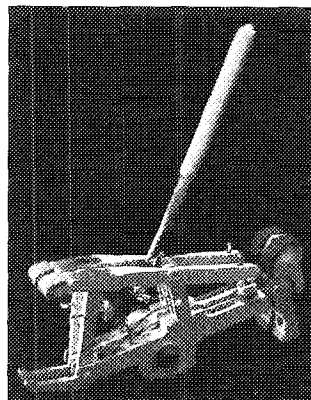
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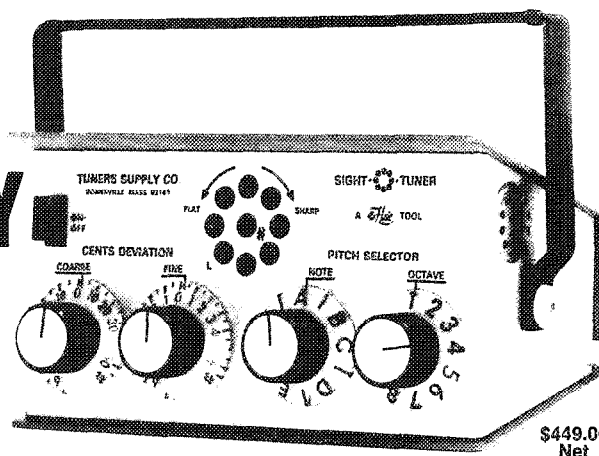
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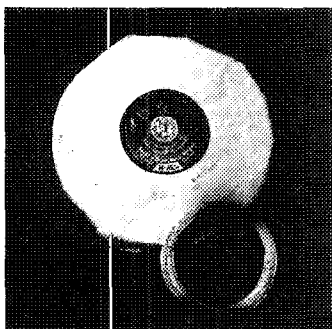
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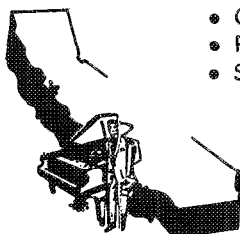
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# EDITORIAL

Don L. Santy,  
Executive Editor

## The PTG/AMI Partnership

I have labored in this field in virtually every position a person could occupy. The field of ASSOCIATION MANAGEMENT is also a trade or profession. It has its own association, its own system of accreditation, its own methodology, its own criteria for success and failure, its own training schools and seminars and everything else a viable trade or professional association must have to be an effective force in its industry.

I have worked as a "captive" association executive (head employee of ONE organization for only that organization) and for the past 14 years as the head of a "multiple association management firm" (dealing with a group of organizations sharing space, equipment and people for greater cost effectiveness).

I can honestly and sincerely testify that the attitude of staff serving these organizations DOES NOT DIFFER. I have seen indifferent, self-serving people in BOTH types of organizations. There are no more and no less in a "captive" staffed group than a "multiple" staffed group. If anything, it is far more difficult to be indifferent to members' needs in a "multiple" than a "captive."

MULTIPLE ASSOCIATION MANAGEMENT becomes a business. The members are the customers and if they are not satisfied they stop doing business with us. In a "captive," a staff person can get by with an indifferent attitude, laziness,

deceit and out-right neglect for years before the chemistry is right on the board of directors to replace them, especially since there is little or no direct supervision involved. In a "multiple" it can be done in short order since we are on a 90-day termination agreement with all of our client organizations. There is no need for politics, no emotional scenes, no unpleasantness is necessary. We just transfer books and records over at the request of the client. There are no good guys and no bad guys. We can part friends.

The common belief is that, if an organization has its own "captive" staff, somehow they are more sincere, dedicated and hard-working. Not true. My experience on both sides of the fence does not bear this out. Our people in AMI are every bit as concerned for members and their needs as any organization I have ever been associated with — and more. We value our customers and the very existence of our business lives demands that we do our very best to serve them.

There is also a tendency to think that since we are a business we are commercially oriented. May I ask what is wrong with being commercially oriented in a business? If you are not thus oriented in YOUR business, it most certainly must be a hobby or avocation rather than a livelihood.

It is possible to be commercial or business-minded, profit-minded and progressive and still do a good job, a sincere job and an honest job.

This brings to mind an experience I had recently while talking to a group of university students on "small business methods." All during the discussion afterward I had the uncomfortable feeling that they believed that "profit" was a bad word and that "businessmen" were hell-bent to pick everybody's pocket. The whole purpose of trading in the marketplace escaped them.

They were steeped in some sort of idealistic philosophy that big business was the root of all evil. I don't know how they thought their bills were being paid, who they would be turning to for jobs, or who it was who they worked for now, if they worked.

Once in a while we will hear from someone (usually an old-time member) who is dissatisfied with one thing or another (usually a goof in the records) and he will slant his criticism in this direction. "You don't really care, after all you are a business and not one of us." While we are not overly sensitive (one can't be in this business), it does hurt us to think that they would think we are less of a service-oriented business person than they are. After all, the people they do business with are more often than not "not one of them" either.

The truth of the matter is OUR staff is YOUR staff. They relate to Guild members on a person-to-person basis and know each other's names. We consider many Guild members our personal friends after working with them for several years — no less than if we had ONLY worked for them and with them. Sure there are staff changes. There are staff changes in "captive" offices, too. There are probably more in a "multiple" since we are geared to production and charge for our time and are evaluated on the ability to produce that time in work units. "Captive" staff are usually more relaxed and daily production doesn't mean as much — in some cases, very little.

Like all other human beings we like being appreciated, sometimes we deserve being criticized, we make mistakes, we try to make amends, we do our best with what we have to work with and hope things remain smooth, pleasant and productive during our entire tenure of service. — Don L. Santy □

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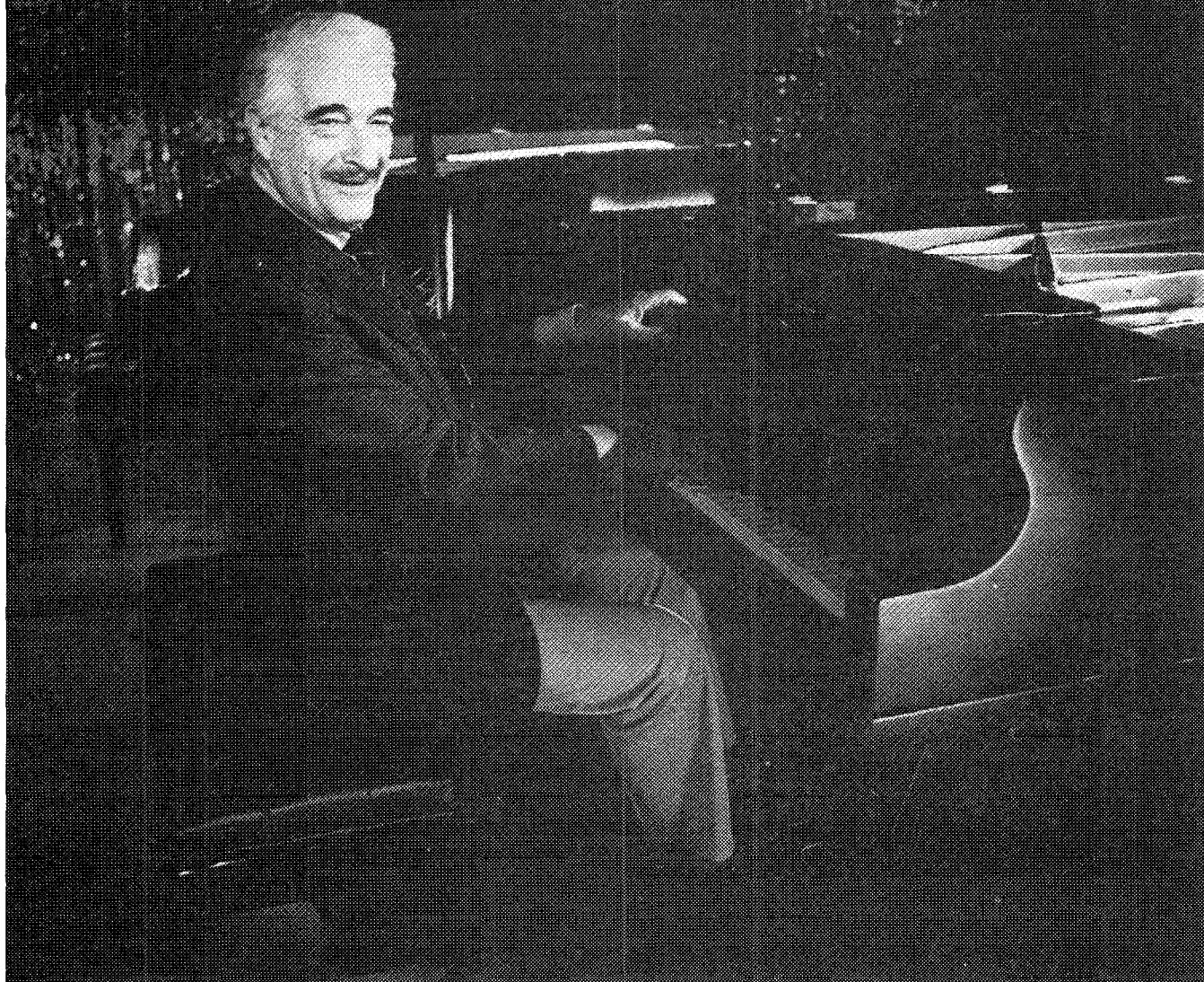
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# PRESIDENT'S MESSAGE

Bob Russell, President



Many times I'm asked, "What can the Piano Technicians Guild do for me?" or, "What is the Guild doing for me?" Of course there is literature available to everyone that explains the benefits of member-

ship in the Guild, ie; *The Journal*, seminars, conventions, insurance, fellowship, tape library, etc. But there are many intangible benefits that cannot be explained in one word. For anyone who has been tuning for a while I would have to answer, "Look what the Guild has done for you! What it is doing for you! What it will do for you!" This refers to members and non-members alike.

Alone we are nothing. Nothing compared to the skills and help we can receive through belonging to an organization of our peers. Without the knowledge received from seminars and conventions we might still be unable to provide an adequate income for ourselves and our family. There will always be people who remain on the fringe of our activities. They will subscribe to the *Journal* and occasionally attend a seminar, but **We** know that it just isn't the same as taking an active part.

Knowing that you are a member of this fine Guild instills a sense of pride that radiates to everyone. With this new vitality you will be able to support and help your chapter in its efforts to grow. This growth takes place in the forms of technical experiences, committee work, leadership positions and support to fellow technicians when they need a helping hand. (Perhaps this is the best quality available to us through the Guild.) In your efforts to help other Guild members you will become a better technician, wiser person, and a more responsible member of your community.

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# Above and Beyond for the PIANO TECHNICIANS GUILD

by Sidney O. Stone  
Vice President

When you serve the Guild in one capacity or another—whether on the Chapter, State, Regional or National level—people may wonder how much you are getting paid; and then they are surprised to learn that the Piano Technicians Guild does not pay its members for work performed. Even the monetary token given to a regular contributor to the *Journal*, or a small royalty for a major Guild publication, or an infrequent honorarium given to instructors at our Institutes could not be considered as “pay.”

If Chapters want to pay for time spent in putting out a newsletter, giving an examination or other chapter business, that's their prerogative. If a State Conference wants to pay its seminar chairman and instructors, that's their business. The only restriction according to Guild regulations is that Delegates to the Council may not be paid for their time.

It may be that the reason our members are doing such a good job is because they are **Not** getting paid for their services. When someone per-

forms a labor of love, what is really appreciated is a note of thanks for a word of encouragement. These members who serve so well do so because of a feeling of personal indebtedness to the Piano Technicians Guild—because of the wonderful friends they have met in that service—and because of the challenge of worthwhile tasks and the satisfaction that comes when those tasks are completed. We are all deeply indebted to the Guild, especially in our own work—for if it weren't for the Guild, we might all be like our competitors who charge exorbitant rates and provide poor service.

Now, *reimbursement* for authorized expenses can in no way be considered as “pay.” Expenses such as travel, meals, room, telephone, printing, stamps, etc. should be reimbursed. Even so, there have been instances where no request for reimbursement was made, especially during austere times. This is above and beyond the call of duty, but it is only right that one can be reimbursed for authorized expenditures.

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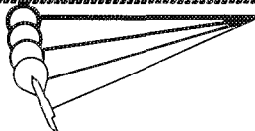
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McKay, Guy	Indianapolis, IN	Indianapolis
Reeves, Robert	Ballston Spa, NY	Capitol Area
Sanderson, Albert	Carlisle, MA	Boston
Travis, Michael	Glenn Dale, MD	Washington D.C.
West, Richard	Lincoln, NE	Nebraska

Barrus, Ralph	Salt Lake City, UT	Salt Lake City
Berg, Stephen	Parkville, MO	Kansas City
Defebaugh, George	Carson, CA	Los Angeles
Finger, Chris	Boulder, CO	Denver
Garten, Dean	Liberty, MO	Kansas City
Gorley, Thomas	Los Altos, CA	Santa Clara Valley

Hohf, Robert	Lodi, WI	Madison, WI
Hopland, Ray	Calgary, AB	Calgary
Hornbeck, Stephen	Ortonville, MI	Detroit
Jeschke, Alfred	Calgary, AB	Calgary
Kreitzer, Mark	Madison, WI	Madison, WI
Leary, Kevin	Rocky River, OH	Cleveland
Lillico, John	Oakville, ON	Toronto
McMorrow, Edward	Edmonds, WA	Seattle
Mehaffey, Francis	Claremont, CA	Pomona Valley
Miller, Donn	Arvada, CO	Denver
Neblett, Norman	Redondo Beach, CA	Los Angeles
Sankey, Lee M.	Boerne, TX	San Antonio
Schmitt, Paul	Detroit, MI	Detroit
Seymour, Edwin E.	Riverside, CA	Pomona Valley
Smit, Robert	Nepean, ON	Ottawa
Sonnenberg, Michael	Denison, TX	Dallas
Strong, Donald A.	Rome, GA	E. Tennessee
Wathen, Michael J.	Cincinnati, OH	Cincinnati
Wiley, John L.	Courtenay, BC	Vancouver
Yonley, Fred T., Jr.	Mesquite, TX	Dallas

Caffari, Leo	Bueno Vista, PA	Pittsburgh
Evans, Albert	Oklahoma City, OK	Oklahoma
Felton, Hilbert	Philadelphia, PA	Philadelphia
Griffith, LaVern	Lockport, NY	Buffalo
Hale, David	Wichita Falls, TX	Texoma
Miccio, Michael	Brooklyn, NY	New York
Rice, Paul	Bath, ME	Maine
Robinson, Chris	South Windsor, CT	Connecticut
Roby, Tom	St. Albans, VT	Vermont
Simkin, Paul	Popular Ridge, NY	Syracuse
Snyder, Stephen	Salem, NY	Capitol Area
Stephens, Dan	Norman, OK	Oklahoma
Wagner, Robert	Pittsburgh, PA	Pittsburgh

Chesebrough, Connie	Cincinnati, OH	Cincinnati
Foss, Mark	Kirkland, IL	Chicago
Geiger, James	Houston, TX	Houston
Keyes, Otto	Iowa City, IA	Chicago
Lord, Frank	Waukegan, IL	Chicago

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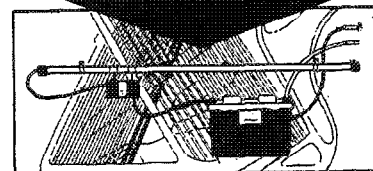
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# Coming Events

Notices of seminars will be accepted for insertion in THE JOURNAL no sooner than six months before an event. In addition to the listing below, your seminar may be publicized through one free display ad, two columns by two inches deep. It is the responsibility of the advertiser to submit copy for the ad to the Home Office. Material must be received six weeks prior to the publication date of THE JOURNAL.

**Note:** All seminar dates must be approved by the Conference Seminar Committee. Please submit the appropriate information on the Request for Seminar Approval Form which may be obtained from the Home Office.

**October 9-11, 1981**  
OHIO STATE CONFERENCE  
Dayton, Ohio

**Contact:** Francis Hollingsworth  
2271 E. SV Paintersville Rd.  
Xenia, OH 45385

**October 11-13, 1981**  
FLORIDA STATE CONVENTION  
Daytona Beach, Florida

**Contact:** Walter T. Pearson  
c/o Community Piano Service  
2366 So. Ridgewood Ave.  
South Daytona, FL 32019

**October 15-16, 1981**  
NEW YORK STATE CONVENTION  
Howard Johnson's  
Plainview, New York

**Contact:** Richard Dante  
12 Magnolia Drive  
Kings Park, NY 11754  
(516) 724-8720

**October 16-18, 1981**  
TEXAS STATE CONVENTION & SEMINAR  
Space Center Inn  
Houston, Texas

**Contact:** Martin Wisenbaker  
808 Cordell Street  
Houston, TX 77009  
(713) 864-6935

**November 7-8, 1981**  
BALDWIN/STEINWAY SEMINAR  
Sponsored by Baltimore Chapter  
Towson State University  
Baltimore, Maryland

**Contact:** Morris Millman  
8326 Scotts Level Rd.  
Baltimore, MD 21208  
(301) 655-6527 or  
(703) 442-6165

**March 26-28, 1982**  
PENNSYLVANIA STATE CONVENTION  
Pittsburgh, Pennsylvania

**Contact:** Robert W. Wagner  
1225 Saxonwald Ave.  
Pittsburgh, PA 15234  
(412) 884-8222

## UPCOMING CONVENTIONS OF THE PIANO TECHNICIANS GUILD

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San Francisco Hilton & Tower
- 1982** July 4-9  
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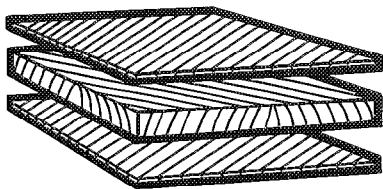
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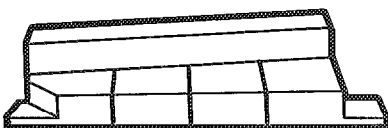




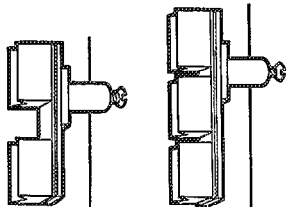
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