



GET CERTIFIED.

**GET THE RESPECT
YOU DESERVE!**

By passing the examination, you are being tested and accredited by a panel of your peers who are members of the Professional Service Association and are responsible for the validity of the testing procedures.

PROFESSIONAL SERVICE ASSOCIATION

Serving the appliance
service industry
and setting the standard
since 1989.



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*Are you a
Service
Professional?*



JOIN THE

**Certified Appliance
Professional Program**

TO PROVE IT!



TECHNICIAN CERTIFICATION

WHAT'S IN THE EXAM?

The test is separated into eight different modules consisting of the following:

- A. Consumer Relations Skills
- B. Core Technical Knowledge (Basic Skills)
- C. Cleaning Equipment
(Laundry & Dishwashers)
- D. Convenience Equipment (Water Heaters,
Disposers & Compactors)
- E. Cooling Equipment (A/C & Refrigeration)
- F. Electric Cooking Equipment
- G. Gas Cooking Equipment
- H. Microwave Cooking Equipment



**In all, there are
over 300 questions
to test your skills!**

TECHNICIAN CERTIFICATIONS:

G-CAP

Graduate Certified Appliance Professional rating is designed for graduates of vocational schools who have completed their training. This serves as proof that the graduate has attained the knowledge necessary to perform in accordance to national skill standards. All modules are required.

T-CAP

Technician Certified Appliance Professional rating is designed to test the skills of a quality appliance technician with at least two years of experience in specific skill areas. Modules A and B, plus at least one technical module are required.

M-CAP

Master Certified Appliance Professional rating is designed to test the skills of a quality appliance technician with at least two years of experience. The candidate must pass all eight skill modules. EPA/refrigeration certification is also required. By becoming a certified appliance professional with a Master Technician rating, you join the ranks of the best-trained and most knowledgeable appliance service technicians in the country!

**As a certified technician,
you can be proud of the fact
that you have passed the most
extensive and comprehensive
exam available to
appliance technicians today!**



OFFICE STAFF CERTIFICATION

WHAT'S IN THE EXAM?

The test is separated into six different modules consisting of the following:

- A. Consumer Relations
- B. Productivity
- C. General Management
- D. Employee Relations
- E. Marketing
- F. Accounting

OFFICE STAFF CERTIFICATIONS:

CCS

Certified Consumer Specialist rating is designed for non-technical personnel who have direct contact with consumers. This exam tests people skills and business ethics of customer service representatives, support staff, and delivery crew. Only module A is required.

CSM

Certified Service Manager rating is designed to test the skills of service managers in their ability to handle management tasks, productivity, employee & consumer relations, and marketing and financial management. All modules are required.