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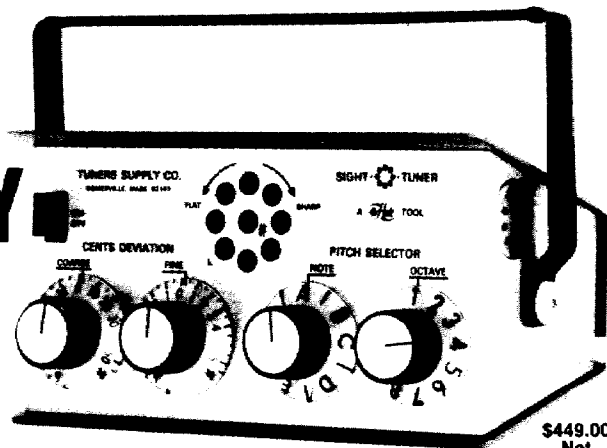
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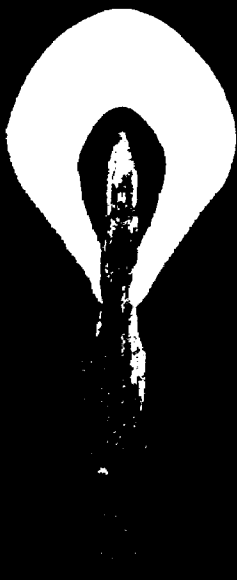
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What Does the Piano Technicians Guild Mean to Me?



**Sid Stone, President
Piano Technicians Guild**

This question should be one of reflection by all members of the Guild. Many fine articles have been written expressing the feeling of members on the subject. What does the Piano Technicians Guild mean to Sid Stone? This question may be answered two ways: (1) as an officer of the Guild, and (2) as a member of the Guild.

As an officer of the Piano Technicians Guild for the past five years, I consider my tenure a rewarding experience. The complexity of an organization with over 3000 members can be understood only by sitting on Board and Council meetings, where most of the Guild business is conducted. The Guild is a democratic organization, and this fact may impede certain actions that need to be taken; but if efficiency were our primary concern, we would do better under a dictatorship. However, the Piano Technicians Guild is one organization where the members take full advantage of freedom of speech and the democratic procedure to get things done. After a decision has been made, almost all of the members are willing to abide by the will of the majority. Those few who choose otherwise may be doing much more harm to themselves than to the organization.

Being an officer in the Guild has helped me to understand regional problems and personalities. If America is the "melting pot" for the world, the Piano Technicians Guild is the melting pot for piano tuners and technicians. We come from all walks of life, and there is a potential in each one of us to contribute to the whole. An amazing variety of backgrounds among our members is evident in the *Journal* series, "Know Your Officers." It would be interesting if we could have a similar series on "Know Your Members."

When a Guild member becomes an officer of the Guild, that does not make him or her a better person any more

than when a member becomes a certified tuning examiner makes him or her a better piano tuner. But an officer has the opportunity to meet more people, to visit more places, and to face more challenges.

The deep dedication of other officers has always been an inspiration to me. Also, the committees who keep the wheels turning... the piano manufacturers and supply houses who have supported us at our conventions and in other ways... the institute staff and instructors who give so freely of their time and expertise... the *Journal* advertisers, the home office staff whose labours are not always understood or appreciated... and you members who pay your dues, support your local chapters by attendance, holding office, giving technicals, and participating in chapter activities — all deserve a commendation, even a presidential citation if that were possible.

What does the Piano Technicians Guild mean to me as a member? In the first place, I am convinced that without the Guild my tuning fee would be half what it is now. Furthermore, without the Guild I would probably be giving the same inadequate service as we all too often encounter in the field by non-members.

The best piano teachers charge more for their services than those of lesser training. Members of the Piano Technicians Guild for the most part are far better trained and qualified to service pianos than non-members; and they deserve a higher fee for their services. If a piano teacher can boast of



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having studied under a well-known member of the profession, I can say that I have studied under the finest in OUR profession — representatives of piano factories and other individuals who are outstanding in piano technology. This is what conventions and seminars are all about.

Also, our magazine, the *Piano Technicians Journal*, is one of the finest trade magazines available with its wealth of information and assistance to the piano tuner-technicians. The format and contents are outstanding.

Besides more income and better service there are other advantages of being a member of the Guild. The fraternal benefits are evident when we share our experiences and our problems with other members. Most of us are "general practitioners" while some are the "specialists." In the medical field, if general practitioners come across a problem for which they need consultation with a specialist, they do not hesitate to seek advice or refer the patient to a doctor who specializes in that area. The same could be said about us as members of the Piano Technicians Guild. For example, if we do not have the training, experience, and facilities to put in a soundboard where that is needed, we should refer the customer to a member of the Guild who does that kind of work. The customer will appreciate your honesty if the situation is handled properly.

The Piano Technicians Guild seal is on my case, and from time to time a customer makes a comment about it. This opens the door to educate the public about our organization. I assure them that by having a Guild member service their pianos, there is the security of knowing they have a feasible recourse in our Code of Ethics and Penal Code. If there is a question about the service or the conduct of the tuner-technician, a complaint can be made to the Better Business Bureau, but that usually is ineffective. Most unhappy customers do not want to go to small claims court — but if they are not satisfied with a Piano Technicians Guild member, all they need to do is to contact the chapter president and in most cases an investigation is made. If there is enough evidence for a trial, the member may be fined or even expelled; and reimbursement and/or satisfaction given to the customer.

In conclusion, a personal reflection: One of the most surprising and pleasant discoveries I have found as a member of the Piano Technicians Guild is the fellowship and Christian attitude within our membership. They do not wear their religion on their sleeves, but they are not ashamed of their faith. The Sunday morning worship services at Council or State and Regional Conventions are well attended and enjoyed by all who participate.

These are some of my thoughts on the meaning of the Piano Technicians Guild membership. We belong to a great organization and we should spread the word to our customers, to piano teachers, in public schools, at fraternal organizations, and anywhere else we can. It is a challenging goal to make 95% of the American and Canadian people aware that there is a Piano Technicians Guild, and 90% of them employ only Guild members to service their pianos. If each one of us works at this, we will soon accomplish that goal.



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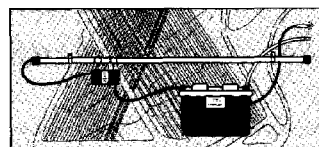
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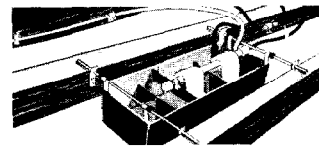
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Organizations and the Piano Technicians Guild



**Ernie Preuitt, Vice President
The Piano Technicians Guild**

Around my town, if a person wants to be a brick layer, he must join the

brick layers' union. Should he prefer to spend his energy behind the wheel of a truck, he must pay his dues to the teamsters' union. I know of no doctor or dentist who does not belong to the AMA or the dental association. Even lawyers, who write most of our laws and regulations, belong to their own bar association.

Now, is that bad? Of course not, for without the unions and associations many of the working people would be worse off today than when we had none of these organizations. This is evidenced by those who are not well organized or who have had a difficult time getting started. The farm workers, those in fast food stores, many retail clerks, office workers, etc., will have a better way of life once they have the backing of a good, well managed force behind them.

The piano technician is no different than the aforementioned people. How well I remember when Mr. Utz would come to our house to tune the old King upright piano. He would collect his \$1.50, then walk to his next appointment, and after a full day he would board the train to his home.

Then the piano tuners started to organize, and in 1958 they came

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together and became the Piano Technicians Guild. We have come a long way since then by improving our skills, thus allowing us to enjoy a better way of life.

Yes, it is just as necessary that we as piano technicians work and learn together as it is for the laboring person, the doctor or dentist to belong to his/her union or association, for we are professionals too. The only difference is that we are free to join or not to join, while for the others it is almost a must. It is amazing how much we can do for each other when we join ranks and work together.

I am extremely fortunate to belong to the Piano Technicians Guild. I belong because I may, not because I must.

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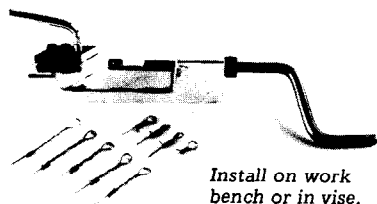
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