

GOOD VIBRATIONS

OCTOBER 2009

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PRESIDENT'S MESSAGE

RUTH VAN DINE, RPT

The summer has come to an end. We kicked it off with a chapter "End of the Summer" party at my home. We had a great time sharing around the table, playing horseshoes and a wacked out version of croquet (we became well acquainted with the bushes).

Our September meeting at Avery Piano was very well attended.

Scott Jones presented his newest product the TouchRail system. A truly easy way to lighten up the feel of a grand action.

Our plans for the NEECSO meeting

in Warwick at the Sheraton Airport Hotel the latter part of April 2010 continue to move forward. Something for all to think about -- we will be needing volunteers from our chapter to help with a variety of tasks, everything from gathering items, compiling attendee packets to signing up for a shift during a seminar.

This month's meeting will be taking place at my in-home shop. We will be reviewing polyester finishes - history, repair and care.

See you all soon,

Ruth

BUSINESS MTG & TECHNICAL:

- **October 15, 2009**
- **7pm at Ruth Van Dine's shop, 62 Stokes St Warwick, RI 401-921-2456**
- **5:30pm Dinner at Chelos 2225 Post Rd Warwick RI 401-737-7299**

OCTOBER MEETING

POLYESTER FINISH – RUTH VAN DINE, RPT

Many pianos now have polyester finish.

- How do you tell if it is a polyester finish?
- How is a scratch or chip fixed?
- What do you tell your customer about the care of a polyester finish?

Ruth has been working with polyester for over 10 years and is going to show you how to evaluate a finish, care for a simple scratch and take you through the process of polyester work.

DIRECTIONS FOR OCTOBER 15TH

Meeting 7pm: Directions to Ruth's piano shop & home: 62 Stokes Street, Warwick, RI 02889 Phone: (401) 921-2456

Rte-95. Exit-13 for TF Green Airport, Warwick RI. 2nd Exit (just before airport) onto Rte 1 - Post Road.

Turn Left under overpass, go .7 mile.

Turn Right at Mobil station onto Airport Road, go 1.5 mile. (This road goes thru the north end of airport.)

At big intersection, continue straight onto West Shore Road, Rte 117 (not 117A). Dave's Supermarket was on your right, Walgreen's was across the intersection on the left.

Go 1.9 miles, (2 flashing lights & 1 traffic light) thru Conimicut village.

Turn Left on the far side of the Valero gas station onto Stokes St.

#62 is a 2-story Tan house with green door and shutters on Right a few houses down. It is across the street from a single story brick building (the Avalon Nursing Home).

Google Maps: <http://tinyurl.com/es4xs>

Dinner 5pm: Chelos Homtown Bar & Grill 2225 Post Road Warwick, RI 02886 Phone: (401) 737-7299

Rte-95. Exit-13 for TF Green Airport, Warwick RI. 2nd Exit (just before airport) onto Rte 1/Post Road.

Turn Right onto Rte 1/Post Road & go to next light 0.1 mi Turn Right into Chelos Restaurant.

Tid Bit —

“Good judgment comes from experience and experience comes from bad judgment.” - Barry LePatner

TECH TIP—SANDING PADDLES

From Soundboard Cracks, newsletter of the New Jersey Chapter of the Piano Technicians Guild

Wooden paint stirring paddles, free from your local hardware store, make great hammer-shaping paddles. A little contact cement, and your favorite grit of sandpaper, and you're ready to go in under 15 minutes! Don't forget to cut the sandpaper on the backing side, to save your blade. When they wear out, just throw away and make a new one.

The paddles can also be cut to about 3" lengths, to serve as handles for "shoe-shine" type hammer polishers. Just cut emory cloth to length and width as desired, and attach about a 1/2" overlap with contact cement to the end of the paddle.

TIPS TO SECURE AND RETAIN CUSTOMER LOYALTY

by Amy Nutt from the Signarama Newsletter

Businesses appreciate every sale but a sale made to a repeat customer is a virtual seal of approval. Customer loyalty keeps businesses running and is very sought after. What is it, however, that gains and maintains customer loyalty? Basically it is making and keeping the customer happy, (customer satisfaction). There are many ways you can achieve this and the more ways you incorporate into your business practices, the more likely you are to get and keep customer loyalty.

- Provide a good product or service: This seems like a no brainer but make sure you are well representing what you are providing.
- Always give the customer more than they were expecting. This doesn't mean losing money. It just means people like to be pleasantly surprised and when they are, they tend to do business there again.
- Make sure your policies are posted where customers can see them
- Deliver what you promise
- Try to handle disputes amicably. These aren't always possible but make a good faith effort. You may just turn an unhappy customer into a repeat customer.
- Offer a unique twist to your website and your business. Make your business stand out from the rest
- Follow up on a sale. This doesn't mean necessarily trying to get another sale but acknowledge the customer and they will more than likely want to shop with you again.

Customers like a personal touch and yet appreciate good business practices. Displaying the right amount of both could make the difference in securing and retaining a customer's loyalty. If they are happy with the product (or service) and happy with the way they were treated, chances are they will continue to buy from you.

You should never take any customer for granted. People can be fickle and there is fierce competition for every dollar spent by a customer. If your business stands out for any reason in a positive way, the customer is more likely to continue to buy from you. It only takes one negative experience to lose a customer, however, so try to keep the customer happy. The customer may not always be right, but they are your bread and butter.

People like knowing what they are getting. They also like getting what they feel are more than what they paid for. Any little extras you add are a plus. This can mean something as simple as a "Thank You" sticker on the package or a personalized card inside. If you aren't willing to show appreciation to your customer, someone else will. Once you get customer loyalty, you can continue to sustain it by offering frequent shopping rewards or something similar. Customer appreciation coupons are another good way to keep customers coming back.

Every effort you make toward providing a pleasant shopping experience helps to get and keep customers happy. If a customer is happy and satisfied with a product and customer service, chances are they will be back to shop with you again. And don't forget..... Their satisfaction could lead to more referrals.

FOR SALE

Tool Sale:

Nooni Baligian, RPT has announced he is selling all of his piano tools. Nooni's collection spans a lot of years from a lot of different tool suppliers, most of which have gone out of business. If you are interested in any/all, please contact Nooni at (401) 885-8855

1969 Aeolian Chickering 5'1" baby grand, with mahogany finish. Action original and in good condition. Asking \$2,900. Please call 508 725-6700

1955 Everett Studio, Satin Ebony, no bench \$650

1968 Baldwin Hamilton Studio, Satin Ebony, no bench \$650

Call Ruth if interested 401.921.2456



HISTORY OF THE PIANO

By Vince Mrykalo, RPT from Sound Advice, newsletter of the utah valley chapter of the Piano technicians guild

J.K. Booth, Salt Lake City, was recently notified by the US Patent Office that his application for a patent on his hammer voicer press has been allowed.

The tool invented by Mr. Booth was pictured and described in this magazine, Dec. 1950 and was demonstrated by Mr. Booth at the American Society convention in Los Angeles earlier that year. The purpose of the voicer press is to reshape the hammers that have become flattened through use, restoring their original shape by pressure and the application of steam. According to the inventor, a complete restoration is possible, much superior to the old method of filing away the felt to obtain the proper shape.

The press is being manufactured by the C.M. Roestenburg Co., Salt Lake city and is reported to have had a wide sale throughout the nation. Mr. Booth's address is 2512 E. 3080 South in Salt Lake City.



MINUTES OF THE SEPTEMBER MEETING OF THE RIPTG

Minutes of the September 18, 2009 Meeting of the RIPTG

Location: Avery Piano – 256 Weybosset St. Providence

Present: David Flanders, RPT, Mike Shaw, Wade Johnson, RPT, Ruth Van Dine, RPT, Kirk Russell, RPT, Larry D. Brown, Pat Selemon, RPT
Barbara Renner, RPT, David Dragone

Guests: Scott Jones, RPT, from Pitchlock, and Richard Hundley from Avery.

Call To Order: 7:05 PM

Quorum: A quorum was established.

Approval of minutes for previous meetings: Minutes of both May and June 2009 meeting were accepted as written.

Treasurer's Report: Accepted outgoing treasurer's report after review by Mike Shaw.

Corresponding Secretary's Report: None

Executive Board Report: None

Other Committee Reports: None

Old Business: None

New Business: None

Closing Remarks: Reminder of upcoming technicals for October and November 2009 by Ruth Van Dine

Good of the Order: None

Adjournment: 7:10 PM

Respectfully submitted,

Dave Dragone
Secretary



GOOD VIBRATIONS

Newsletter Editor:

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“All expressions of opinion and all statements of supposed facts are published on the authority of the editor as listed and are not to be regarded as expressing the views of this chapter or the Piano Technicians Guild unless statements or opinions have been adopted by the Chapter or the Guild.”

Upcoming Meeting Dates:

- **Nov 16th** – Rebuilding a Mason & Hamlin Screwstringer—Amy Banovich-Tiernan, RPT @ Wade Johnson’s Home, Gloucester RI
- **No Meetings Dec and Jan**—See you in Feb 2010
- **April 29–May 2, 2010** NEECSO @ Sheraton Providence Airport Hotel, Warwick RI

www.ptg.org/necso

**NEWSLETTER OF THE RHODE ISLAND CHAPTER OF THE PIANO
TECHNICIAN’S GUILD, INC.**

CHAPTER INFORMATION:

CHAPTER OFFICERS / EXECUTIVE BOARD

President.....Ruth Van Dine, RPT
Vice President.....David Flanders, RPT
Immediate Past President...Wade Johnson, RPT
Treasurer.....Michael Shaw
Secretary.....David Dragone

Examining & Testing Committee: David Flanders, RPT (chair), Tom Roy, RPT & Patricia Selemon, RPT

Librarian: Joel Levine

Newsletter: Ruth Van Dine, RPT

Publicity and Public Relations: Executive Board

Newsletter: Free to R.I. Chapter members, certain National PTG officers, and reciprocally to other newsletter editors.

Non-members may subscribe for \$8.00 per year.

Advertising: Free to members, non-members \$20; three months listing in this newsletter and on our website.



Rhode Island Chapter