



REGISTERED
PIANO
TECHNICIAN®

PIANO TECHNICIANS GUILD

Business is Business, But Good Business is Better

I believe one of the most important aspects of a good business is transparency and clarity.

Over the past few months, I found myself in a difficult situation with a contractor who claimed to be licensed but turned out to be a fraud. It provided a strong lesson for me that yes, there are people out there who still do that and appear to get away with it, at least for a little while, and that I need to strive even harder to make sure my business exemplifies what good business is and to maintain my integrity to its fullest. I decided this month to look at what I believe a good business is and lead through example.

I believe one of the most important aspects of a good business is transparency and clarity. Outlining what the job entails and explaining any unclear information makes everyone a bit more comfortable because they know what to expect and are able to understand what they can expect. Officially, my business has only been active for a few months shy of three years, I am still learning and

correcting, but I always try my best to explain what I am doing and what we can expect from the result in terms that everyone can understand. If you do not know what my work entails, I am happy to take the time to lay out each step and clarify. I am still working on finding the right terminology that is not too technical. Each day is a chance to do better than the last.



Another aspect that I find extremely important is to have the right training and registration and be able to show documentation of it. If Joe Shmoe shows up and says he has a license but it expired a decade ago, he no longer has a license and is not liable in any way for whatever work he does. He had training at one point, but it is outdated and may cause more damage than it does good.

I was trained at a university as an apprentice and continue my education every day by interacting with other technicians and the most recent trade publications. I am a Registered Piano Technician and have registered my business in New Jersey and Pennsylvania. My business is also fully insured. Knowing that I have taken these precautions to protect myself and my business helps my clients and I rest easy.

A Registered Piano Technician (RPT) is someone who is a member of the Piano Technicians Guild who has passed a series of exams to prove their knowledge and skill. The exams include a written section, a tuning section, and a repair section. Once passing these rigorous tests, one has the privilege to call themselves a Registered Piano Technician. This industry, however, does not require by law that one be a Registered Piano Technician to operate, but why trust a Technician who has not proven themselves by way of the guild? As RPTs, we have a code of ethics which are as follows: 1) I will act honorably and in a professional manner. 2) I will uphold the principles of honesty and integrity for which the Piano Technicians Guild stands. 3) I will represent my education, training, experience and area of expertise honestly and accurately. 4) I will uphold the Mission, Objectives and Principles of the Piano Technicians Guild. 5) I will render the best possible service under the circumstances always keeping the best interest of my client in mind. 6) I will use the name and trademarks of the Piano Technicians Guild properly and will encourage others to do the same. 7) I will strive to upgrade my professional skills and I will encourage and help others to do the same. 8) I will promote good will towards my profession and towards the music industry. 9) I will engage in business practices that are in accord with antitrust guidelines as set forth by the Piano Technicians Guild.

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