



**PSA National Appliance Service Convention (NASC 2019)
Tentative Schedule----Our 30th Annual Convention
Sheraton Lisle-Naperville – Lisle (Chicago), IL**

26

Sunday --- September 29, 2019	3 PM ---7 PM	Registration Desk Open	
Ballroom D	7 PM --- 8 PM	New Attendees and Convention Information Meeting	
Hines	9 AM -- 3 PM	Certification Testing	Hans & Team
Monday --- September 30, 2019	6 AM – 5 PM	Registration Desk Open	
Atrium	7 AM – 8 AM	Welcome Breakfast	
Hines	8 AM – 12 PM	Certification Testing	Hans & Team
Arcadia Symposium (100)	8 AM – 12 PM	OEM Whirlpool Refrigerators	
Coltrane (60)	8 AM – 12 PM	OEM Electrolux Refrigerators	Doug Coutts
Getz (64)	8 AM – 12 PM	OEM General Electric Dishwashers	Tim Musich & Tim Burdick
Shaw (48)	8 AM – 12 PM	PSA Technology—Cooking Products & Servicing Gas	Linda Knudsen
Ellington (48)	8 AM – 9:50 AM	MGT You and Your Business	PSA Team
Ellington	10:10 AM – 12:00 PM	MGT Understanding Financial Statements	PSA Team
Washington (40)	8 AM – 9:50 AM	GLEEPS! And The 4 A's	Dean Landers
Washington (40)	10:10 AM – 12:00 PM	ServicersWeb Marketing Your Service Business from A to Z	Christina Kraker
Krupa (40)	8 AM – 12 PM	Rossware – Service Desk Beginning Service Desk	Karie Sevigny
Goodman (40)	8 AM – 9:50 AM	GOOGLE/SearchKings	Lorne Sederoff
Goodman (40)	10:10 AM – 12:00 PM	GOOGLE/SearchKings Advanced	Lorne Sederoff
Armstrong (40)	8 AM – 12 PM	OEM Beko US Product Line	
PDR	8 AM – 12 PM		
	9:50 AM--10:10 AM	Morning Break	
Atrium	12 PM – 1 PM	Lunch	
Hines	1 PM – 3 PM	Certification Testing	Hans & Team
Arcadia Symposium	1 PM – 5 PM	OEM Samsung	
Coltrane	1 PM – 5 PM	OEM Bosch Dishwashers & Induction Cooking	
Getz	1 PM – 5 PM	OEM Fisher & Paykel	John Oliver
Shaw	1 PM – 5 PM	Professional Appliance Technology –Basic Electricity	Jake Carmack
Ellington	1 PM – 2:50 PM	MGT Making a Profit & Cost of Doing Business	PSA Team
Ellington	3:10 PM – 5:00 PM	PSA World & Library How to best utilize this tool	Carmine D'Alessandro
Washington	1 PM – 2:50 PM	MGT Leadership	Jeremiah Webb
Washington	3:10 PM – 5:00 PM	MGT Service Co. Solutions Managing VOIP Communications	Jack Miller
Krupa	1 PM – 5 PM	Rossware Service Desk Beginning Service Desk (continued)	Karie Sevigny
Goodman	1 PM – 2:50 PM	ServicePower Overview	Wendell Vicent
Goodman	3:10 PM – 5:00 PM	C.A.R.E. Customer Experience Training by Lowes	Chase Cycak
Armstrong	1 PM – 5 PM	OEM Beko US Product Line	
PDR	1 PM – 2 PM	ServiceBench Users Class	
PDR	3 PM – 4 PM	ServiceBench Users Class	
	2:50 PM—3:10 PM	Afternoon Break	
	5:00 PM – 8:00 PM	An Evening with CoreCentric	a bus ride, hor douvers and tour of CoreCentric

Tuesday – October 1, 2019	7 AM – 5PM	Registration Desk Open	
Conference Room 4 & 5	6 AM—7 AM	Early Morning Coffee & Idea Exchange	Mike Callahan
Atrium	7 AM – 8 AM	Breakfast	
Hines	8 AM – 12 PM	Certification Testing	Hans & Team
Arcadia Symposium	8 AM – 12 PM	OEM Samsung	
Coltrane	8 AM – 12 PM	OEM Bosch Dishwashers & Induction Cooking	
Getz	8 AM – 12 PM	OEM General Electric Dishwashers	Tim Musich & Tim Burdick
Shaw	8 AM – 12 PM	Professional Appliance Technology	Basic Refrigeration, Part I Chuck Kramer
Ellington	8 AM – 9:50 AM	Google Search Team	Lorne Sederoff
Ellington	10:10 AM – 12:00 PM	MGT Marketing and Selling	Anthony Attanasio Giovanni Livia
Morton	8 AM – 9:50 AM	Educators Meeting Skills USA	
Washington	8 AM – 9:50 AM	5 Hot Tips for Recruiting	Jeremiah Webb
Washington	10:10 AM – 12:00 PM	Circuit Board Medics Cybersecurity & Ransomware	Christina Blackwell
Krupa	8 AM -- 12 PM	Rossware Service Desk	Advanced Service Desk Glade Ross
Goodman	8 AM – 12:00 PM	OEM Fisher & Paykel	John Oliver
Armstrong	8 AM – 12:00 PM	OEM Beko US Product Line	
PDR	8 AM – 9:50 AM	Service Works Overview	Matt Shickles
PDR	10:10 AM – 12:00 PM	Service Co. Solutions MPH Diagnostics	Jack Miller
	9:50 AM – 10:10 AM	Morning Break	
Atrium	12 PM – 1 PM	Lunch	
Hines	1 PM – 3 PM	Certification Testing	Hans & Team
Arcadia Symposium	1 PM – 5 PM	OEM Whirlpool Laundry & Dishwashers	
Coltrane	1 PM -- 5 PM	OEM	
Getz	1 PM – 5 PM	OEM Electrolux Dishwashers	Doug Coutts
Shaw	1 PM – 5 PM	Professional Appliance Technology	Basic Refrigeration, Part II Chuck Kramer
Ellington	1 PM – 5 PM	National Service Alliance CFC Recovery Class and Test	Randy Whitehead
Washington	1 PM – 2:50 PM	EPSON Remote Assistance with Smart Glasses	Leon Laroue
Washington	3:10 PM – 5:00 PM	Fred's Appliance Academy Effective Time Management	Alex Hallmark/Adam Butcher
Krupa	1 PM – 5 PM	Rossware Service Desk	Advanced Service Desk (cont) Glade Ross
Goodman	1 PM – 5 PM	OEM Alliance Laundry Home Laundry	
Armstrong	1 PM – 5 PM	OEM Beko US Product Line	
PDR	1 PM – 2:50 PM	Managing Truck Stock & Improving First Call Completes	Jim Rushton
PDR	3:10 PM – 5:00 PM	Wow Your Customers with a Winning Culture	Dean Landers
	2:50 PM – 3:10 PM	Afternoon Break	
Savoy	2:00 PM—4:00 PM	Trade Show Set Up	
	4 PM – 4:45 PM	Tradeshow Vendors Meeting	
	5 PM – 8 PM	Tradeshow Opens with Cocktail Social (Cash Bar) Dinner on your own	

Wed. --- October 2, 2019	7 AM – 5 PM	Registration Desk Open	
Conference Room 4 & 5	6 AM – 7 AM	Early Morning Coffee & Idea Exchange	Mike Callahan
Atrium	7 AM—8 AM	Breakfast	
Hines	8 AM – 1:00 PM	Certification Testing	Hans & Team
Savoy Ballroom	7 AM--- 1:30 PM	Tradeshaw	
Arcadia Symposium	8 AM – 11:30 AM	OEM LG Sealed system issues, problem tools and diagnostic	John Stanton
Coltrane	8 AM – 11:30 AM	Lokring Hydrocarbon Refrigerants-Servicing Refrigerated Appliance	Vulkan USA
Getz	8 AM – 11:30 AM	OEM Bertazzoni	
Shaw	8 AM – 11:30 AM	PSA Modern Refrigerators in Today's Market, Part I	
Ellington	8 AM – 9:50 AM	MGT Speed Networking Workshop Q & A	PSA Team
Ellington	10:10 AM – 11:30 AM	MASTERMIND PEER GROUP	DON HARRIS
Washington	8 AM – 9:50 AM	EPSON Remote Assistance with Smart Glasses	Leon Laroue
Washington	10:10 AM – 12:00 PM	MGT Customer Call Triage	PSA Team
Krupa	8 AM – 11:30 PM	OEM Dacor	
Goodman	8 AM – 11:30 PM	OEM Alliance Laundry Home Laundry	
Armstrong	8 AM – 11:30 PM	OEM National Service Alliance Sharp Appliances	
PDR	8 AM – 11:30 PM	CDA Software Live Demo and Questions & Answers	Bonnie Schweitzer
	All Day	Storage	
	9:50 AM – 10:10 PM	Morning Break	
Atrium	11:30 PM – 1:30 PM	Lunch	
Savoy Ballroom	7 AM--- 1:30 PM	Tradeshaw	
Hines	1 PM – 3 PM	Certification Testing	Hans & Team
Arcadia Symposium	1:30 PM – 5 PM	OEM	
Coltrane	1:30 PM – 5 PM	Lokring Hydrocarbon Refrigerants-Servicing Refrigerated Appliance	Vulkan USA
Getz	1:30 PM – 2:50 PM		
Getz	3:10 PM – 5 PM	Warrentech Users Meeting	
Shaw	1:30 PM – 5 PM	PSA Modern Refrigerators in Today's Market, Part II	
Ellington	1:30 PM – 2:50 PM	MGT Capture More Money on Your Service Call	PSA Team
Ellington	3:10 PM – 5:00 PM	RB –The Mysteries of Detergents & Cleaning Problems Solved	Diane Hoffman
Washington	1 PM – 2:50 PM	OSHA Rules and standards for the appliance service industry.	
Washington	3:10 PM – 5:00 PM	Shop On Fire Level 5 Leadership	Jeremiah Webb
Krupa	1:30 PM – 5 PM	OEM Dacor	
Goodman	1:30 PM – 5 PM	OEM Fisher & Paykel	
Armstrong	1:30 PM – 5 PM	OEM National Service Alliance Sharp Appliances	
PDR	1:30 PM – 5 PM	CDA Software CDA Assistance & Support	Bonnie Schweitzer
	All Day	Storage	
	2:50 PM – 3:10 PM	Afternoon Break	
Savoy Ballroom	5 PM --- 6 PM	Cocktail Social (Cash Bar)	
Savoy Ballroom	6 PM	PSA Annual Banquet	

Thurs. --- October 3, 2019	7 AM – 3 PM	Registration Desk Open
Atrium	7 AM – 8 AM	Breakfast
Hines	8 AM – 12 AM	Certification Testing (No New Candidates after 1:00) Hans & Team
Arcadia Symposium	8 AM – 12 PM	OEM LG Sealed system issues, problem tools & diag. (repeat) John Stanton
Coltrane	8 AM – 12 PM	OEM Liebherr
Getz	8 AM – 12 PM	OEM Bertazzoni
Shaw	8 AM – 12 PM	Professional Appliance Technology Microwaves Carmine D'Alessandro
Shaw	10:10 AM – 12:00 PM	PSA World & Library How to best utilize this tool Carmine D'Alessandro
Ellington	8 AM – 9:50 AM	MGT How to Win at Negotiations PSA Team
Ellington	10:10 AM – 12:00 PM	MGT PSA Team
Washington	8 AM – 9:50 AM	Work Smarter!—The Tools of The Trade Deb Grzywinski
Washington	10:10 AM – 12:00 PM	
Krupa	8 AM – 12 PM	Rossware Service Desk Questions and Answers Glade Ross
Goodman	8 AM – 12 PM	
Armstrong	8 AM – 9:50 AM	
Armstrong	10:10 AM – 12:00 PM	RB —The Mysteries of Detergents & Cleaning Problems Solved (repeat) Diane Hoffman
	All Day	Storage
	9:50 AM – 10:10 AM	Morning Break
Atrium	12 PM – 1 PM	Lunch
Hines	1:00	Certification Testing Wrap-up (No New Candidates after 1:00) Hans & Team
Arcadia Symposium	1 PM -- 5 PM	OEM
Coltrane	1 PM – 5 PM	OEM Liebherr
Getz	1 PM – 5 PM	OEM Bertazzoni
Shaw	1 PM – 5 PM	Professional Appliance Technology
Ellington	1:30 PM –2:50 PM	MGT Warranty Tips and Tricks PSA Team
Ellington	3:10 PM – 5:00 PM	MGT PSA Team
Washington	1 PM – 2:50 PM	
Washington	3:10 PM – 5:00 PM	
Krupa	1 PM – 5 PM	Rossware Service Desk Questions and Answers (cont) Glade Ross
Goodman	1 PM – 5 PM	PSA World & Library How to best utilize this tool (repeat) Carmine Dalessandro
Armstrong	1:00 PM –5:00 PM	OEM National Service Alliance CFC Recovery
	2:50 PM – 3:10 PM	Afternoon Break
Convention Concludes	5:00 PM	Thanks for being a part of NASC 2019, see you next year

Sign Up Early and Save Some Dollars! Included in this year's program; Certification --- 4 Breakfasts --- 4 Lunches--- One Awards Banquet--- Basic Training Classes --- Business Management Training (MGT)--- Consumer Service Rep (CSR) Training--Manufacturer's Training (OEM) -- Make New Friends and Renew the Old --Great Fellowship and Networking, A Vast Amount of Knowledge to be Gained, Shared and Experienced