



Piano Technicians Journal • December 1983

UPDATE

Martin Fromm & Associates, Inc., to Manage Guild Affairs

Martin Fromm & Associates, Inc., a Kansas City firm which manages a number of trade associations and professional societies, has been selected to manage the Piano Technicians Guild. The change was announced Nov. 7 by Guild President Ernie Preuitt of Independence, Mo., and the management firm's Chairman and Chief Executive Officer, Martin Fromm.

Barbara Parks of the Martin Fromm organization will serve as acting Executive Director of the Guild. Her confirmation as Executive Director will be acted upon during a Jan. 7-8 meeting of the PTG Board of Directors.

In business since 1947, MF&A provides a wide range of headquarters services for its clients, including membership services, convention and meeting planning, publications, public relations, and governmental affairs representation. MF&A's primary strengths lie in its experience in managing associations profitably and in its emphasis on long-range planning, Fromm said.

"We have a strong commitment to planning for the future, especially in these rapidly changing times," he said. "As John Naisbitt noted in his book, 'Megatrends,' change is necessary, even if it can sometimes be a painful process. We help our clients be prepared to accommodate change as it comes."

Other MF&A clients include the Automotive Warehouse Distributors Association; the Association of Diesel Specialists; the Diamond Council of America; Professional Audio Retailers Association; Paint, Body & Equipment Association; and the Unix Systems Association. Other groups contract with MF&A on specific projects.

Fromm has been a professional trade association manager since 1947, when the firm's first client, the Automotive Warehouse Distributors Association, was formed. A member of the American Society of Association Executives, he has been lauded throughout the industries he has served. As chief operating officer of AWDA and ADS, he has

Continued on page 8



Piano Technicians Guild President Ernie Preuitt, left, and Martin Fromm discuss publication of the Piano Technicians Journal. Fromm is chairman and chief executive officer of Martin Fromm & Associates, Inc., the Guild's new management company.

Where's My Journal?

That's a question a lot of *Journal* readers are probably asking. We know you've gotten used to receiving all that timely technical information, as well as news about your colleagues and your professional association. Since you haven't seen an issue since October, we understand how you could be anxious for the sight of a *Journal* in your mailbox.

Have no fear! Relief is in sight. Begin-

ning with its January 1984 issue, the *Journal* will return to a regular publication schedule. We did want to get this abbreviated version to you this month to introduce the Guild's new management firm, Martin Fromm & Associates, Inc.

Please bear with us as the Guild's base of operations moves from Seattle to Kansas City. The *Journal* will be back, and it will be better than ever. That's a promise!

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Closing date for copy and advertising is six weeks prior to date of publication. Advertising rates are furnished on request. Postmaster: send address changes to **The Piano Technicians Journal**, 9140 Ward Parkway, Kansas City, MO 64114.

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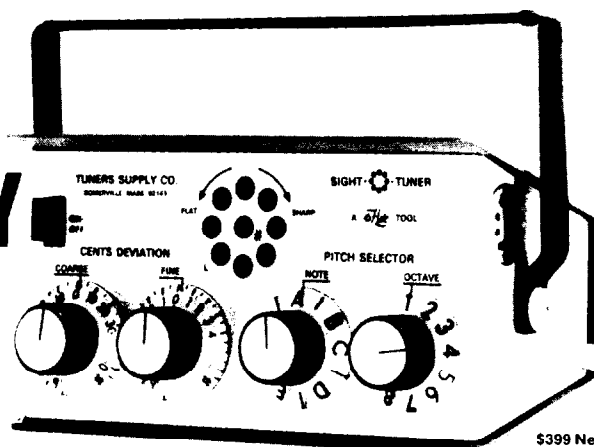
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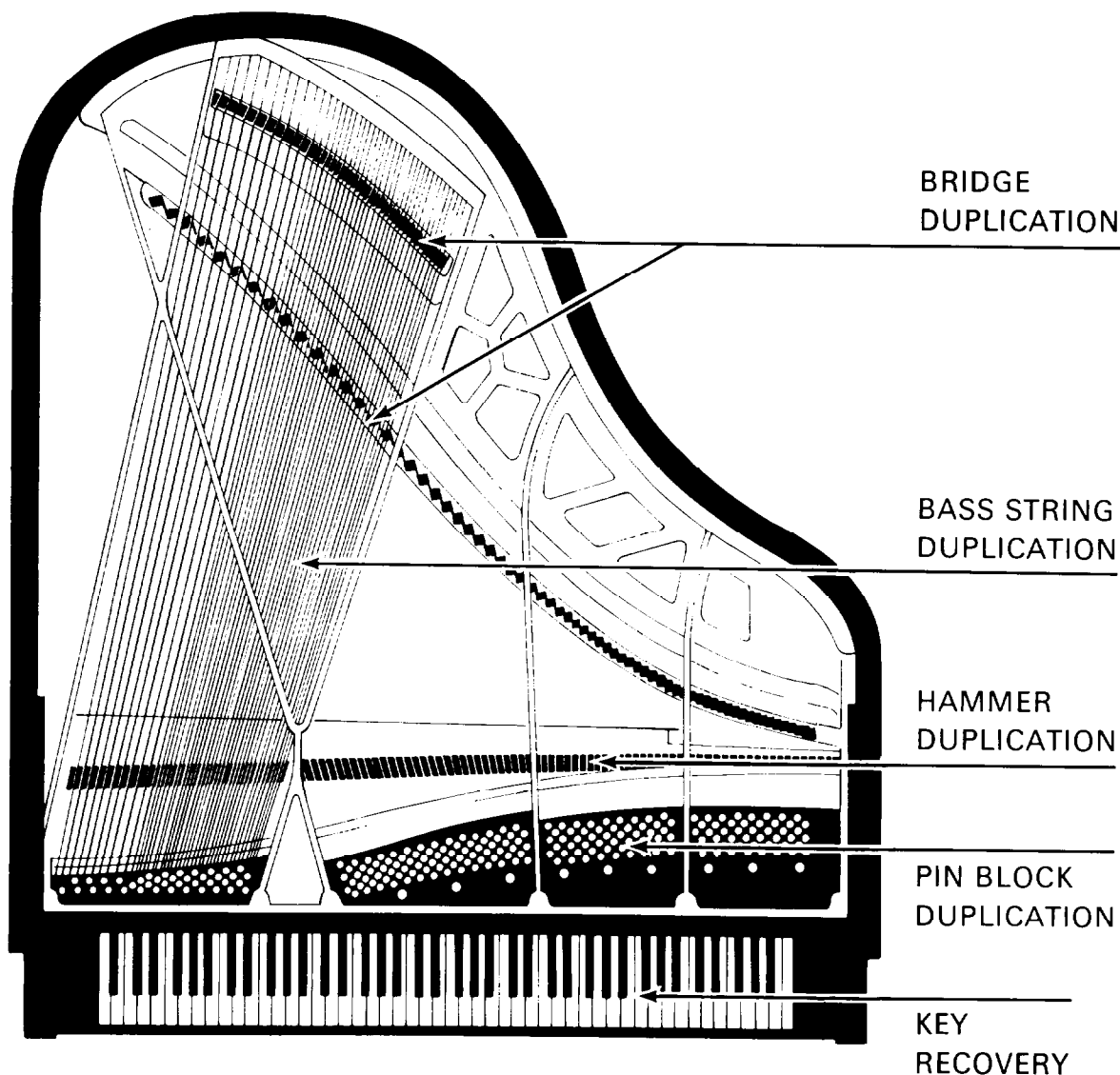
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President's Message



Ernie Preuitt
President

A Time For Reflection

We're right in the middle of the holiday season. November is a time to be thankful and count our blessings. December is a time to be happy and express our love to our family and friends. And January is a time to review the past year and make our plans for the new one.

But it's sometimes puzzling as to why we should be so thankful just in November, and why we should be with family and friends only at Christmas. Should we show our patriotism only on July 4th? Or honor our mothers only on Mother's Day? Or even see the lowly groundhog only on Feb. 2? Why should we not honor all these things 365 days of the year?

Some people are so inclined to be thankful, happy, patriotic and respectful

the year 'round, and not just because they are the "holier-than-thou" sort of people. Rather, some of them are the so-called God-fearing people, while others profess no belief in deity, and others couldn't care less.

I'm not complimenting anyone, for each has a right to his or her own belief. I'm saying that people with any sort of decency are thankful, happy, patriotic, loving and have respect for others all the time, regardless of what the other person believes.

So let's remember those things we were thankful for last month and try to focus on them through the next 11. Let's try to get the most enjoyment possible out of these precious times with family and friends while remembering why we get together to celebrate. And let's take some time to take stock of the last year, our accomplishments and our disappointments. As we do that, let's plan to do better next year. It's a new beginning for all of us.

In a way, it's a new beginning for the Piano Technicians Guild, too. As you can see from this "Update" issue, we have hired a new management firm, Martin Fromm and Associates, Inc., of Kansas City, Mo. When we decided to make a change, we looked at several different management firms to see what they could offer us. After hearing the Fromm presentation in Indianapolis, we felt that this was a company that could manage the Piano Technicians Guild in an efficient, businesslike way while keeping hold of the basic values we've kept through the years.

We're at a point where we can take a look ahead to see where we'd like the Piano Technicians Guild to go. As I said

before, it's also a time to take inventory ourselves. Here are some of the things I'm thankful for:

That some of my best friends are piano tuners.

That there are a heck of a lot of good piano technicians. I wish they all belonged to the Piano Technicians Guild.

That my wife Lu can spell and type. How else could you read my thoughts?

That so many good people are serving the Guild as officers and committee people. How else could I look so good?

That belonging to the Piano Technicians Guild is so exciting. It's the job of the afore-mentioned people to see to it.

That winter means that the heat has been on in most places, and it's time for the piano to be tuned.

*I'm thankful . . .
that belonging to
the Piano
Technicians Guild
is so exciting.*

Seems to me it's a good idea to take a few minutes every now and then to reflect on the good and the bad that has taken place. I'll bet, on review, you will find that the good things outweigh the bad, and by a wide margin.

I'm also thankful that you take the time to read this message. It helped me and I hope it helps you.

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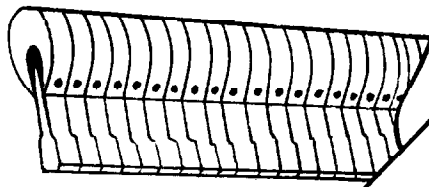
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Executive Director's Message



Barbara Parks
Acting Executive Director

Getting to Know You

Welcome to Martin Fromm & Associates, Inc. We're glad to be working with you.

As your acting executive director, I'm looking forward to getting to know more about the Piano Technicians Guild and actually meeting you. Please feel free to contact us here at the home office in Kansas City if you have any questions or if we can help you in any way.

At Martin Fromm & Associates, we believe that our job is to handle the details of keeping the associations we serve running smoothly. That frees the group's officers and committees to set policy and plan for the future. The direction for the Piano Technicians Guild can be set only by its members. You and the officers you select say where you want to go; we help make sure you get there.

In addition to my role as executive director, Larry Goldsmith will serve the Piano Technicians Guild full-time as its director of communications. His primary responsibilities will include editing the Journal or any other publications, plus working to obtain publicity and recognition for you, our members.

We also will call on the expertise of others on the MF&A staff. Our resources include experts in government affairs, association planning and administration, convention and meeting planning, finance, data processing, education and training and membership administration. It's like having your own staff of experts when you need them without having to pay for

them when you don't.

As with any other business, associations are facing challenging times. Those that are responsive and well-managed will grow and even flourish. Many of those that are not are already dropping by the wayside.

A guild, association or professional society, like any business, can prosper only if it is run like a business. Whatever else it does in the way of providing services and opportunities for its members to exchange information and set professional standards, it still must be self-supporting in order to continue. That's just common sense—you can't spend what you don't have, even if it is for a good cause.

That's where your paid professional staff comes in. At MF & A, we have years of experience in helping the groups we serve set realistic budgets and operate within them. We also have experience in planning for the future. The economic climate of a business or profession can change very quickly. It's necessary to develop a long-range plan, a direction in which we want to move. That will allow us to be flexible in meeting unexpected challenges while keeping an eye on the long-term goal.

There's one more thing that's necessary for the success of a professional

group. That's the support of its members and the industry that in turn supports them. It's an axiom that you get out of an organization exactly what you put into it. It's obvious that the Guild has been fortunate enough to have had many people who contributed more than their share over the years.

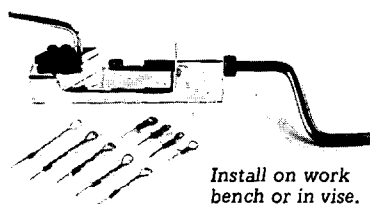
It's vital that members of an organization like this be informed about Guild affairs and participate in activities at all levels. We call on companies in our industry to support us with advertising in the Journal and in our annual conventions and other programs. Many of them have supported the Guild through thick and thin, and it's important that they know we appreciate their support.

It's also important that members be involved in Guild programs. The annual convention is a prime example. I'm only just beginning to see how much effort goes into putting together the Institute and the other convention-related activities. It's an opportunity to learn and share that you just won't find anywhere else. I'm looking forward to the convention personally, because it will be my first opportunity to meet many of you.

Those are some of the challenges and opportunities we'll be facing in the months to come. By working together to meet them, we'll all become stronger.

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 New York Philharmonic • 11 out of 11
 Oregon Symphony Orchestra • 3 out of 4
 Philadelphia Orchestra • 6 out of 6
 Pittsburgh Symphony Orchestra • 8 out of 9
 St. Louis Symphony Orchestra • 8 out of 8
 San Francisco Symphony • 17 out of 17
 Tulsa Philharmonic • 5 out of 5
 Utah Symphony • 3 out of 3

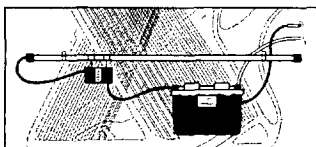




YES!

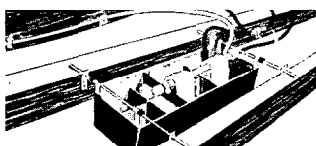
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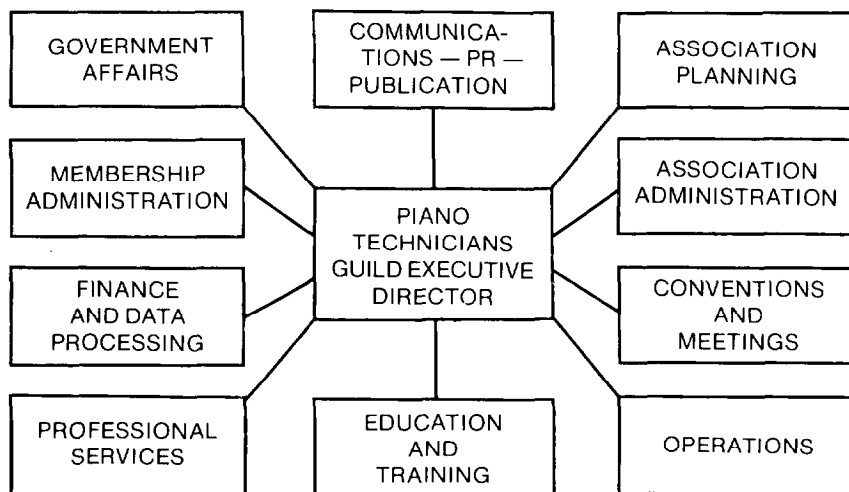
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Martin Fromm . . .

Continued from page 1

helped develop new industry standards and new methods of distribution.

Parks, who joined MF & A 15 years ago, currently serves as Executive Director of the Paint, Body & Equipment Association, having worked with that group since its inception eight years ago. Supported by an experienced staff, she carries the responsibility for all administrative duties for that group, including conference planning, budget management, directory publication and furnishing members with industry-related news and business reports.

"I'm looking forward to working with the Piano Technicians Guild," Parks said. "It's a group of dedicated people with a strong history, and I think by working together, we'll be able to make the future even better!"

The Guild's official publication, *Piano Technicians Journal*, and other publications and public relations responsibilities will be managed by Communications Director Larry Goldsmith. Goldsmith recently joined MF&A from Hallmark Cards, Inc., where he managed a daily employee publication. He gained association management experience through several years' work with a 5,800-member national association of golf course superintendents, where he edited and produced member publications, managed member and media relations, conducted market research, assisted in convention planning and handled special projects.

Although the change to new manage-

ment will not be official until Jan. 1, 1984, MF&A already has assumed many Guild management responsibilities. Final arrangements are now under way for the 1984 convention July 2-6 in Indianapolis, Ind., and planning has begun for the following year's convention, which will be in Kansas City.

New headquarters offices for the Piano Technicians Guild will be at 9140 Ward Parkway, Kansas City, Mo. 64114. The telephone number there is (816) 444-3500. The office is open from 8:30 a.m. to 4:30 p.m. (Central) Monday through Friday.

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Indianapolis Institute '84

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Members in any Guild classification may participate. Class time for each person will be 20 minutes. The class period will be 1 1/2 hours, which will allow four different subjects per class.

This volunteer-type class has been well-attended for the past three years in the

New England Regional Seminars. If you plan to be in Indianapolis and would like to do a 20-minute mini-technical class, please let me know as soon as possible.

If you have not attended a recent Annual Convention, and think you have seen it all, you will have a pleasant surprise coming your way in 1984! Trust me, there will be very few repeats this year. There also will be a lot of new technical material and new instructors. We plan on having a special rebuilding class, which I am sure will be unique.

In place of tuning tutoring, there will be a tuning forum class. Quite a few of the companies will have all-new classes. There will be a special treat for the player piano enthusiasts. We also will have one priority class for the visually handicapped each day.

One of the membership's most consistent requests, that of seeing the

Institute schedule before the Annual Convention, will be granted this year. The Institute schedule for this year will be in pre-convention issue of the Piano Technicians Journal. Each month, beginning with the January issue, I will highlight different parts of the Institute, so you will be well informed by the time Convention is here. You'll be able to plan your whole week of technical learning.

So mark your calendar now for July 2-5, for the Institute that will have more for you in '84.

Dick Bittinger
Institute Director '84

Nominations Requested for Executive Board

In compliance with the Piano Technicians Guild Bylaws, the Piano Technicians Guild Nominating Committee is requesting nominations for all 1984-1985 elective positions on the Guild executive board: president, vice president, secretary-treasurer and all regional vice presidents. Chapters may submit nominations and any member in good standing may offer his or her own name for consideration by this committee.

When nominee suggestions are received by this committee, the proposed member will be sent a consent-to-serve form and information on the duties of the office. Each nominee may submit no more than 15 lines of typed qualifications to the nominating committee for consideration together

with the signed consent-to-serve form.

The committee will prepare a list of nominees showing its selections for president, vice president and secretary-treasurer. All nominations received for the three offices and for the offices of the six regional vice presidents will appear in the May 1984 issue of the *Journal*, together with the committee's selections. In this way, the membership will be given information on every nomination received by the committee.

Please read the Guild Bylaws, pages eight and nine, for full information on the required nominations procedure. Nominations must be submitted no later than Feb. 1 to: Bob Russell, 1414 Lander Road, Mayfield Heights, Ohio, 44124, or call (216) 449-5212.

YES! I'm interested in "Winning at Indy 440."

Please send me registration and housing information for the 1984 Piano Technicians Guild Annual Convention July 2-6 in Indianapolis.

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The International Scene:

Tour of England, Scotland and Wales planned

Plans for a trip to England, Scotland and Wales in conjunction with the Piano Tuners Association Convention in Southport May 17-19 are well under way, according to Fred Odenheimer, chairman of the International Relations Committee.

A tentative schedule includes stops for professional tours, historical sites and some of the prettiest landscape in the British Isles. Odenheimer said that the tour would be limited to approximately 45 people, and more than 20 inquiries already have been received.

Cost of the tour will be approximately \$1,350, convention fees will be \$200 and airfare from Los Angeles International Airport is estimated at \$800, for a tentative total of \$2,350. The price is for double occupancy in hotels and includes full English breakfast and three-course table d'hôte dinner, transportation on luxury bus, portage and tour guides.

For more information, contact Fred Odenheimer, 15358 Wyandotte St., Van Nuys, CA 91406; or Dan Evans,

4100 Beck Ave., North Hollywood, CA 91604.

Here's a tentative schedule for the trip. Overnight stops are listed in boldface type and professional tours and stops are in italics.

May

- 9 Leave U.S.
- 10 Arrive **London**.
- 11 London, Oxford, Windsor Castle, **Windsor**.
- 12 Windsor, Winchester, Salisbury Cathedral, Stonehenge, **Exeter**.
- 13 Exeter, Plymouth, Dartmoor National Park, Wells, **Bath**.
- 14 Tour of Bath, Stroud, *tour of Bentley Piano Factory*, **Gloucester**.
- 15 Gloucester, **Hereford** (*visit Royal Normal College for the Blind, Piano Dept., Museum, Cathedral*).
- 16 Hereford, Wye Valley, 12th-century Tintern Abbey, Llangollen, Horse-shoe Pass, **Southport**.
- 17-19 *PTA Convention*, Royal Clifton Hotel, **Southport**. (Trips for spouses will be arranged).
- 19 Southport after lunch to Lake District, **Windemere**.
- 20 Windemere, tour of lakes, **Ayr**.
- 21 Ayr, Loch Lomond, Scottish Highlands, Loch Ness, **Edinburgh**.
- 22 **Edinburgh** city tour down Royal Mile, Edinburgh Castle, Palace of Holyrood.
- 23 Edinburgh, Abbotsford, Abbey ruins of Jedburgh, **York**.
- 24 York, York Minster, **Stratford-upon-Avon**, visit Ann Hathaway's cottage.
- 25 Stratford, Northampton, *visit Crown Foundry and Herrberger Brooks Action Factory*, **Cambridge**.
- 26 Tour Cambridge, **London**.
- 27 *Tour London*.
- 28 *Visit factory, showroom* in **London**.
- 29 *Depart for home*.

In Respectful Memory



Don Galt

Editor's note: Don Galt, a former technical editor of the Journal and a longtime member of the Piano Technicians Guild, died Sept. 9.

What a pleasure and privilege to have known Don Galt! Above all, he was a "gentleman's gentleman," a truly humble, gentle person overflowing with the desire to help his fellow technicians, and so very capable of same.

Very few of our members throughout the years have contributed as much to the Guild as Don. He was always very unassuming, never expecting or demanding glory or fame, but merely content to contribute what he could to the overall good of the Guild and its members. His devotion to editing the technical portion of the *Journal*, endless hours of writing his own works, interpreting the submissions of articles by members and non-members and answering their questions on an endless variety of subjects are all beyond comprehension.

The only reason for the successful life of the Piano Technicians Guild to date is the exemplary example of members like Don Galt. It seems like Don's passing leaves an unfillable void, but let's hope that another will come along to fill that void as closely as humanly possible.

Charles E. Burbach
Past President

Proposed Changes To Bylaws Requested

Any proposed changes to the Piano Technicians Guild Bylaws must be submitted to Ron Berry, secretary-treasurer, by Jan. 1. Changes in the Guild Bylaws may be proposed by chapters, committees or the Guild's Executive Board.

Send proposals to:

Ronald L. Berry, secretary-treasurer
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THE TECHNICAL FORUM

Jack Krefting,
Technical Editor

Vertical Rebuilding

One of the hardest working parts in the upright action is the jack, which must be strong enough to efficiently transmit power from the whippen to the butt, yet agile enough to escape instantly and be ready to get back under the butt for another blow. Under controlled circumstances, upright actions have been known to repeat at the phenomenal rate of up to 15 blows per second; and although that rate is unreliable, the fact that it can exist at all, under any circumstances, is impressive. The acceleration of the jack on escape-ment, for example, is considerably greater than that of a grand because of the upright's relatively short tender, when compared to the main arm. For these reasons, the condition of the jack is at least as important in a vertical piano as in a grand.

The three factors which one might consider to be the most important when reconditioning upright jacks would be the condition of the center, the contour and surface texture of the contacting profiles, and the condition of the return spring. Let's consider each of these for a moment.

The jack center must be the second most firm (after the butt center) in the action. There must be sufficient support at the bushing so the centerpin cannot move significantly downward even on a hard blow. The usual test for firmness involves disengaging the spring and holding the whippen vertically so the jack is approximately horizontal. From

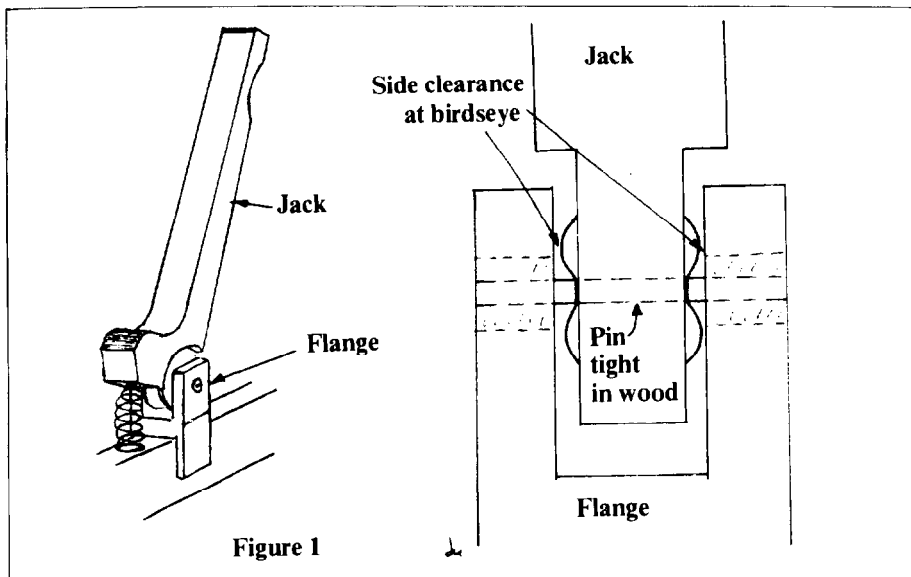
that position, goes the conventional wisdom, it should just drop of its own weight. A quick drop indicates looseness, while failure to move at all unless tapped means it is too firm.

The above test is valid only if both sides of the flange have the same torque resistance, and if there is side clearance between the birdseye and the flange. To test for the latter, grasp the jack as low as possible, next to the jack flange, and try to move it from side to side. There must be some clearance, as shown in Fig. 1, and when the jack moves, its centerpin must move with it, visibly back and forth in the flange bushing. To test for unequal torque without unpinning the jack, grasp the tip of the jack and try to move it from side to side

like a windshield wiper. If it will move independently of the flange, even a little, either one side of the bushing is loose or the birdseye itself is damaged. Rebush or replace the flange if necessary, and if the jack is split it should be replaced also.

Sometimes the jack is split at the birdseye because someone tried to repin with a much larger centerpin, say one several sizes larger than the original. Such a split will be invisible when the jack is unpinning, so to check for this it is wise to inspect the bottom of the jack, the part that is normally between the birdseye and the throat of the flange, before unpinning the jack. The split should be detectable then because the oversize centerpin is forcing it open. Having tried unsuccessfully to repair such a split, the recommendation from here is to replace the jack. Never ream the birdseye with a tapered reamer, incidentally, as this leads to wobbling jacks and walking centerpins. We have discussed pinning techniques before, and the same rules apply to this procedure.

The tip of the jack and the top of the tender should be smooth, with no burrs or bumps, and coated with a dry lubricant. Fig. 2 shows the recommended shape of the tip, with a $1/32''$ radius at the leading edge. After making sure that any imperfections are smoothed out with a point file or emery stick, lubricate any white wood showing on the contact profiles. If the existing lubricant is black, it is probably safe to assume that it is graphite and it can be touched up with the same material. Don't use powdered graphite, though, because it will make a mess of everything without staying where it is wanted. Stick graphite is available in artist



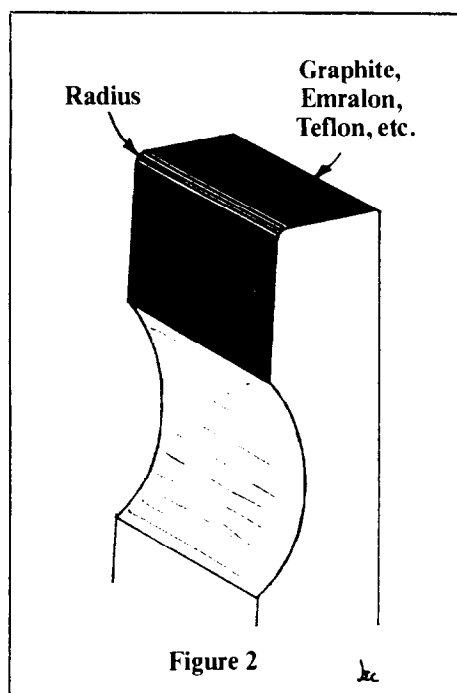


Figure 2

supply stores; rub it on and burnish it into the surface with a burnisher or the shank of a drill bit. Do not use graphite in a grease suspension, or any such commercial preparation, because the petroleum jelly will contaminate the butt skin and leave a gooey mess that will only attract dirt. Such concoctions as Dag and V.J. Lube are better suited to trapwork and hardware lubricating problems, and should not be used in the action.

Direct vs. Indirect Blow

QUESTION: "I am writing to put a vote in for a topic I would like to see covered in the Journal sometime; namely with upright action building, perhaps with dimensions already given. Why, for instance, did some fine old uprights have a direct blow, while others of fine quality used an indirect method . . . ?"

—Vincent E. Mrykalo

ANSWER: A direct blow is the simplest, easiest, cheapest and most efficient way of transmitting the force of the key to the whippen. This should not be taken to mean that pianos with a direct blow are necessarily better, however, because there are other factors to consider.

First of all, there is the vertical distance between the strike line and the key height, which will determine to some extent whether a direct blow is even possible. The keys must be placed at a reasonable height, generally established at around 28 or 29 inches from the floor. A full-size vertical action is around nine inches tall, not counting

action brackets, so if our strike line is in the vicinity of 37" or 38", a standard action can be used, with whips directly over the capstans. This is a fairly good description of the typical studio upright, 44 to 46 inches tall overall.

IF we make a 38" to 41" console, we will have to sacrifice direct blow or full-size parts, one or the other, to make it work with the relatively low strike line. On the other hand, we can make our studio piano taller without necessarily losing direct blow, but some other compromises must be made. Fig. 3 shows one of the design requirements of a good action, which is to minimize sliding friction between the whip cushion and the capstan. If the height of the keys has been established, and the action is placed in position at the strike line, we draw a line from the whippen flange center to the fulcrum of the key. With the key at half dip, the capstan screw or dowel should touch the whip heel somewhere along the line shown in 3A. Where along that line should it be placed? Well, if we are only thinking about minimizing sliding friction, anywhere along the line will do. As the contact point is moved down the slant toward the balance rail, we would simply have to shorten the capstan dowel and lengthen the whip heel.

The problem with this is that the keystick ratio is affected with any such change, so in order to provide enough lift at the whippen, we must increase the

key dip as we move the capstan toward the balance point of the key. Pianists will complain if the dip is less than 3/8" or more than 7/16", so we must at all costs keep the dip within that 1/16" tolerance. This limits the amount of fore-and-aft movement we can consider. Another problem which becomes increasingly apparent as the piano height increases is that the whip heel, if unusually long, will add a noticeable amount of mass to the whippen, with the attendant effect on action performance and touch weight. In shorter uprights, around 48" to 50" tall, this generally takes care of itself because as the keystick ratio shortens, more weight is required to return the key anyway, so if we didn't add the weight of a long whip heel we would have to add a weight to the back of the key.



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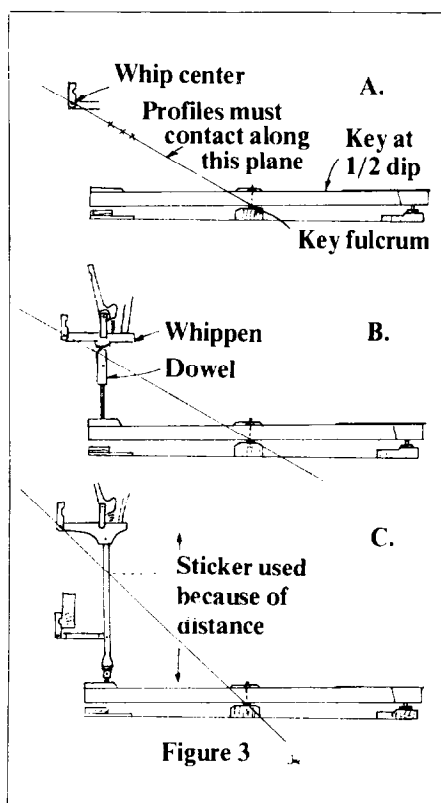


Figure 3

Piano Keys Recovered With

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In 3B we see an illustration of an attempt to make a taller piano without redesigning the whippen profile. The action was simply raised a bit, and the capstan wire lengthened accordingly. It will work that way, after a fashion, but there will always be a hint of sluggishness even when it is in perfect regulation, because there will always be too much friction no matter what any technician tries to do in the way of lubrication. A better solution for the tall upright, say one over 52" or so, would be a sticker arrangement as shown in 3C. This provides for minimum friction and allows for virtually any height discrepancy between keys and strike line. This can go either direction, as a matter of fact, because in inverted form it becomes a spinet or drop action.

The only problem with the sticker action so far as I know, other than higher cost, is that it is somewhat more difficult and time-consuming to regulate damper spoons; however, in view of how seldom that job needs doing, I wouldn't consider that a serious drawback.

The only problem with the dowels on wires, aside from the fact that lost motion adjustments made after hammer wear and filing can bring the contact point above the line, is that the balance rail bushings become much more important; they not only control the rocking of the key, but in this design they also prevent side-to-side wiping friction of the dowel on the whip cushion. Such friction feels, to the pianist in certain playing situations, like additional touch weight.

Technical Tips

Here's a tip from Nancy Hazzard of the New York City Chapter:

Dear Jack,

This idea is so logical it seems that it should have appeared in the Journal long ago, but since I don't recall ever seeing it or hearing about it I'll take credit for it for now.

When removing a muffler rail or ukelano rail for tuning there is always a distinct possibility of dropping the spacer buttons down into the action. The problem becomes more difficult if you drop the button into a player action.

Before unscrewing the button, mark the top and front to facilitate repositioning it later. When you have the button unscrewed, tie a piece of string through the hole leaving a tail

about eight inches long. When you are ready to put the button back, wrap the string around your finger. That way you can easily retrieve it if it is dropped. There is no need to remove the string. Just leave it there ready for the next tuning.

By the way, the "string" is unwaxed dental floss. It's very strong and a whole spool of it takes up almost no room in your tool case. I've even used it to tie back spinet wires in a pinch.

IN CONCLUSION

Please send all technical material for publication to me at this address:

Jack Krefting, Tech Ed, PTJ
(mark it "personal")
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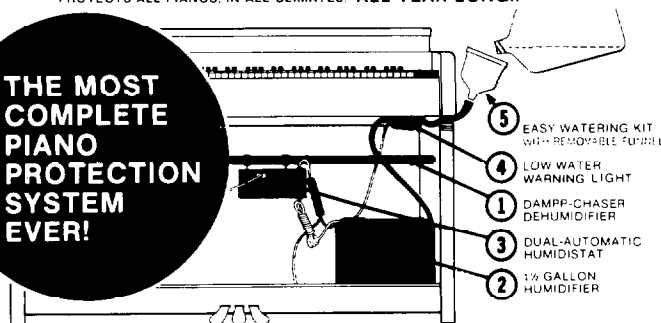
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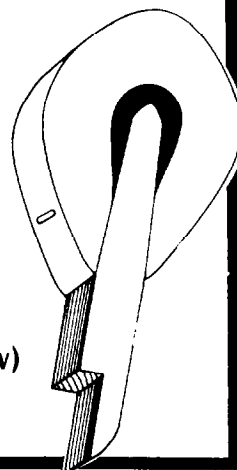
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Feb. 17-19

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South Bay Chapter
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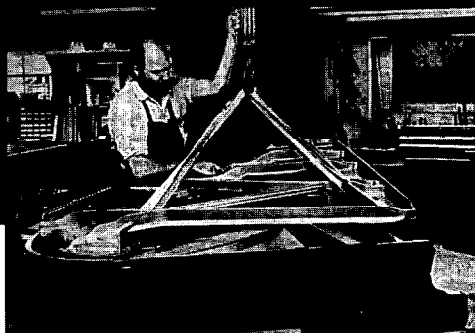
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President's Message

The beautiful Christmas season is here once again. It hardly seems like a year since I put the trimmings away! But what a delightful time of the year—I look forward to it with great anticipation. Somehow the thought of Christmas gives me renewed energy. I love to entertain and have friends in whom we haven't had enough time with during the year. It's a special time for family to come. I love the festivities, the busy streets, the bustling crowds in the downtown stores! Everything seems so right and so beautiful.

In the book entitled "Let's Keep Christmas," author Peter Marshall says, "Would that it lasted all year for on Christmas Eve and Christmas Day all the world is a better place and men and women are more lovable. Love itself seeps into every heart and miracles happen." I'm sure you will agree with me that all year might be a little much, but the excitement and the spirit of Christmas is so beautiful, it does linger in our hearts throughout the year.

As we celebrate Christmas 1983, Dick and I want you to know how very much the Guild and the Auxiliary mean to us. You, our friends so dear, will be in our thoughts as we enter the Christmas Season. There is no possible way we can have you all in our home, call you on the phone to wish you a Merry Christmas, or even send a personal note to you individually. We can, however, take this opportunity to let you know that you are truly *a part of our family!* In fact, *you are family!* We love you—we appreciate you—and we want you to know that we wish you the most wonderful and blessed Christmas you have ever had.

Our Twin City Chapter always has a great Christmas party at one of our lovely restaurants in St. Paul. It's a time just for fun—absolutely no shop talk! It is one time when just about everyone comes. It's so great to have the evening together, to share, to get acquainted with new people. You can feel the bond of love. It's that same feeling at seminars and at the convention. *It's called "family."*

You can tell by my letters to you each month that I am a very sentimental person. If I could accomplish one thing in my term of office, it would be to let you know how special I really think each of you is! At this Christmas time, let me say you are very, very special. You are loved. *You are family.* Although we can't be together you will be in our

thoughts. God bless you each one. Have a marvelous Christmas.

Belva Flegle, President

From the Treasurer

While filling out the form for the Buffalo seminar, I was reminded of the first seminar I attended there. When I walked into the meeting room I heard terms like "soundboard," "ribs," "bridges," and "bellying a board." I walked out of there with visions of a soundboard press being in my kitchen. (We already had a number of pianos in it.)

There was no Auxiliary function at this seminar, but since then it has been my good fortune to attend many seminars and conventions with interesting and informative programs on basic technical work, business practices, healthful hints, crafts, care of plants and tours of interesting places. We've made many friends in the Guild and Auxiliary and always look forward to seeing them. Local chapter meetings can be interesting and fun times, too, if you participate.

Wishing you all the best for a Happy Holiday Season and a bright New Year,
Kathryn Snyder, Treasurer

Dues Due

As treasurer I must remind you it's time to pay Auxiliary dues for 1984. Every member should have received a notice for dues by now. Send your check for \$5.00 (new members \$8.00). Make sure your name, address and zip code are correct. Mail to Kathryn Snyder, 79 Furnace Street, Robeson, PA 19551.

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From the Corresponding Secretary

Bert Sierota reports that the Sunshine Committee is finally complete. The work of this committee is to keep in touch with members of each of the regions, sending cards and notes when appropriate. Please let these representatives know the names of people who might enjoy receiving a card or a note from the Auxiliary at this time:

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30 East Gray Street
Sandstone, VA 32150

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1121 West Drew Avenue
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Would a New Year's Resolution Help?

Sometimes it helps a person, two persons or an entire company of persons to sit down and reflect on the year past and the year to come before any plans for the new year are made. Some people like to draw up specific resolutions and then try to follow them. There are probably many resolutions you could think of to make concerning your personal life; perhaps there are some it might be good to make concerning your business life.

It has often been pointed out before that most self-employed piano technicians do not carry on their businesses without those businesses having some effect on the other people in the family. Therefore, it might make sense for you to sit down as a family to examine resolutions that might be made for the coming year. Here are some possibilities:

1. We resolve to run our business and not let it run us or run us down.
2. We resolve to keep better records so we don't miss any tax deductions on our 1984 return.
3. We resolve to plan some time together away from the business, and not to let anything change our plans.
4. We resolve to try to be realistic about how long it takes to complete a job, whether it is a complete rebuilding or a piano tuning across town, so that the customers don't get upset when work isn't done on time.
5. We resolve to try to stick to the timetable we made in resolution #4.
6. We resolve to appreciate the fact that people call the house to give us business and to bring money into our household . . . even when those calls come at inconvenient times.
7. We resolve to plan ahead so we can afford to attend some seminars and conventions.
8. We resolve to encourage each other along the way and to be grateful we have work coming in even if it doesn't come as fast as we might like for it to.
9. We resolve to give back a little service to the Guild and the Auxiliary because they are both fine organizations which have given a lot to us and to our business.
10. It seems that all good New Year's resolutions come in neat little packages of ten, so perhaps you have a tenth resolution that is tailor-made to your situation. Perhaps you can make improvements in your business and its relationship to your lives without any resolutions at all. At any rate, let's look forward to a year that brings us the best of everything. Happy New Year!

—Julie Berry

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don't have the winter blahs you might want to go ahead and buy a couple of suncatchers to keep on hand. You can find Louise's address in the box at the beginning of this column.

Where is the next national convention?

— Indianapolis
Is it going to be a good one?
— Definitely.
Will there be things for me to do as an Auxiliary member?
— Many things. Fine things. Enjoyable things.
When should I start planning?
— Now.
Where do I get all the details?
— Keep watching the *Journal*.
Ok.

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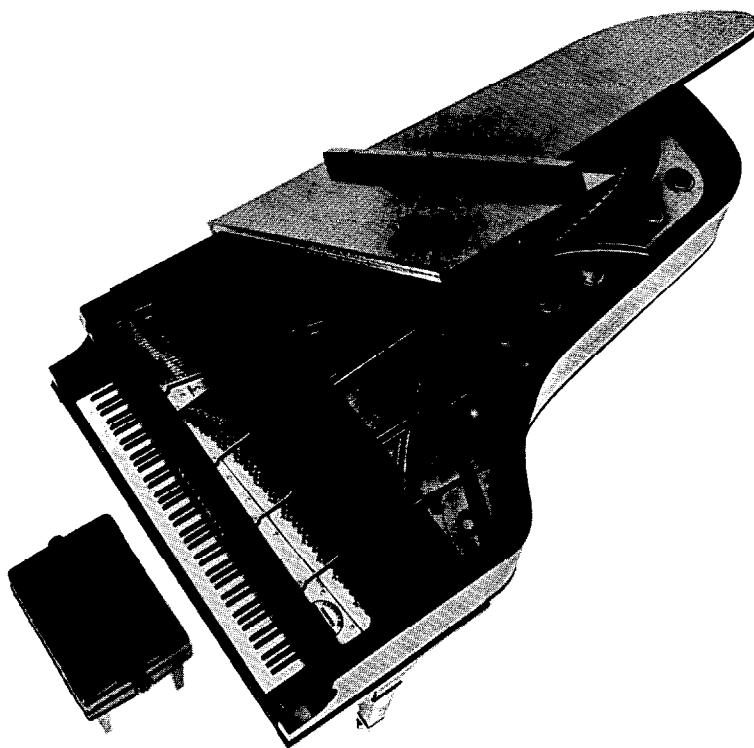
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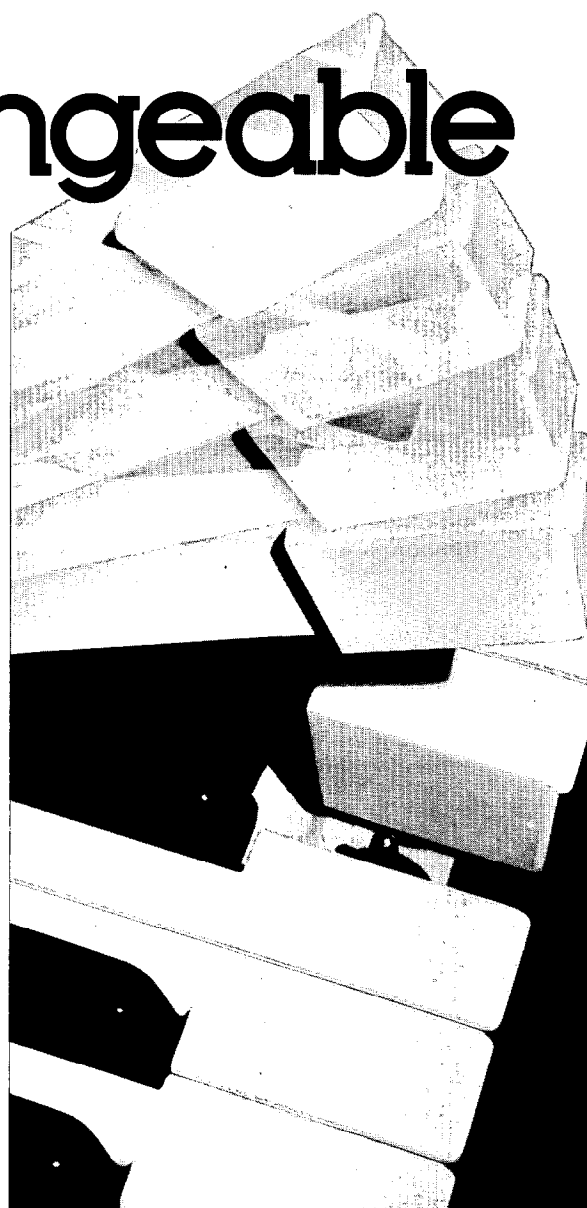
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