

MRCO Conference September 20-22, 2024 Kansas City

rev 073124

Salon C

Salon D

Salon H

Salon I

Four Winds 3-4

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|--------------------------------------|-----------------|---|--|--|---|---|
| F R I D A Y | 8:00 - 9:00am | Working With Difficult Customers Torger Baland | Action Geometry for the Terrified Dean Reyburn and Nate Reyburn | Grand Dampers: Factory Tips and Speed Techniques Jim Busby | Tuning Hammer Technique and Body Ergonomics Master Class Part 1 Timothy Barnes | Vertical Regulation: When, What, and How Part 1. Lucy Urlacher |
| | 9:30-10:30am | Field Lyre Repair Torger Baland | Action Geometry for the Terrified Dean Reyburn and Nate Reyburn | Grand Dampers: Factory Tips and Speed Techniques Jim Busby | Tuning Hammer Technique and Body Ergonomics Master Class Part 2 Timothy Barnes | Vertical Regulation: When, What, and How Part 2. Lucy Urlacher |
| | 11:00 - 12:00pm | Demystifying the Tuning Exam Robert Guenther | Installation of the Full-Fitted Pinblock Christian Bolduc | Regulation of Oddball Pianos Part 1 Zack Hardy | Before the Needle: Prevoicing the Piano Gary Telleen | Vertical Regulation: When, What, and How Part 3. Lucy Urlacher |
| | 1:30-2:30 pm | Cyborg Tuning: The Best of Both Worlds Ryan Sowers | Installation of the Full-Fitted Pinblock Christian Bolduc | Regulation of Oddball Pianos Part 2 Zack Hardy | Before the Needle: Prevoicing the Piano Gary Telleen | Resurrecting the Older Grand Piano Part 1. Don Manino |
| | 3:00-4:00 pm | Cyborg Tuning: The Best of Both Worlds Ryan Sowers | Measuring Voicing: Hands on Approach to Needles and Chemicals Maria Pollock | Advanced Use of TuneLab Robert Scott | Customer Experience 101 Ty Uphoff and Ashley Vinson | Resurrecting the Older Grand Piano Part 2. Don Manino |
| | 4:30-5:30 pm | The Good, The Bad, and the Annoying Apryl Johnston | Measuring Voicing: Hands on Approach to Needles and Chemicals Maria Pollock | All About Knuckles Zackery Hardy | Tuning With The Verituner Dave Carpenter | Resurrecting the Older Grand Piano Part 3. Don Manino |
| S A T U R D A Y | 8:00 - 9:00am | Voicing Everyday Part 1 Ryan Sowers | CyberTuner: Tuning Your Way Dean Reyburn and Nate Reyburn | Regulation of Odd Ball Pianos Part 1 Zack Hardy | Upright Hammer Hanging Josi Davis | Grand Damper System Repair and Regulation Pt 1 Don Manino |
| | 9:30-10:30am | Voicing Everyday Part 2 Ryan Sowers | Recapping the Vertical Bass Bridge w/o Removing the Plate Christian Bolduc | Regulation of Odd Ball Pianos Part 2 Zack Hardy | Upright Hammer Hanging Josi Davis | Grand Damper System Repair and Regulation Pt 2 Don Manino |
| | 11:00 - 12:00pm | The Good, The Bad, and the Annoying Apryl Johnston | Recapping the Vertical Bass Bridge w/o Removing the Plate Christian Bolduc | Ten Timeless Tuning Tips: A Compilation From Old to New Jim Busby | Creating Estimates That Sell Timothy Barnes and Nathan Ehrsmann | Vertical Regulation: When, What, and How Part 1. Lucy Urlacher |

Tuning

Regulation

Voicing

Rebuild/Shop

Service/Repair

Business

RPT Exam Prep

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Four Winds 3-4

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|--------------------------------------|--------------------|--|--|---|---|---|
| S A T U R D A Y | 1:30-2:30 pm | Introduction to Piano Life Saver Debi Gould | Customer Experience 101 Ty Uphoff and Ashley Vinson | Working with Difficult Customers Torger Baland | Stringing 101 Part 1 Gary Telleen | Vertical Regulation: When, What, and How Part 2. Lucy Urlacher |
| | 3:00-4:00 pm | Piano Life Saver System Service for Older Models Debi Gould | Grow With Gazelle Timothy Barnes and Nathan Ehresman | Advanced Use of Tune Lab Robert Scott | Stringing 101 Part 2 Gary Telleen | Vertical Regulation: When, What, and How Part 3. Lucy Urlacher |
| S U N D A Y | 8:30 - 9:30am | Introduction to Piano Life Saver Debi Gould | Ten Timeless Tuning Tips: A Compilation From Old to New Jim Busby | All About Knuckles Zackery Hardy | Grand Hammer Hanging Josi Davis | Grand Damper System Repair & Regulation Part 1 Don Manino |
| | 10:00- 11:00 am | Piano Life Saver System Service for Older Models Debi Gould | Glues, Goo-es and other Clues Maria Pollock | Almost All the Aural Checks I Know Robert Guenther | Grand Hammer Hanging Josi Davis | Grand Damper System Repair & Regulation Part 2 Don Manino |
| | 11:30 - 12:30pm | | Glues, Goo-es and other Clues Maria Pollock | Almost All the Aural Checks I Know Robert Guenther | CyberTuner - Tuning Your Way Dean Reyburn and Nate Reyburn | Field Lyre Repair Torger Baland |

Tuning

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SPECIALTY Classes/Exams/Offices throughout the Conference

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| Competency Playground | Salon A-B all day Friday & Saturday | Maria Pollock |
| Written Exams | Notos Room Friday 8:00am | Robert Guenther |
| Tuning Tutoring | Four Winds 1 | Alan Crane |
| Technical Exam Preparation-Hands On | Salon G Friday : 1:30p Pt 1, 3:00p Pt 2, 4:30p Pt 3 | Ann Fell, Lucy Urlacher |
| Institute Office | Salon J | |
| Storage | Four Winds II | |

NOTE: the room names of 'Salon' may read 'Great Plains' at the hotel!