2020
PTG Convention & Technical Institute
Communication, Education, and Inspiration
Orlando, Florida
July 29 - August 1, 2020
Doubletree by Hilton Orlando at SeaWorld
convention.ptg.org
Come be inspired and join us in sunny Orlando July 29th - August 1st for the 2020 PTG Convention and Technical Institute. Expand your skills and experience from classes ranging from the intense hands on experience of the ever popular Actionpalooza or Learn to Play Piano in 90 Minutes! With a focus on Communication, Education, and Inspiration, Orlando will be a new opportunity to expand your experience and knowledge. Yes, we have many of the usual popular courses but have you seen what else is being offered? Wow! Check out the course schedule and you will be surprised. We have many new classes and Instructors. Don’t miss out on the courses being offered by our friends from Australia, China, and Japan. Voicing, regulation, tuning and damper work will all be covered by our honored guests. The Orlando area is also full of a great variety of things to do and see. Plan some fun while you add to your skills and knowledge during this year’s PTG Annual Convention & Technical Institute.

See you in Orlando!

Ingrid Kraft, RPT, 2020 Institute Director

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<th><strong>MEMBER FEES</strong></th>
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<tr>
<td>PTG Member - Full Registration</td>
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**Business Manager’s Special - $69**
If someone working with your business would like to attend Institute business classes, take advantage of this special registration option. For only $69, experts in the field will share resources, knowledge and skills that affect the job of a business manager. Business Managers registration must be accompanied by a full convention registration.

Full registrations include one Golden Hammer Banquet ticket — Banquet tickets are not included with weekend registrations.

| **LIMITED ENROLLMENT CLASSES** | $60 | **Tuning Tutoring • One-on-one** |
| Actionpalooza - (Limit 24) - Thursday - All day | | Wed. | Thurs. | Fri. |
| Tuning Tutoring • One-on-one | $120 |

**TOUR**
Great Day in the Park - Day Trip to Winter Park $124 per person.

Thursday, July 30
Includes transportation, Morse Museum, guided walking tour, lunch, shopping and a scenic boat tour.

See page 4 for more information.
Daily Schedule

Sunday, July 26
8:00 am - 5:00 pm .................. PTG Board Meeting

Monday, July 27
8:00 am - 3:00 pm ................. PTG Board Meeting
3:00 pm - 6:00 pm .................. Delegate Check-in
8:00 pm ................................ Potter School Reception

Tuesday, July 28
7:00 am - 7:45 am .................. Delegate Check-in
8:00 am - 5:00 pm ................. Council Meeting
7:00 pm .................. Opening Session/Awards Presentation
8:30 pm - 11:00 pm ............ President’s Welcome Reception

Wednesday, July 29
8:00 am - 9:30 am .................. Institute Period 1
10:30 am - Noon .................. Institute Period 2
Noon - 4:30 pm .................. Exhibit Hall Grand Opening
1:30 pm - 3:00 pm .................. Institute Period 3
3:45 pm - 5:15 pm .................. Institute Period 4
5:30 pm - 7:00 pm .................. Institute Period 5

Thursday, July 30
6:30 am - 7:45 am .................. Regional Meetings
(Free Continental Breakfast)
8:00 am - 9:30 am .................. Institute Period 1
9:00 am - 5:00 pm .................. Winter Park Tour
9:00 am - 1:30 pm .................. Exhibit Hall Open
10:30 am - Noon .................. Institute Period 2
1:30 pm - 3:00 pm .................. Institute Period 3
2:45 pm - 4:30 pm .................. Exhibit Hall Open
3:45 pm - 5:15 pm .................. Institute Period 4
5:30 pm - 7:00 pm .................. Institute Period 5
8:00 pm ............................ Kawai Concert

Friday, July 31
8:00 am - 9:30 am .................. Institute Period 1
8:00 am - 5:00 pm ............... PTG Foundation Board Meeting
9:00 am - 1:30 pm .................. Exhibit Hall Open
10:30 am - Noon .................. Institute Period 2
Noon - 1:30 pm .................. Leadership Luncheon*
1:30 pm - 3:00 pm .................. Institute Period 3
2:45 pm - 4:30 pm .................. Exhibit Hall Open
3:45 pm - 5:15 pm .................. Institute Period 4
5:30 pm - 7:00 pm .................. Institute Period 5
7:15 pm - 7:45 pm .................. Barbershop Chorus
8:00 pm - 11:00 pm ............. Yamaha Reception

Saturday, August 1
8:00 am - 5:00 pm .................. PTG Board Meeting
8:00 am - 9:30 am .................. Institute Period 1
9:00 am - 1:30 pm .................. Exhibit Hall Open
10:30 am - Noon .................. Institute Period 2
1:30 pm - 3:00 pm .................. Institute Period 3
2:45 pm - 4:30 pm .................. Exhibit Hall Open
3:45 pm - 5:15 pm .................. Institute Period 4
6:00 pm - 7:00 pm ............ Cocktail Reception & Photo Booth
7:00 pm ............................ Golden Hammer Banquet

Sunday, August 2
8:00 am ............................... Chapel Service
8:00 am - Noon .................. PTG Board Meeting

*Invitation Only
(Schedule is subject to change)
Monday, July 27
Potter School Reception – 8 PM
Sponsored by the Potter School of Piano Technology

Everyone is welcome to join in this casual gathering. Catch up with old friends and make some new ones. It’s a great way to start off the week.

Tuesday, July 28
Opening Session – 7 PM
We’ll announce PTG award recipients for 2020 and start the convention with a preview of the outstanding lineup of classes and special activities scheduled for this year. You’ll have an opportunity to win some nice prizes and join in the fun as we launch our 2020 convention.

President’s Welcome Reception – 8:30 PM
PTG President Paul Adams invites you to join him in a fun-filled evening of food, entertainment and socializing. Everyone is welcome!

Wednesday, July 29
Exhibit Hall Opening – Noon
Get a first look at many of your favorite suppliers, manufacturers and vendors in the PTG Convention Exhibit Hall. Enter a drawing, consult with a company rep and start shopping.

Thursday, July 30
Great Day in the Park
Day Trip to Winter Park – 9 AM
$124 per person. See one of Florida’s best kept secrets, the enchanting city of Winter Park, Florida. This quaint town has a rich history as a southern destination for many celebrities and wealthy northerners. Enjoy a guided tour of the Charles Hosmer Morse Museum of American Art featuring the works of Louis Comfort Tiffany, a walking tour of some of the highlights of the downtown area with its European-feel cafes, shops and brick streets, and lunch on Park Avenue with time for shopping. Your day ends with a relaxing, scenic boat tour through the lakes and canals around Winter Park. You’ll see breath-taking mansions as well as local wildlife among natural settings. Fee includes all transportation, museum admissions, lunch, guides and the boat tour. Only 30 spaces available, so don’t wait to sign up.

Kawai Concert – 8 PM
Kangwoo Jin In Concert
Sponsored by Kawai

Praised for his “refined tone quality with immensely powerful energy” (Chosun Daily Newspaper), Korean pianist Kangwoo Jin is an accomplished pianist who has won prizes in numerous competitions, including the Korea-Herald Newspaper competition and the Eumyoun piano competition. He also performed in the debut concert at the prestigious Sejong Arts Center (Seoul, Korea) in 2005, sponsored by the Chosun Daily Newspaper. He is the recipient of the J. Battista Scholarship for performance excellence at Indiana University and the prestigious Collins Distinguished Fellowship for his doctoral studies at the University of Wisconsin-Madison. Jin is currently a faculty member at the Wisconsin Conservatory of Music while also teaching piano classes through UW-Madison Division of Continuing Studies. https://www.pianistkangwoojin.com

Friday, July 31
Barbershop Chorus – 7:15 PM
Get set for some splendid harmony featuring barbershop standards and some surprises with a PTG-twist. Led by Bill Davis, RPT, this volunteer group has filled the room and charmed PTG convention audiences for over 35 years. Like to sing? You can be a part of this co-ed group. Just sign up when you check in at the PTG Registration Desk.

Yamaha Reception – 8 PM
Sponsored by Yamaha Pianos

Follow up the Barbershop Concert with another opportunity to spend time with friends in an informal setting. Enjoy the complimentary dessert bar and music. Take a swing around the dance floor if you dare! Cash bar available.

Saturday, August 1
Golden Hammer Banquet
Cocktail Hour – 6 - 7 PM
Join us as we celebrate this year’s Golden Hammer Award recipient. Enjoy a full course dinner, celebrate this year’s convention and get a sneak peek at our 2021 event. Banquet tickets are included with full registrations. Additional tickets are available for purchase from the PTG Registration Desk.

Sunday, August 2
Chapel Service – 8 AM
PTG volunteers will be leading a 60-minute non-denominational service of music and inspiration.
Institute Team Class Picks

**Back Weighting Upright Keys – The Ultimate Improvement**  
Joe Garrett, RPT

**Street Pianos – Not just a Pretty Case**  
Gina Bonfietti and Amy Tiernan, RPT

**Horizons, Lines, and Intersections**  
Michael D. Reiter, RPT

**You Don’t Know Jack**  
Nathan Mills, RPT

**Harpsichord Basics for Piano Technicians**  
Jason Cassel, RPT

**Building a 12-Week Apprenticeship Training Program**  
Tim Barnes, RPT

**Dead Simple Method for Pure 12ths Tuning**  
David Andersen

**Rebuilders Grab Bag, Action Edition**  
David Hughes, RPT

**Collaboration in Action Rebuilding**  
Gary Telleen, RPT John Gallen and Melanie Brooks

**Back Weighting Upright Keys – The Ultimate Improvement**  
Joe Garrett, RPT

**Practical Scale Design**  
Del Fandrich, RPT

**Reverse Design**  
Matt Hirschfelder

**Grand Action Weigh-off Simplified**  
Bruce Stevens, RPT & David Vanderlip, RPT

**Understanding Modern Player Pianos**  
Gregory Cheng, RPT

**Klunker Klinic**  
Jim Geiger, RPT

**From Rocks to Creampuffs: Voicing Difficult Hammers**  
Don Mannino, RPT

**Dampers From The Ground Up**  
Steve Brady, RPT

**Improving Upright Performance, 20 Tips**  
Starr Taylor, RPT

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July 29th - August 1st, 2020 • Orlando, Florida • Convention.ptg.org
Classes

(E) EVERYONE    (B) BASIC LEVEL    (I) INTERMEDIATE LEVEL    (A) ADVANCED LEVEL

Action Regulation

(E) Checking Your Regulation
Kevin Suzuki, Yamaha Corporation of America
This class will address several elements of action regulation related to the back-check. How this component fits into and affects the system of the piano action is often overlooked, misunderstood, or ignored. We will show a variety of illustrations and demonstrations to illustrate the importance of the back-check.

(I, A) Fine, Fast, Fastidious Grand Regulation
David Jenkin, New Zealand
Experience a very detailed revisiting of grand regulation in the piano. The goal is to present and assess different methods for each regulation procedure with an emphasis on accuracy. The class outline is based on a grand service package for a performance piano.

(I, A) Ghosting Let-off / Focusing Tone
Dave Conte, RPT, Ft. Worth, TX Chapter
We’ll explore the relationship of the string and hammer while in motion, and how to use it to maximize performance and for troubleshooting. You’ll have a hands-on opportunity if time allows after discussion and demonstration.

(E) Grand Action Regulation the Mason & Hamlin Way
Bruce Clark, Mason & Hamlin
A structured, rigorous method of regulating a grand piano is useful for all technicians. While this is the Mason & Hamlin way, the methods and processes will be useful on all grand pianos.

(I, A) Grand Regulation Actionpalooza
Rick Baldassin, RPT, Remner USA & Carl Teel, Salt Lake City, UT Chapter
This hands-on class combines the popular “Are You Regulationally Challenged?” and “Are You Still Regulationally Challenged?”

(E) Express Prep & Voicing
Paul Rea, Vienna International
Want to know how to achieve great and lasting results in the preparation, regulation and voicing of grand pianos? Find out how to give your client the most bang for the buck while making the most of your time and expanding your income potential.

(I, A) Find Your Number - Aftertouch on the Upright Piano
Keith Bowman, RPT & Mike Carragher, RPT Vienna/Hailun
Consistent aftertouch is the best way to achieve a smooth, even touch. Where do we start? Review action geometry - the relationships between moving parts. Apply diagnostic procedures to determine condition, and use that information to get the best out of each piano action. Find out what your aftertouch number is! Dampers - make accurate spoon adjustments in and out of the piano, set properly tensioned damper springs, diagnose damper tension from front-of-key, and more!

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(E) Relentless Repetition, Relentless Repetition, Relent......
Mike Reiter, RPT, Eugene, OR
This class will aid in the improvement of rapidly repeating notes on grand actions using normal regulation methods. We will take time to explore the ins and outs of some of the finer points of regulation and where the action loses the ability to reset before the key returns to the rest point.

(E) Servicing Acoustic Piano Actions in Digital Pianos
David Reed, RPT, Kawai
The piano world is changing, folks! There are Acoustic / Digital hybrid piano models being sold now that have standard acoustic piano actions in them, giving the pianist the touch response of an acoustic piano with the benefits a digital piano. This is a new market for us to take advantage of with only minimal learning, and as these hybrid digitals become more common and start to age, they will need us to maintain them. This class will give an overview of Kawai’s hybrid models, and practical advice to make it easier to work with these pianos.

(E) Horizons, Lines and Intersections
Mike Reiter, RPT, Eugene, OR Chapter
“Horizons” deals with the many planes found within the piano’s action from making an “aftertouch line” to how the internal adjustments of the wippen and aftertouch work and the coordination of the damper parts. We also deal with those events in the action that happen between the keys at rest and the final moments of key travel.

(E)Regulating: A Part of Everyday Service
Ryan Sowers, RPT, Puget Sound, WA Chapter
Often regulating is sold as a line item. It should be part of the ongoing service of everyday pianos. 10-15-hour regulations are often impractical and unnecessary. This class will inspire you to make regulating a part of your service routine as you boost your reputation, your income, and your clients’ piano playing experience.

(E) Upright Pianos with Grand-piano-repetition Point: Steingraeber SFM Magnetic Action and its Special Needs of Regulation
Alexander Kerstan, Steingraeber & Söhne KG
Grand feeling in upright pianos Steingraeber-Ferro-Magnet (SFM) means grand-piano-like, deep repetition for professionals

Fee: $60. Materials and tools will only be provided for 24 participants, but observers are welcome.

Classes
(E) Cloud-Based Client Management
Terry Miller, RPT, Sacramento, CA Chapter
Learn how to use free Google apps, wherever you are, to control and grow your repeat “best customer” business. Topics covered will include Part 1: The service call - from paper invoice to client and service history detail entries, establishing the next appointment, confirming with a thank you, billing and A/R help, and Part 2: Admin and marketing, using Gmail as a getting-things-done tool, controlling your email, calendar, calculus, answering FAQs quickly, sending targeted bulk emails and IRS issues. An “Apps Use Matrix” will be handed out at the end of the class.

(E) Dealing with Difficult Customers
Tim Barnes, RPT, Gazelle Network & Torger Baland, Twin Cities, MN Chapter
Develop a playbook for how to turn difficult situations into positive reviews. We will discuss how to diffuse tough situations, handle different personality types, and respond to negative online reviews.

(E) How to Write an Effective Newsletter
Kestrel Curro, RPT, Southeastern Pennsylvania Chapter
We will focus on writing an effective newsletter for your clients. We will cover letter structure and how to keep it engaging. Basic writing style will be addressed and will also cover common issues. I will offer topic ideas and how to find new topics. Most importantly, we will discuss the benefits of an effective newsletter.

(E) Selling and/or Buying a Piano Service Business
Wim Blees, RPT, Hawaii Chapter
You’ve spent a lot of time building your tuning business, or maybe you’re in the market to buy an existing tuning business. Find out how to figure out how much the business is worth, the tax consequences, and the details involved in making the transaction.

(E) Selling Your Service on Amazon
Tim Barnes, RPT, Gazelle Network & Chris LaBarre, Connecticut Chapter
“Hey Alexa, I need to get the piano tuned.” Alexa: “Last time you purchased this item from XYZ Piano Tuning Service. Do you want to purchase that again?” These days you can buy everything on Amazon, including purchasing Local Piano Tuning Services. If you haven’t already started receiving calls from ad agencies offering to set up your “Alexa enabled” accounts, you will.

(E) You Don’t Know Jack
Nathan Mills, RPT, Augusta, GA Chapter
This class will demystify the concept of double escapement and demonstrate a simple method for setting simultaneous double escapement consistently when regulating grand actions. We will finish up with hands-on practice.

(E) Tired? Come Be Inspired
Matt Hirschfelder, Portland, OR Chapter
Piano technicians are not an island. We work consistently with organizations who also desire to inspire musicians to a higher standard. Come learn more than you ever knew about the organizations, memberships, and foundations who interact with us on a regular basis. Hear anecdotes and hardship stories of the people who love piano. You will be pleasantly surprised who has your back!

(E) Up Your Income in a Down Industry
Ed Tomlinson, RPT, Los Angeles, CA Chapter
The class is full of ways to increase your income by attracting more customers, selling more accessories, and selling more work. Hear from an industry veteran who has worked in service and sales and has owned a full line music store with pianos and keyboards for the last two decades. If you simply tune the piano and go to the next appointment, then this class is for you.

(E) Women’s Forum On Piano Technology
Ricki Klos, RPT, Ft. Worth, TX Chapter
Women working in the field of piano technology are invited to come share and support one another through discussion of our common profession and experiences. We have challenges and we have advantages, and it’s great to discuss both with veterans and newcomers alike in a round-table format.

(E) Your Business - A Structural Analysis
John Gallen, Connecticut Chapter
There are various options for your business structure: Sole Proprietorship, LLC, Partnership, S or C Corp, etc. We will discuss the pros and cons, including the tax benefits, of each type. Whether starting out or considering a change, this class is for you.

(E) Your Business’ Pulse - Take It
Sheila King, Orange County, CA Chapter
The class begins with a presentation of the new tax laws and their effects. But wait, there’s more. Through the use of accounting reports, you will be told a riveting story of a piano tech’s financial journey. Implement these reports to check your own business’ pulse.

and is available on the Steingraeber models 122, 130, and 138. The repetition point is at only 1–2 mm due to two magnets in the hammer butt and the jack tip.
College & University Technicians (CAUT)

(E) CAUT Forum
Mike Reiter, RPT, Eugene, OR Chapter
The CAUT Forum is open to all who are College and University Technicians and those who might wish to engage in institutional service in the future. As an open forum, subjects include a wide variety of concerns and ideas for the betterment of our work as technicians.

(E) Harpsichord Basics for Piano Technicians
Jason Cassel, RPT, Salt Lake City, UT Chapter
This two-period hands-on class covers the basics of harpsichord technology – from hanging jacks to replacing a broken plectrum or string, and more. Videos will be used to demonstrate each repair and participants will have an opportunity to perform these repairs on their own action models.

(E) Record Keeping for Institutions
Mike Reiter, RPT, Eugene, OR Chapter & Paul Williams, RPT, Palmetto, SC Chapter
Mike and Paul are no strangers to the institutional environment. Both have extensive experience with not only institutional service work on pianos and harpsichords, but also in administration. Record keeping is often an overlooked and little used resource but has the capacity to be so much more. You’ll see how records can be used in many different ways from just finding the next tuning date to organizing the entire inventory and prioritizing the uses of the pianos. They can even help raise funds for the next piano purchase.

Design & History

(I) Bridging the Gap Between China and Germany
Rick Overton, Broadmann / Wilh Steinberg
Almost every manufacturer uses China as a resource, including German brands. Several German companies are wholly owned, partners or associates of Chinese companies. How does this work?

(I,A) How to Design a Piano
Del Fandrich, RPT, Puget Sound, WA Chapter
This is an introduction to the basics of how pianos are designed. Starting with a concept, we’ll develop a design “cartoon” for a small grand, then describe what is required to make this real. Even the non-designer will benefit by having a better understanding of what makes a good design.

(E) Modern Pianos with Historic Features: Steingraeber Sordino and Mozart Rail
Alexander Kerstan, Steingraeber & Söhne KG
Innovation continues to enrich classical piano building. In the 19th century, Sordino used to be a standard feature on grands. Steingraeber’s Sordino allows tone colorations by a very fine piece of felt. Steingraeber’s Mozart Rail reduces key-depth in grand pianos down to 8 mm making softer and faster playing possible.

(E) The Period Piano Collection
Bill Shull, RPT, Pomona Valley, CA Chapter
The Period Piano Collection consists of instruments from the 1790s to the early 20th century. It includes pianos with unique or important design elements, pianos ideal for period performance, squares, diagonals, obliquely strung, Viennese, Brown actions, and transposing keyboards. Bill will discuss the designs and the music they represent.

(E) Reverse Design
Matt Hirschfelder, Portland, OR Chapter
The discerning piano technician will appreciate the detail and best practices for piano salvaging, up-cycling, dismantling, and respecting legacy. Come dive into the design and quirks of the formerly functional piano removed from your customer’s house. Emphasis taken from a book by Campbell and Mason. This is an apprentice-must class.

(E) Sébastien Érard, Piano Genius
Fred Sturm, RPT, New Mexico Chapter
Érard was a seminal figure in the development of the piano, responsible for far more than just the agraffe and the repetition action we mostly remember him for. We’ll look at his inventive explorations, his role in establishing organized piano manufacture, and his very interesting career in both France and England. Special attention will be given to his ingenuity, to the details and why they matter.

Visit convention.ptg.org and click on Institute Classes to find class descriptions, promotional class videos and an Institute class schedule.
Health

(E) Career-Saving Self Care
Kendall Hafermehl, RPT, Calgary, AB Chapter & Lynn Hafermehl, Health and Wellness Coach
What if your back or shoulder suddenly prevented you from working? Repetitive strain injuries may be your most dangerous adversary, but muscle and joint pain don’t have to stall your career. Prepare to be stretched and strengthened, discover related nutritional truths and reflect on strategies for rest to get healthy, stay healthy and to shape your preferred future.

(E) Hearing Loss Forum
Dawn Purney, Mesa, AZ
This forum is for techs who want to protect their ears, for tuners losing their hearing, and for dealing with clients who are going deaf. Does everyone mumble? Are you having trouble hearing the top octaves? Come and share your ideas, frustrations, and solutions with fellow technicians.

(E) Rebuild Your Neck & Shoulders: Useful Yoga for Piano Technicians
Jon Loyd, RPT, Nashville, TN Chapter & Cassie O’Sullivan, Certified Yoga Therapist
Learn ways to counter the repetitive strains and stresses on our shoulders, neck and spine. We’ll discuss spinal alignment and use easy to find props and chairs to practice modified yoga postures. Previous yoga experience is not required.

(E) Staying In Tune with Hearing Health: Lessons From A Music Audiologist
Dr. Heather Malyuk, AuD
This class will cover the basics of ear anatomy, music-induced hearing disorders, hearing wellness care, and forms of hearing protection and amplification made for, and used by, music industry professionals. Individual hearing screenings also available by appointment only. Visit my.ptg.org/2020convention/hearing to learn more and reserve your slot.

Leadership & Chapter Development

(E) Building a 12-Week Apprenticeship Training Program
Tim Barnes, RPT, Gazelle Network
The best piano technicians of the future don’t yet know that piano technology is a fulfilling and viable career. Training a new apprentice can and should take far less time than it does today. And, as a community of piano technicians, we need to think differently about how to solve this problem.

(E) Chapter Leader Forum
Ricki Klos, RPT, Ft. Worth, TX Chapter
This is a round table discussion with chapter leaders (current or past) who have struggles and successes with running a chapter. Learn more about the recent Chapter Profile results. Bring your ideas and your challenges to share!

Misc. - The Piano

(E) Learn to Play All Major Scales in 90 Minutes
David Nichols Portland, OR Chapter & Ingrid Kraft, RPT, Portland, OR Chapter
Class attendees will learn to play all major scales by building tetrachord patterns of whole steps and half steps with each hand. We will cover whole steps, half steps, major scale patterns, tetrachords and circle of fifths. More experienced players may also learn an accompaniment that will be used as we play through all 12 of the major scales as a group. Limit: 15 spots will be able to participate in the hands-on portion. Contact David Nichols at evergreenrestoration@Outlook.com to reserve a spot. Observers welcome.

(E) Learn to Play Piano in 90 Minutes
David Nichols Portland, OR Chapter & Ingrid Kraft, RPT, Portland, OR Chapter
Attendees will learn to play the piano using the pentatonic scale (with an added blues scale note). We will learn an accompanying bass line and explore basic improv patterns and rhythms. By the end of the class we will be taking turns at our own solos. Students will go home with all they need to develop their technique and style and show off their tunings with new flair. Limit: 15 spots will be able to participate in the hands-on portion. Contact David Nichols at evergreenrestoration@Outlook.com to reserve a spot. Observers welcome.

Visit convention.ptg.org and click on Institute Classes to find class descriptions, promotional class videos and an Institute class schedule.
(I) 90-Minute Hybrid Service
Ryan Ellison, RPT, Yamaha Corporation of America
Connect with Yamaha’s Piano Service staff to explore service for Hybrid pianos. Focusing on disassembly procedures and outlining the manufacturer’s recommended service advice, this seminar will benefit dealer technicians, CAUT Members, and field service technicians interested in staying up to date on the latest developments in Hybrid piano technology.

(I) PianoDisc Prodigy
Mark Burgett, PianoDisc
The next generation of PianoDisc is here. It’s Bluetooth-ready with a new app for the next generation and cloud storage. Incredible expandability all in one invisible package. Meet the challenge with this class, download the app and learn all the setup features. Includes some hands-on training.

(E) QRS Music Technologies: Discover the Legend Discover the Profit
Lori Clutter & QRS Technician
QRS Music Technologies continues to innovate! Increase your profits with a variety of exciting new products that can be included on your next tuning or service call. QRS goes over some of its newest PNOmation additions and how to install them. It features the latest OT (Over the Top) player system, music and ground-breaking control hardware.

(E) Understanding Modern Player Systems
Greg Cheng, RPT, Southeastern Pennsylvania Chapter
In today’s piano market, nearly 50% of all pianos sold are player pianos. Greg will cover the ins and outs of understanding how players work and why they aren’t so scary to work on. You’ll learn skills to assist with customer issues and how to solve them.

You’ll receive a 30-minute individualized hearing evaluation, including high frequency audiometry, as well as specialized ear impressions. Your appointment includes education regarding prevention of music induced hearing disorders, counseling on existing disorders, and individualized consultation for any devices needed (earplugs, in-ear monitors, etc.).

Cost is $95 per 30-minute appointment. All payments can be made to Soundcheck Audiology via cash, check, credit card, PayPal, or Zelle and are due at time of appointment. For more information, contact Dr. Heather Malyuk, AuD at heather@soundcheckaudiology.com. Make your appointment online by visiting my.ptg.org/2020convention/hearing

DON’T MISS DR. MALYUK’S CLASS WEDNESDAY, JULY 29, 4TH PERIOD:

(E) Staying In Tune with Hearing Health: Lessons From A Music Audiologist
Dr. Heather Malyuk, AuD
This class will cover the basics of ear anatomy, music-induced hearing disorders, hearing wellness care, and forms of hearing protection and amplification made for, and used by, music industry professionals. www.soundcheckaudiology.com/about
Rebuilding & Shop

(E) EVERYONE  (B) BASIC LEVEL  (I) INTERMEDIATE LEVEL  (A) ADVANCED LEVEL

(I) Collaboration in Action Rebuilding
Independent technicians have a portfolio of quality parts and services available on the market to produce a high-end action rebuild, but parts selection can be confusing. How do we determine what is right for us as technicians while meeting the needs of the pianist, the piano and the platform in which it is played? Join us in a collaborative discussion between technician and supplier that will give you the confidence to determine what to use on your next action rebuild.

(E) European-style Grand Pinblock Replacement
Christian Bolduc, Pianos Bolduc
Replacing the pinblock in a grand piano can be quite awkward when a solid piece is in-layed in the structure on both sides of the case. Christian will show how to handle a Bechstein grand piano pinblock, demonstrating both the removal and installation procedures necessary for a perfect fit.

(I, A) Grand Action Rebuilding – Making the Right Choices
Nick Gravange, RPT, Phoenix, AZ Chapter & Rick Baldassini, RPT, Salt Lake City, UT Chapter
In this all-day class, Nick and Rick’s three Stations of Application will guide the action rebuild in making the right choices for a successful, no-surprises job. Beginning with Station 1, the “Drawing Board”, measurements and geometry kick things off. In Station 2, “Mock-up”, critical choices are tried out before committing wholesale. Station 3, “Workbench”, focuses mainly on efficient key weigh-off (no guessing!).

(I) Grand Action Rebuilding 101
Louis Del Bene, RPT, Boston, MA Chapter
Rebuilding your first action can be a daunting prospect. With increasing availability of quality parts and suppliers who are willing and able to help, this can be done, and it can be done…by you! We’ll be talking about the steps you’ll take from offering the job to completing the installation.

(I, A) Grand Balancing Act 2.0 - Action Weigh Simplified
Bruce Stevens, RPT, South Bay, CA Chapter & David Vanderlip, RPT, Orange County, CA Chapter
How many technicians approach the weigh-off of a grand action with fear and trepidation because there is not a clear definition of proper down-weight vs. up-weight? Join Bruce and David as they demystify this subject with an innovative, quick and easy method using Balance Weight protocols that greatly speeds up the weigh-off procedure and provides consistent results. Other considerations of fine grand action work such as geometry, action ratio, inertia, pattern key leading, parts selection and hammer preparation will also be covered in the 2nd period of the class. If you have been apprehensive about any of this work, you should gain confidence after attending this class.

(I) Grand Rebuilding Teardown
Louis Del Bene, RPT, Boston, MA Chapter
Teardown is one of the first and most important phases in a rebuilding project. A careful study of the instrument gives you an understanding of the scope and direction of a project. This class will cover many of the steps taken during rebuilding pianos at North Bennet Street School. It is a lot to cover in the given time so we’ll scratch the surface and start conversations about how to start a project so you can be confident the work will end…and end well.

(E) Installation of the Full-Fitted Pinblock
Christian Bolduc, Pianos Bolduc
Watch as Christian demonstrates from A to Z how to replace a full-fitted grand pinblock. Learn how to take necessary references before removing the plate, the use of the Plate-Puller, removing the pinblock using the Bolduc’s pinblock extractor, fitting the new block to the plate, drilling it, and gluing and dovelling in the case. You’ll hear many tips and tricks to simplify the work.

(I, A) Installing the WNG Grand Damper Action
Bruce Stevens, RPT, South Bay, CA Chapter
Replacement of the old grand damper action is too often overlooked, avoided and/or feared, and yet it is a major component of any complete grand restoration. In this two-period class, Bruce Stevens will share his experience as to why the WNG Damper Action is an excellent choice when it comes to a new action installation. Bruce will explain the tool kit WNG created to aid a precise installation, selecting the features of the new system required for the piano you are working on and ordering the right action kit. He will also cover the layout and assembly process and how the custom installation is easily accomplished.

(E) Keyboard Evaluation and Replacement for the Rebuilder
Dean Reyburn, RPT & Nate Reyburn, Reyburn Pianoworks
We’ll demonstrate practical and objective ways to make sure your action rebuild will be successful by checking the condition of the keyboard and measuring key ratio. Learn about the ramifications of installing a new keyboard and/or action stack. See a virtual tour through Reyburn Pianoworks keyboard manufacturing shop which using the latest CAD and CNC robotics.

(A) Keyboard Replacement: An Increasingly Necessary Set of Skills
Chris Palframan & Gabe Granitz, RPT, Roseland Piano/PianoWorks, Inc.
This class will be your guide to replacing old keyboards with new keys cut to fit the original keyframe. We will discuss the skills necessary to fit the original keyframe back into the piano and optimize the pianos performance. In addition, we will discuss the differences between fitting new blank keyframes and the original keyframe with new keys. We will also discuss the ability to correct geometry with new custom keys. Being both an end user and manufacturer of new keyboards, the Roseland Piano Co./PianoWorks team will provide highly useful tips to make the job more efficient for rebuilders.

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(I, A) Practical Scale Design  
*Del Fandrich, RPT, Puget Sound, WA Chapter*
This class is a primer covering the basics of piano rescaling. Starting with measuring, we’ll use available software to evaluate existing scale, then consider how to redesign a scale to better match the character of the piano. We will discuss the various compromises that must be made when rescaling a piano.

(I, A) Rebuilder’s Grab Bag, The Action Edition  
*David Hughes, RPT, Baltimore, MD Chapter*
This class will discuss the merits of installing new keys, new capstans and backchecks, keyboard weigh-off, action stack build-up, hammer weight management, damper system installation tips, trap-work goodies, and more. This will be 90 minutes of fast paced fun. Belly hounds need not apply – this class is where the action is.

(E) Upright Hammer Replacement  
*John Gallen, Connecticut Chapter*
Upright hammer replacement is often needed, but installing the hammers is neither difficult nor easy and it is seldom taught. Using simple jigs, let’s discuss the common issues and solutions found when performing this job.

(E) Upright Damper Replacement Factory Style  
*David Jenkin, New Zealand*
Learn a step by step workshop procedure for replacing upright dampers with new buttons and new damper heads.

(I, A) Vintage Steinway Restoration: Best Practices  
*Bill Shull, RPT, Pomona Valley, CA Chapter*
The restoration of a vintage Steinway piano is discussed from the viewpoint of “Best Practices.” The disciplines of conservation, traditional restoration and remanufacturing are brought to bear on the restoration challenges presented by an 1870s Steinway grand. In the first period these resources are reviewed, and the case studies are introduced. In the second period the case studies are examined in detail, through these different lenses.

(E) Complete Piano Service: Optimizing the Piano, Your Client and Your Career  
*David Andersen, Los Angeles, CA Chapter & Eric Johnson, RPT, Connecticut Chapter*
Two experienced professionals, one West Coast and one East Coast, will share their complementary approaches to the concept of complete piano service. You’ll hear lots of tips and techniques for getting the very best out of pianos and clients, ultimately leading to a rewarding and fulfilling career for you.

(I) Comprehensive Piano Appraisals  
*Mike Ello, RPT, Houston, TX Chapter*
As professional piano technicians, we can provide a comprehensive piano appraisal that will meet the requirements necessary for insurance coverage, estate settlement, or the fair market donation value on IRS form 8283. Mike will share how he develops his 3 to 4 part comprehensive appraisal report.

(E) Creating and Using Specialty Kits for Different Repairs and Tasks  
*Isaac Sadigursky, RPT, Los Angeles, CA Chapter*
View a visual presentation of many of the tool kits Isaac has created to do specific jobs in the shortest amount of time. Some kits are carried in his van (Isaac’s shop-on-wheels) and some are kept in the shop for specific jobs. Don’t miss this opportunity to hear Isaac share his experiences in performing daily field services more efficiently.
(E) EVERYONE       (B) BASIC LEVEL      (I) INTERMEDIATE LEVEL      (A) ADVANCED LEVEL

(E) Dampers from the Ground Up
Steve Brady, RPT, Seattle, WA Chapter
We’ll cover the important but often-misunderstood topic of damper regulation, including the installation of new damper felts, proper regulation of the damper pedal and the sostenuto pedal, and finally how to troubleshoot and correct damping problems in both grands and verticals.

(E) Every Piano
William Monroe, RPT, Madison, WI Chapter
Every Piano is a service and repair class premised upon the idea that every piano in existence can be made better – without exception. This class will focus on effectively evaluating pianos for extended service, common service needs, how to utilize a template for breaking large jobs down into manageable segments, and some pitfalls to be aware of.

(E) Fantastic Problems and How to Solve Them
Jason Cassel, RPT, Salt Lake City, UT Chapter
“I’ll take sticking keys for 300!” This Jeopardy-style course presents videos of common problems and repairs – from sticking keys to ringing dampers and beyond. Participants will be given a chance to score points by guessing the source of the problem correctly. Once identified, the solution to each problem will be discussed.

(I) Fix That Lyre
Debbie Cyr, RPT, Boston, MA Chapter
General grand lyre repairs, featuring proper repairs for unglued lyre posts, all kinds of pedal mechanisms, and a demonstration of just how easy installing a Steinway lyre really is!!

(E) Fixing Spinets
Alice Alviani, North Shore, IL Chapter & Bruce Dornfeld, RPT, North Shore, IL Chapter
There are many spinets out there, and many good reasons to know how to service them. Spinets generally are more unfamiliar than unfixable. Let’s remove the mystery with many practical “how-to’s” to cover a common topic that is rarely addressed. This is an expanded version of last year’s class.

(E) From the Ground Up
David Brown, RPT, Dallas, TX Chapter
This class covers the intersection of the lyre, pedals, trap work and action. It gives onsite techniques for the home and concert hall. Emphasis is on the NY Steinway lyre, but the concepts will apply to all brands. It is not just about fixing pedals but deals with the system organically. These techniques have been used and proven in the field and university environments for decades.

(E) Grand Damper Installation and Regulation
Michael Ryan, RPT, Queensland, Australia
You’ll see a demonstration of tips and tricks for removing grand dampers, replacing damper felts, re-installing dampers, regulation of dampers, and solving problems with ringing dampers etc.

(E) Humidity & Wood
Christian Bolduc, Pianos Bolduc & Charles Rempel, Dampp-Chaser Corp.
Join in this discussion-style class in which we analyze the relationship between relative humidity and wood. Our goal is to equip technicians with a better understanding of exactly what fluctuating humidity does to wood in general and pianos specifically. We’ll also discuss what steps are taken to counteract improper humidity levels and fluctuations in the Bolduc factory and what can be done to help pianos wherever they are.

(B, I) Improving Upright Performance, 20 Tips
Starr Taylor, RPT, Southwest Florida Chapter
This beginner/intermediate class is designed to help technicians look at the whole piano system. If you know what to look for, you’ll be seen as a professional. The tips in this class will help you quickly diagnose problems and fix them. Topics include tuning instability, bedding actions, ironing key bushings, fixing damper rod problems and addressing pedal issues. A detailed handout is included. Questions are always encouraged!

(E) Installation of Dampp-Chaser’s Piano Life Saver System
Charles Rempel & Kelly Hollifield, Dampp-Chaser Corporation
Charles and Kelly will demonstrate and review System installation in a grand piano. The grand installation will be projected on a screen live for easy viewing by all attendees. They will discuss part placement guidelines and offer tips from other installers. Class discussion will also include player pianos, pianos without beams, dual humidifier Systems, and Undercovers. Class will close with suggestions on customer orientation, and planning for follow-up service and sales.

(E) In Home Touch Up Repair
Greg Cheng, RPT, Allied Piano and Finish LLC
In-home lacquer repair for touching up pianos made easy.

(E) Klunker Klinic
Jim Geiger, RPT, Heart of Texas Chapter
The Klunker Klinic class will take an old neglected piano and try to make it playable. The assessment part of the class will determine and explain the repairs to be done, but other issues will be covered like how to handle the brute, whipping the bass strings and when to say NO!!!
(E) EVERYONE  (B) BASIC LEVEL  (I) INTERMEDIATE LEVEL  (A) ADVANCED LEVEL

(E) Learn to Play All Major Scales in 90 Minutes
David Nichols, Portland, OR Chapter & Ingrid Kraft, RPT, Portland, OR Chapter
Class attendees will learn to play all major scales by building tetrachord patterns of whole steps and half steps with each hand. We will cover whole steps, half steps, major scale patterns, tetrachords and circle of fifths. More experienced players may also learn an accompaniment that will be used as we play through all 12 of the major scales as a group. Limit: 15 spots will be able to participate in the hands-on portion. Contact David Nichols at evergreenrestoration@outlook.com to reserve a spot. Observers welcome.

(E) Learn to Play Piano in 90 Minutes
David Nichols, Portland, OR Chapter & Ingrid Kraft, RPT, Portland, OR Chapter
Attendees will learn to play the piano using the pentatonic scale (with an added blues scale note). We will learn an accompanying bass line and explore basic improg patterns and rhythms. By the end of the class we will be taking turns at our own solos. Students will go home with all they need to develop their technique and style and show off their tunings with new flair. Limit: 15 spots will be able to participate in the hands-on portion. Contact David Nichols at evergreenrestoration@outlook.com to reserve a spot. Observers welcome.

(E) Make it Shine
Greg Cheng, RPT, Allied Piano and Finish LLC
This is an all-day polyester repair class. You’ll learn everything you need to know to fix today’s high gloss finishes. It’s a hands-on class where you will work through every step. Both traditional hand polishing methods and machine-assisted methods will be included. Limit 20 students. Pre-registration required. Fee: $95. Materials and tools will only be provided for 20 participants.

(E) Piano Detailing for Fun & Profit
Evan Austin, Santa Barbara, CA Chapter
A dirty grand piano invites extra wear and damage, isn’t fun to display or play, and isn’t healthy to service. But we don’t just clean pianos; we detail them! I’ll share techniques, tools, and tips for efficiently detailing a grand piano interior to make customers (and their guests) say “Wow!”

(E) Piano Moving Basics – A Hands-on Experience
David Nichols, Portland, OR Chapter & Joseph Childs
Even if you do not move pianos yourself, the information covered in this class will help you when your client asks for advice or recommendations. Attendees will learn the basics of piano moving. We will move both uprights and grands. Among other details, we will practice removing a grand leg to replace the caster and full tear down of a grand to move or store it on a skid. Students will be encouraged to participate.

(E) Piano Technicians Playground
Bill Davis, RPT Ed Sutton, RPT Sheffey Gregory, RPT & John Parham, RPT
This day and one-half class allows individuals to watch video instruction in English or Español at multiple workstations then perform specific skills in an environment promoting success. Participants must download or stream videos to their own device from the in-class Wi-Fi. All tasks are presented in a step-by-step manner. Whether you have 30 years under your belt or just beginning, this hands-on class offers a best-practice opportunity to explore practice, improve and polish core competencies and skills. Tools and materials are provided. Master your craft. Ear buds recommended.

(E) Re-attaching the Grand Pedal Lyre with T-nuts and Modifying Pitman Holes
Isaac Sadigursky, RPT, Los Angeles, CA Chapter
This method of modifying Grand Pedal lyre mounting was shown by the late legendary Los Angeles tuner Norman Neblett. Isaac has utilized it in his daily work and rescued many institutional pianos suffering from abuse and neglect. You’ll see a demonstration of this simple repair using Isaac’s kit of tools and drills to perform the task in less than 1/2 hour. The second part of the class will deal with modifying the Pitman Hole by enlarging it, so the Pitman does not make squeaks and other annoying sounds.

(E) Repair and Touch Up for Lacquer Pianos
Mike Ello, RPT, Houston, TX Chapter
Learn both simple and complex touch up methods to lacquer finished pianos. We will cover edge repair, shellac burn ins, hard wax melt ins, color matching, graining, gouge repairs, and partial part refinishing. Mike is the author of the book “Master Guide to Piano Finish Touch Up.”

(E) Street Pianos – Not Just a Pretty Case
Gina Bonfietti, Connecticut Chapter & Amy Tiernan, RPT, Connecticut Chapter
There is so much more to a street piano than just a pretty case! Learn how to prep the piano, find a location, deal with your municipality and how to promote your piano. We will discuss issues that we had with our street piano and the stories it generated. This class will teach you the why, the how and the must dos for a successful street piano.

(B) String Replacement
Jim Geiger, RPT, Heart of Texas Chapter
First, do no harm. This class will show the safe procedures for replacing both treble and bass strings, including tools supplies and suppliers, measurements and formulas, how to and how not to, and how to knot.

(E) Taming the 1098
Norman Cantrell, RPT, Central Oklahoma Chapter
The Steinway 1098 or Model 45 is a challenge to many technicians. There are several versions of this piano as design changes have been implemented over the years. Norman has been servicing the pianos at Oklahoma City University since 2006 with 83 of these in their inventory. He’s learned a few things to make them play and perform better without losing his sanity along the way. Come learn a few tested tricks to make servicing this model easier and more rewarding.
(E) Aural Tuning Skills in an ETD World
David Jenkin, New Zealand
We'll re-visit traditional aural and dexterous tuning, and discover some insights and new skills necessary to tune well in the age of the ETD.

(B) The Comma of Pythagoras
Emily Townsend, RPT, Boston, MA Chapter
The mathematical foundations of temperament tuning are elegantly simple yet remain an elusive mystery to many in our trade. We'll use simple, elementary-level math to understandpartials, interval relationships, why some intervals are tuned wide, and why some intervals are tuned narrow. This will be an upbeat, energetic class including time travel to ancient Greece, a visit from Donald Duck, aural examples from a real piano, and musical recordings comparing unequal temperaments.

(E) A Dead Simple Method for Pure 12ths Tuning
David Andersen, Los Angeles, CA Chapter
Pure 12ths tuning has fascinated our craft for the past several years. This class ends the confusion and lack of a workable, simple protocol to achieve a stable, musical, singing Pure 12ths temperament and tuning. Radically improve your ability to make tuning the actual "crown jewel" of your work. Half the class is tuning; the other half is breaking it all down and answering all questions. Clear handouts will explain it all. Be good to yourself; get a lot better after this class.

(E) Five More Masters
Moderator Matt Hirschfelder will take us on a journey with RPT’s Kathy Smith, RandiSue Potter, Debbie Cyr, Jack Stebbins, and Lucy Urlacher as these five experts reveal their tips for a great tuning and demonstrate their hammer techniques on grand and upright pianos. All gifted instructors, they also share a serious commitment to passing on their knowledge to others. Compare their techniques and learn to improve your own.

(E) Fundamentals of Piano Tuning
Don Mannino, RPT, Kawai
This class is a “bottom to top” lecture and demonstration of the many aspects of piano tuning. Discussed are fundamental physics of musical sounds, the harmonic series, the source of the beats we hear, an aural temperament sequence, octave tuning methods and styles, unison tuning, and tuning stability. Although the class is intended for relative newcomers, it has materials useful to all technicians.

(I) Making the Transition: Moving from ETD to Tuning Test
Eric Johnson, RPT, Connecticut Chapter
Interested in becoming an RPT? Join us as we explore techniques for using the ETD to prepare for taking the PTG Tuning Exam.

(E) The Process of Aural Verification
Rick Butler, RPT, Washington, DC Chapter
This class presents a process for aurally measuring the temper of the basic intervals used in tuning and how they relate to one another. This understanding will provide a practical basis for aurally analyzing your tuning, discovering any errors, and what is necessary to make any needed corrections with confidence.

(E) Techniques for Passing Part 1 of the PTG Tuning Exam
Bill Bremmer, RPT, Madison, WI Chapter
The focus will be exclusively on the techniques required to pass Part 1 of the PTG Tuning Exam. For the exam, you will be required to set pitch from either a tuning fork or an aural electronic source. The benefits and perils of each will be explored. There will be four temperament tuning sequences demonstrated: a traditional fourths and fifths sequence and three sequences which begin with a chain of contiguous major thirds.

(E) Tuning Fundamentals: The Old and The New
RandiSue Potter, RPT, ARPT, Portland, OR Chapter
Techniques — how we sit, stand, manipulate our hammer, use various types of mutes, strike and caress the key — are as important a part of our Tool Kit as are the hammers and mutes themselves. Beginners will learn to use Smart Techniques to be efficient and effective from the start, alleviating stress in their hands and back, while making their tunings more stable. Advanced tuners will say I wish I had known that 20 (or 30 or 40) years ago.

(E) Tuning Pneumatic Players and Basic Troubleshooting
Douglas Laing, RPT, Southwest Florida Chapter
Don’t know how to tune a player piano with all that stuff in the way? Find out how to clear a path to the tuning pins. Learn how to earn some extra cash by performing a basic player maintenance (cleaning and lubrication). You will also learn how to be a superhero by fixing the most common problems you will run across.

(E) Tuning Tutoring
Taylor Mackinnon, RPT, Portland, OR Chapter & Wim Blees, RPT, Hawaii Chapter
There’s no better way to improve your tuning than one-on-one tutoring by a master tuner. Private tutoring will benefit you no matter what your skill level. With outstanding tuning tutors, you’ll find a universe of tuning knowledge to explore. This all takes place in a one-on-one format lasting 90 minutes. Limit of 18 slots. Fee: $120. You must pre-register for this class by calling (913) 432-9975.

(I, A) The Venue, the Artist, and Then the Piano
Ed Tomlinson, RPT, Los Angeles, CA Chapter
Learn how to better work with concert venues as well as how to best serve the concert artist’s needs... and then how to prepare a concert piano with limited time.
Voicing & Concert Prep

(E) Tuning, Unison Building and Voicing with the OnlyPure & Unisono Apps
Bernhard Stopper, Germany & Kent Swafford, RPT, Kansas City, MO Chapter
You’ll see a demonstration of unison building and voicing in the tuning and voicing process, with support from the Unisono app which expands your tonal experience by involving the visual and aural sense simultaneously to achieve ultra clean, projecting and long lasting and nicely voiced unisons. The use of OnlyPure tuning software is also demonstrated in this class but can also be used side by side with other ETD’s or even as support with aural tuning.

(E) Surviving the Stage
Rick Florence, RPT, Phoenix, AZ Chapter
Hear a presentation of lessons learned, and techniques utilized on the concert stage — some rewarding, others frustrating. Rick says he has come to realize that sometimes what he does/doesn’t do has a positive effect on preparing both piano and pianist.

(E) Tuning Tools, Techniques, and Tricks
Charles Faulk, RPT, Faulk Tuning Hammers
Learn more about “rigidity” in tuning hammers. Following this, Charles will cover a list of tuning techniques to help you achieve more accuracy with the least effort. He’ll also talk about a fast voicing technique to soften those rock-hard hammers. And, if time permits, he may ask a few brave souls to demonstrate their tuning techniques ... with maybe a little tactful coaching.

(E) Voicing: A Part of Everyday Service
Ryan Sowers, RPT, Puget Sound, WA Chapter
Voicing, like unisons, should be learned from the beginning and mastered over a lifetime. This class will help you develop systems to upgrade the tone of everyday pianos using novel tools and techniques. Whether a Steinway B or Wurlitzer spinet, your clients will find new joy in their instruments.
RPT Exam Classes

Interested in preparing to become a Registered Piano Technician?

Written

(E) Take the RPT Written Examination
Robert Guenther, RPT
This is your opportunity to take the RPT Written Exam. Examinees should come to the room indicated on the schedule. Visually impaired technicians will take their exams in the ETSC office. You must bring your current PTG membership card with you to take the exam. No extra fee required to take this exam.
For PTG members only.

Tuning

Understanding the PTG Tuning Exam
Alan Crane, RPT
Exam candidates will gain an insight of what they will be expected to know, how the exams will be administered and scored, what exam preparation materials are available and where they can be found. They will then know what they will need to do to be prepared to take the exams. For PTG members only.

Technical

Understanding the PTG Technical Exam
Hannah Beckett, RPT
We will walk through the Technical Exam and its requirements. There will be examples of exam equipment, models, and jigs such as one would find on the test, including a preview of the new 3-note grand model which will be implemented in the near future. Come find out how to prepare for the exam, what tools and supplies you will need to bring to the exam site, and what examinees are entitled to before, during and after the examination. Learn ways to best utilize your time, improve efficiency, and cope with exam anxiety and other strategies to help you successfully tackle the exam and become a part of your daily field work. There will be plenty of time for Q&A. For PTG members only.

Examiner

CTE Tuning Examiner Training
Alan Crane, RPT
This class is for both seasoned CTE examiners as well as RPT members who wanting to find out how to become a Certified Tuning Examiner. We’ll discuss tips for giving a good exam and possible pitfalls. Any and all CTE examiners who are attending the convention should attend and learn from each other on how to improve their testing skills. For RPT’s only.

Technical Examiner Training

Hannah Beckett, RPT
The supervising examiner on a Technical Exam must be certified as a Technical Examiner, Certified (TEC) in order for the exam to be valid. We’ll discuss the certification requirements, demonstrate exam equipment, analyze the skills and attitudes required of a competent examiner, and talk about common exam problems and issues. All RPTs with an interest in Technical testing, TECs with questions, TEC trainees and RPTs just thinking about getting involved in testing are invited to attend.
For RPT’s only. Must RSVP. If you will be attending, please contact Hannah Beckett by July 15 at hannah.beckett@icloud.com.

The Piano Technicians Guild Foundation

Interested in a free registration for the 2020 PTG Convention? The Piano Technicians Guild Foundation offers scholarships for a convention registration and an exam fee for members who have passed two RPT examinations and plan to take the third exam at the annual convention. Download instructions and application from my.ptg.org/foundation/scholarships/convention. Applications must be received at the Home Office no later than April 1 to qualify.
Convention Headquarters
DoubleTree by Hilton Orlando at SeaWorld
10100 International Dr. • Orlando, FL 32821

Reserve Your Room

PTG Hotel Rate:
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Travel

Air Travel

Orlando International Airport (MCO)
www.orlandoairports.net/

Getting Around Orlando

I-Ride Trolley
www.internationaldriveorlando.com/iride-trolley
Serving the popular attractions in the International Drive Resort Area of Orlando, the I-Ride Trolley is a bus service, with its vehicles dressed up like tram cars. There are 2 routes — the Red Line servicing International Drive itself and the Green Line covering Universal Boulevard. There are over 100 stops, with the year-round service running at 20-minute intervals from 8 am to 10:30 pm. The fare is $2 for adults, 25¢ for seniors and $1 for children 3-9. Younger children ride free, making it one of the cheapest and most convenient methods of getting between attractions. Ride can also purchase unlimited ride passes.

LYMMO Downtown Circulator
www.orlando.gov/Parking-Transportation/Public-Transit/LYMMO
The LYMMO service, provided by LYNX, is a free circular route around downtown Orlando, with four routes and 21 stops from the Amway Arena to City Hall. Buses run every 5 minutes between 9 am and 5 pm and every 10 minutes in the evenings.

Bus
www.golynx.com/plan-trip/riding-lynx/lymmo/
The main Central Florida bus system is known as the LYNX bus and is one of the cheapest methods of getting around Orlando. There are about 60 routes, each costing $2 per ride, with discount passes also available. Buses run at 15-, 30- and 60-minute intervals, with their stops marked with pink bus symbols or paw prints.
First-timer Tips (A Convention Primer)

Planning your trip to the 2020 PTG Convention & Technical Institute can seem overwhelming if it’s your first time, so we’ve created a guide to help you get the most out of your convention experience. Visit convention.ptg.org and click on Help, then Convention Primer. There are lots of tips and a video message from one of our Institute Team members.

Classes

Classes start on Wednesday and continue through Saturday. Classes are divided into periods and are, in most cases, available more than once just in case you have a scheduling conflict. There are four or five periods per day with short breaks in between periods. You don’t have to pre-register for most of the classes. They are included in your registration fee and you can set your own schedule. There are a few that have limited seating or an additional fee, but these are marked in the class descriptions and on the registration form. The Institute Team has paid special attention to providing classes for every skill level. Designated skill levels for each class can be found just before the title of the class in the class descriptions. Skill levels are: (E) Everyone, (I) Intermediate, (B) Basic, (A) Advanced. If you have any questions about classes, please drop by the Institute Office.

Exhibit Hall

Usually open twice daily, the Exhibit Hall has something for every technician. It’s an opportunity to learn more about a product or a company before you make a purchase. You’ll find plenty of special offers and discounts as you shop. The Exhibit Hall opens at noon on Wednesday.

PTG Web App

With the free PTG web app you can schedule and preview all your classes. Search by category, skill level, day, class period, instructor and keyword. It works on all devices with access to the Internet. Find a link at convention.ptg.org.

Are the RPT Exams offered during the convention?

All three of the RPT exams can be taken during the convention. Go to convention.ptg.org and click on the exams link for more information. You will need to complete and return the RPT Exam Application form. It is available for download at convention.ptg.org. You can pay exam fees when you register. You will be contacted to schedule your exam(s) after your form is received.

Can I tape classes or any of the convention functions?

Audio or videotaping of convention functions is prohibited without the express written permission of the PTG Executive Director. Any taping of classes must also be approved by the instructor.

Guests

Your guests are welcome to attend any of the evening events and to visit the Exhibit Hall. There is no charge for any of the evening events except for the Golden Hammer Banquet on Saturday night. Every Full Pass registration includes a Golden Hammer Banquet ticket. Extra tickets are available from the PTG Registration Desk through Wednesday noon. Drop by the PTG Registration Desk to have a complimentary name badge printed for guests.

If you need anything or have additional questions during the convention, you are welcome to visit the PTG Registration Desk. We’re looking forward to meeting you.
Personal Information

Name: ________________________________________________________
Address: _____________________________________________________
City/State/Zip:__________________________________________________
Country:____________________________  Email:___________________________
Company name: _________________________________________________________________ Phone: __________________________________

❏ I require special accommodations to fully participate. Please describe your needs:___________________________________________

❏ IAPBT Member – Members of IAPBT associations can register at the PTG member rate. Must register by mail, fax, or phone.

2020 Registration Fees

<table>
<thead>
<tr>
<th></th>
<th>Thru 7/1/20</th>
<th>After 7/1/20</th>
</tr>
</thead>
<tbody>
<tr>
<td>PTG Member Full Pass</td>
<td>$499</td>
<td>$559</td>
</tr>
<tr>
<td>Non-Member Full Pass</td>
<td>$649</td>
<td>$709</td>
</tr>
<tr>
<td>Add a Business Managers Special</td>
<td>$69</td>
<td>$69</td>
</tr>
</tbody>
</table>

Full registration includes Golden Hammer banquet ticket (Saturday) For add’l tickets see below.

Choose meal type: __ Regular  __ Vegetarian  __ Not attending

Weekend passes do not include a Golden Hammer banquet ticket (Saturday). Purchase tickets below.

SAVE $300!

Are you a first-time convention attendee?
PTG members can save $300 on 2020 registration.
Only available when you register by calling 913-432-9975 and ask for the First-Timer Rate.

Options

Limited Seating/Additional Fee Classes

<table>
<thead>
<tr>
<th></th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Make it Shine (All day Wednesday - Limit 20)</td>
<td>$ 95</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Grand Regulation Actionpalooza - Limit 24 - All day</td>
<td>X</td>
<td>$ 60</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Tuning Tutoring (Wednesday-Friday) Call 913-432-9975 to schedule your tutoring.</td>
<td>$120</td>
<td>$120</td>
<td>$120</td>
<td>X</td>
</tr>
</tbody>
</table>

RPT Exams - Submit Exam Form - my.ptg.org/2020 convention/exams

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</thead>
<tbody>
<tr>
<td>Full Tuning Exam</td>
<td>$180</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Technical Exam - 2 parts</td>
<td>$120</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Technical Exam - 1 part</td>
<td>$60</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Additional Golden Hammer Banquet Tickets</td>
<td>$50 x____</td>
<td>Regular</td>
<td>$60</td>
<td></td>
</tr>
<tr>
<td>Exhibit Hall Guest Badge Name</td>
<td>City/State</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Additional Golden Hammer Banquet Tickets

Exhibit Hall Guest Badge Name

Great Day in the Park – Day Trip to Winter Park   $124 x _____ Thursday, July 30
Includes transportation, Morse Museum, guided walking tour, lunch, shopping and a scenic boat tour.

Four Easy Ways to Register

Online: convention.ptg.org • Mail: Piano Technicians Guild, 4444 Forest Avenue, Kansas City, KS 66106
Phone: 913-432-9975 • Fax: 913-432-9986

Payment ❑ Check enclosed

Card #: ____________________________ Expiration date: ____________ CVV code: __________
Name on card: ____________________________ Total Amount Enclosed: $______________

Cancellations and requests for refunds must be received in writing by July 1, 2020. Refunds will be processed less a $35 administrative fee. No refunds will be made after July 1, 2020. By registering for this event, I give my permission for The Piano Technicians Guild, Inc. to use, without limitations or obligations, photographs, film footage, or tape recordings which may include my image or voice for the purpose of promoting or interpreting Piano Technicians Guild programs.