

**Housing Gaming Oversight Committee**

**May 7, 2009**

**Testimony of**

**Steve Fritz, General Manager**

**Staff Music and Amusement**

Clyde "Ike" Laughman and Alan Morrison started Staff Music and Amusements in 1962 with a handful of juke boxes. Slowly, over the years Staff expanded to more locations and started adding pool and games. Staff continued to grow as Pong and Space Invaders gained popularity. Ike and longtime manager, Ben Hufnagle grew a very solid company over the years based on customer service and up to date equipment.

I started with the company in June of 1988 after almost 8 years with another vendor. My original job was to move games, service games, collect or whatever was needed (some things never change). In 1994, Ike and Ben asked me to start an Electronic Dart League. I spent months at Taverns and Clubs teaching our locations how to play Electronic Darts. We were very successful running leagues and slowly added our competitors' locations just for darts. During my time as league coordinator, Ben was in his fifties and they were looking for someone to learn from Ben and Ike and assume the management role for staff, when Ben was ready to retire. I gladly accepted and enrolled in the AMOA's Executive Development Program. Over the next couple of years, Ben and I worked even more closely together with him teaching me the finer points of purchasing, customer service and managing an amusement route. Shortly after graduating from the AMOA Program, Ben became ill with pancreatic cancer. March 5<sup>th</sup>, 1998, I took over day to day operations of Staff Music and Amusements. Ben passed away that spring from his cancer. I will be forever grateful for the knowledge he shared numerous other business interests at that time, Wege Pretzel Company, Servac, a full line Vending Company and an Office Coffee Company.

As we slowly grew the original staff route, we purchased Silent Partner Route Management System and installed it four our route in October of 2003. Ike eventually sold all the other businesses and we concentrated on the amusement route. Ike purchased Monroc Brant of York, PA in October of 2004. We quickly added Touch Tunes Digital Jukes and new Countertop machines and the Silent partner Software. In April of 2005, Ike purchased Gsell Vending in Fayetteville, PA and we quickly added Touch Tunes Digital Jukes, new Countertops and the Silent Partner software. In October, 2006, Ike purchased Todd Amusements in Hagerstown, MD. With this purchase, we were able to grow our route extensively in Maryland and again, quickly replaced old Digital Jukes with new Touch Tune Digital Jukes, new Countertop machines, Valley Pool Tables and installed the Silent Partner Route Management Program.

My role in the route acquisitions was to join Ike and meet with all new locations, evaluate their needs and establish a trusting relationship. With the locations, I recommended new or different equipment. We made sure service calls were taken care of in a timely manner. All games were checked to be sure they were working correctly including cleaning and light bulbs and meters. We explained to the locations how we collect using the Silent Partner Route Management Software with PDA's and wireless printers. We show every location meter readings for each game, the total and deductions.

Our new employees we acquired from the route acquisitions also had to be trained on Silent Partner. With each route acquisition, I integrated the new route collections with our existing routes to make Staff more efficient. Staff has embraced the new technology of internet juke boxes and online video games and contest.

Staff has been a long time member of PAMMA. Ben served many years on the Board of Directors. January, 2003, I was nominated to take a seat on the Board and have served as one of the Directors since. I also have met many other operators to network with, share ideas and have forged solid friendships that will last for years. I have been chairman for our dart committee for 3 years, our tournaments have been very successful and participants have increased each year. This dart tournament is a fund raiser for our state association.

Staff Music and Amusement now has more than 350 accounts in Maryland, West Virginia and Pennsylvania. My job is still to do whatever is needed.

Steve Fritz  
General Manager  
Staff Music and Amusement