



PSA National Appliance Service Convention CLASS SCHEDULE



Sunday --- September 16, 2018					
9 am - 3 pm	Certification Testing - Conference Room 1 & 2 - No New Testing after 3:00 pm				
3 pm - 7 pm	Registration Desk Open				
7 pm - 8 pm	New Attendees & Convention Information Meeting -- Ballroom D				
Monday --- September 17, 2018					
6 am - 5 pm	Registration Desk Open				
7 am - 8 am	WELCOME BREAKFAST - Ballroom C				
9:50 am - 10:10 am	Morning Break				
12:00 pm - 1:00 pm	LUNCH - Ballroom C				
2:50 pm - 3:10 pm	Afternoon Break				
	8 am - 9:50 am	10:10 am - 12 p.m.	Lunch	1:00 pm - 2:50 pm	3:10 pm - 5:00 pm
Conference Room 1 & 2	Certification Testing Hans & Team			Certification Testing Hans & Team	
Ballroom D	Electrolux - Front Load Laundry			Electrolux - French Door Refrigerator	
Ballroom E	Whirlpool			Bosch	
Ballroom F				Service Bench - Business Management Education Workshop	System Software - Information & Education Workshop Jim Rushton
Ballroom G	Professional Appliance Technology - Electrical Diagnosis for Modern Appliances			Professional Appliance Technology - Electrical Diagnosis for Modern Appliances (Continued)	
Conference Room 4 & 5	MGT - You and Your Business PSA Team	MGT - Understanding Financial Statements PSA Team		MGT - Making a Profit & Cost of Doing Business - CSM prep class	MGT - Warranty Tips & Tricks
Conference Room 7 & 8 2nd Floor					
Conference Room 9 & 10 2nd Floor	Rossware - Service Desk - Beginning Service Desk Matt Parker			Rossware - Service Desk - Beginning Service Desk (Continued) Matt Parker	
Conference Room 11 & 12 2nd Floor	Beko US Inc. Mike Maguire			Beko US Inc. Mike Maguire	
Conference Room 13 & 14 2nd Floor				MGT - How to Market Your Business On Line in 2018 Mark Maupin	MGT - Q & A And Setting Up Your Internet Marketing for 2018 Mark Maupin
Dinner on your own					
LEGEND >>>	MANUFACTURER CLASS	PSA TECHNICAL CLASS		PSA BUSINESS CLASS	VENDOR CLASS
	CERTIFICATION TESTING	Storage is in Conference Room 3			



PSA National Appliance Service Convention CLASS SCHEDULE



Tuesday --- September 18, 2018					
7 am - 5 pm	Registration Desk Open				
6 am - 7 am	Early Morning Coffee & Idea Exchange - Conference Room 4 & 5 - Mike Callahan				
7 am - 8 am	BREAKFAST - Ballroom C				
9:50 am - 10:10 am	Morning Break				
12:00 pm - 1:00 pm	LUNCH - Ballroom C				
2:50 pm - 3:10 pm	Afternoon Break				
	8 am - 9:50 am	10:10 am - 12 p.m.	Lunch	1:00 pm - 2:50 pm	3:10 pm - 5:00 pm
Conference Room 1 & 2	Certification Testing Hans & Team			Certification Testing Hans & Team	No New Testing after 3:00 pm
Ballroom D	Electrolux - French Door Refrigerator (Repeat)			Electrolux - Front Load Laundry (Repeat)	
Ballroom E	Whirlpool			Bosch	
Ballroom F	Samsung - Family Hub Refrigerators & Induction Cooktop			Samsung - Family Hub Refrigerators & Induction Cooktop (Repeat)	
Ballroom G	Professional Appliance Technology - Gas Appliances			Professional Appliance Technology - Basics of Microwave Carmine D'Alessandro	
Conference Room 4 & 5	MGT - Leadership	MGT - Marketing & Selling Giovanni Livia		MGT - Operations and Processes PSA Team	MGT - Mastermind Peer Group Don Harris
Conference Room 7 & 8 2nd Floor	Educators Meeting Skills USA			Alliance Laundry	
Conference Room 9 & 10 2nd Floor	Rossware - Service Desk - Advanced Service Desk Matt Parker			Rossware - Service Desk - Advanced Service Desk (Continued) Matt Parker	
Conference Room 11 & 12 2nd Floor	Beko US Inc. Mike Maguire			Beko US Inc. Mike Maguire	
Conference Room 13 & 14 2nd Floor	Vulkan USA - Lokring R600a Refrigerant Recovery			Using Technology to Drive Productivity in Appliance Repair Alex Hallmark	Asurion - CARE Chase Cycak
2 pm - 4 pm	Trade Show Set Up - Ballroom B & C				
4 pm - 4:45 pm	Tradeshows Vendors Meeting - Ballroom B & C				
5 pm - 8 pm	BALLROOM B & C - Tradeshows Opens with Cocktail Social (Cash Bar)				
Dinner on your own					
LEGEND >>>	MANUFACTURER CLASS	PSA TECHNICAL CLASS		PSA BUSINESS CLASS	VENDOR CLASS
	CERTIFICATION TESTING	Storage is in Conference Room 3			



PSA National Appliance Service Convention CLASS SCHEDULE



Wednesday --- September 19, 2018					
7 am - 5 pm	Registration Desk Open				
6 am - 7 am	Early Morning Coffee & Idea Exchange - Conference Room 4 & 5 - Mike Callahan				
7 am - 8 am	BREAKFAST - Ballroom B & C				
8 am - 1:30 pm	TRADESHOW - Ballroom B & C				
9:50 am - 10:10 am	Morning Break				
12:00 pm - 1:00 pm	LUNCH - Ballroom B & C				
2:50 pm - 3:10 pm	Afternoon Break				
	8 am - 9:50 am	10:10 am - 11:30 p.m.	Lunch	1:30 pm - 2:50 pm	3:10 pm - 5:00 pm
Conference Room 1 & 2	Certification Testing Hans & Team		Lunch	Certification Testing Wrap Up Hans & Team	
	LAST DAY OF TESTING No New Testing after 3:00 pm				
Ballroom D					
Ballroom E				LG	
Ballroom F	DACOR - Modernist Combi-Oven (hands on and troubleshooting) Tom Knizer			DACOR - Modernist Combi-Oven (hands on and troubleshooting) (Repeat) Tom Knizer	
Ballroom G	Professional Appliance Technology - Basic Refrigeration			CDA Software	
Conference Room 4 & 5	CSR Training - Listening Skills Linda Knudsen	How to Win at Negotiations		ServicersWeb - Digital Marketing Blueprint for Appl. Repair Business Christina Kraker	ServicersWeb - Appliance Repair Customer Optimization Christina Kraker
Conference Room 7 & 8 2nd Floor	MGT Moving Up - Capture more \$\$ on your service call. Mike Callahan			ServicePower - Profile Overview & Service Outsourcing Q & A Wendell Vicente	RB - The Mysteries of Detergents & Cleaning Problems Solved Diane Hoffman
Conference Room 9 & 10 2nd Floor	National Service Alliance - PTAC Steve Gelman			Alliance - Laundry	
Conference Room 11 & 12 2nd Floor	Altiras Media - On Line Reviews & Reputation Booster Casey Love			National Service Alliance - Servicing PTAC's Steve Gelman	
Conference Room 13 & 14 2nd Floor	Vulkan USA - Lokring R600a Refrigerant Recovery (Repeat)			Vulkan USA - Lokring R600a Refrigerant Recovery (Repeat)	
5 pm - 6 pm	BALLROOM C - Cocktail Social (Cash Bar)				
6 pm	BALLROOM C - PSA Annual Banquet				
LEGEND >>>	MANUFACTURER CLASS	PSA TECHNICAL CLASS		PSA BUSINESS CLASS	VENDOR CLASS
	CERTIFICATION TESTING	Storage is in Conference Room 3			



PSA National Appliance Service Convention CLASS SCHEDULE



Thursday --- September 20, 2018					
7 am - 3 pm	Registration Desk Open				
7 am - 8 am	BREAKFAST - Ballroom C				
9:50 am - 10:10 am	Morning Break				
12:00 pm - 1:00 pm	LUNCH - Ballroom C				
2:50 pm - 3:10 pm	Afternoon Break				
	8 am - 9:50 am	10:10 am - 12 p.m.	Lunch	1:00 pm - 2:50 pm	3:10 pm - 5:00 pm
Conference Room 1 & 2					
Ballroom D					
Ballroom E	LG				
Ballroom F	Bertazzoni - Ranges and Refrigerators Mike Krieger			Bertazzoni - Ranges and Refrigerators (Repeat) Mike Krieger	
Ballroom G					
Conference Room 4 & 5					
Conference Room 7 & 8 2nd Floor	Service Co. Solutions - Flat Rate Pricing & Blue Book Users Group Jack Miller	Service Co. Solutions - Taking Care of Communications & Telco Jack Miller			
Conference Room 9 & 10 2nd Floor	Rosware - Service Desk - Questions and Answers Matt Parker			Rosware - Service Desk - Questions and Answers (Continued) Matt Parker	
Conference Room 11 & 12 2nd Floor	PSA World & Library - How to best utilize this tool Carmine D'Alessandro			PSA World & Library - How to best utilize this tool (Repeat) Carmine D'Alessandro	
Conference Room 13 & 14 2nd Floor	RB - The Mysteries of Detergents & Cleaning Problems Solved Diane Hoffman				
5 pm	CONVENTION CONCLUDES - Thanks for being a part of NASC 2018, see you next year!				
LEGEND >>>	MANUFACTURER CLASS	PSA TECHNICAL CLASS		PSA BUSINESS CLASS	VENDOR CLASS
	CERTIFICATION TESTING	Storage is in Conference Room 3			