



PSA National Appliance Service Convention (NASC 2021)
Tentative Schedule---Our 31st Annual Convention
Westgate Resort & Casino -- Las Vegas, NV

#15

Sunday --- November 7, 2021	3 PM ---7 PM	Registration Desk Open
Ballroom D	7 PM --- 8 PM	New Attendees and Convention Information Meeting
Monday --- November 8, 2021	6 AM – 5 PM	Registration Desk Open
Ballroom B & C	7 AM – 8 AM	Welcome Breakfast
Conference Room 1 & 2	8 AM – 12 PM	Certification Testing Jake & Team
Ballroom D	8 AM – 12 PM	OEM Whirlpool Washer and Dishwasher
Ballroom E	8 AM – 12 PM	OEM Bosch
Ballroom F	8 AM – 12 PM	OEM Fisher & Paykel Refrigeration, Dishdrawer & Cooking
Ballroom G	8 AM – 12 PM	Professional Appliance Technology Electrical Diagnosis for Modern Appliances
Conference Room 4 & 5	8 AM – 12 PM	
Conference Room 7 & 8 (2nd Floor)	8 AM – 12 PM	OEM Liebherr
Conference Room 9 & 10 (2nd Floor)	8 AM – 12 PM	Rossware – Service Desk Beginning Service Desk
Conference Room 11 & 12 (2nd Floor)	8 AM – 9:50 AM	MGT You and Your Business PSA Team
Conference Room 11 & 12 (2nd Floor)	10:10 AM – 12 PM	MGT Understanding Financial Statements PSA Team
Conference Room 13 & 14 (2nd Floor)	8 AM – 12 PM	
Conference Room 3	All Day	Storage
	9:50 AM--10:10 AM	Morning Break
Ballroom B & C	12 PM – 1 PM	Lunch
Conference Room 1 & 2	1 PM – 3 PM	Certification Testing Jake & Team
Ballroom D	1 PM – 5 PM	OEM Electrolux
Ballroom E	1 PM – 5 PM	OEM Hisence Appliances
Ballroom F	1 PM – 5 PM	OEM Alliance Laundry
Ballroom G	1 PM – 5 PM	Professional Appliance Technology Electrical Diagnosis for Modern Appliances (cont)
Conference Room 4 & 5	1 PM – 5 PM	OEM Liebherr
Conference Room 7 & 8 (2nd Floor)	1 PM – 5 PM	OEM Sharp
Conference Room 9 & 10 (2nd Floor)	1 PM – 5 PM	Rossware Service Desk Beginning Service Desk (continued)
Conference Room 11 & 12 (2nd Floor)	1 PM – 2:50 PM	MGT Making a Profit & Cost of Doing Business -CSM prep class
Conference Room 11 & 12 (2nd Floor)	3:10 PM – 5 PM	MGT Warranty Tips & Tricks
Conference Room 13 & 14 (2nd Floor)	1 PM – 2:50 PM	Chat with Industry experts Fred's Appliance Academy Adam & Alex
Conference Room 13 & 14 (2nd Floor)	3:10 PM – 5 PM	New Techs (about One year0 Open Forum Discussion David Lange
	2:50 PM—3:10 PM	Afternoon Break
		Dinner On Your Own

Tuesday – November 9, 2021	7 AM – 5PM	Registration Desk Open
Conference Room 4 & 5	6 AM—7 AM	Early Morning Coffee & Idea Exchange Mike Callahan
Ballroom B & C	7 AM – 8 AM	Breakfast
Conference Room 1 & 2	8 AM – 12 PM	Certification Testing Jake & Team
Ballroom D	8 AM – 12 PM	OEM Electrolux
Ballroom E	8 AM – 12 PM	OEM Bosch
Ballroom F	8 AM – 12 PM	OEM Alliance Laundry
Ballroom G	8 AM – 12 PM	Professional Appliance Technology Gas Appliances
Conference Room 4 & 5	8 AM – 12 PM	
Conference Room 7 & 8 (2nd Floor)	8 AM – 9:50 AM	Educators Meeting Skills USA
Conference Room 7 & 8 (2nd Floor)	10:10 AM – 12 PM	Introduction to Detergents – Laundry & Dishwasher Hosted by P & G
Conference Room 9 & 10 (2nd Floor)	8 AM -- 12 PM	Rossware Service Desk Advanced Service Desk
Conference Room 11 & 12 (2nd Floor)	8 AM – 9:50 AM	MGT Leadership Jeremiah Webb
Conference Room 11 & 12 (2nd Floor)	10:10 AM – 12 PM	MGT Marketing and Selling Giovanni Livia
Conference Room 13 & 14 (2nd Floor)	8 AM – 9:50 AM	Owner Transition – Preparing to retire Dean Landers
Conference Room 13 & 14 (2nd Floor)	10:10 AM – 12 PM	
Conference Room 3	All Day	Storage
	9:50 AM – 10:10 AM	Morning Break
Ballroom B & C	12 PM – 1 PM	Lunch
Conference Room 1 & 2	1 PM – 3 PM	Certification Testing Jake & Team
Ballroom D	1 PM – 5 PM	OEM Whirlpool Washer and Dishwasher (repeat)
Ballroom E	1 PM -- 5 PM	OEM Hisence Appliances
Ballroom F	1 PM – 5 PM	OEM Fisher & Paykel Refrigeration, Dishdrawer & Cooking
Ballroom G	1 PM – 5 PM	Professional Appliance Technology Basics of Microwave
Conference Room 4 & 5		
Conference Room 7 & 8 (2nd Floor)	1 PM – 5 PM	OEM Sharp
Conference Room 9 & 10 (2nd Floor)	1 PM – 5 PM	Rossware Service Desk Advanced Service Desk (cont)
Conference Room 11 & 12 (2nd Floor)	1 PM – 2:50 PM	MGT Operations and Processes PSA Team
Conference Room 11 & 12 (2nd Floor)	3:10 PM – 5 PM	MGT – Mastermind Peer Group Don Harris
Conference Room 13 & 14 (2nd Floor)	1 PM – 2:50 PM	Business Owner/Operator Professionalize your Business Operations Dean Landers
Conference Room 13 & 14 (2nd Floor)	3:10 PM – 5 PM	
	2:50 PM – 3:10 PM	Afternoon Break
Ballroom B & C	2:00 PM—4 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)

Wednesday – November 10, 2021	7 AM – 5 PM	Registration Desk Open
Conference Room 4 & 5	6 AM – 7 AM	Early Morning Coffee & Idea Exchange Mike Callahan
Ballroom A, B & C	7 AM–8 AM	Breakfast
Conference Room 1 & 2	8 AM – 1 PM	Certification Testing Jake & Team
Ballroom A, B & C	8 AM--- 1:30 PM	Tradeshow
Ballroom D	8 AM – 11:30 AM	OEM Sharp
Ballroom E	8 AM – 11:30 AM	OEM Bosch
Ballroom F	8 AM – 11:30 AM	OEM
Ballroom G	8 AM – 11:30 AM	Professional Appliance Technology Basic Refrigeration
Conference Room 4 & 5	8 AM – 11:30 AM	Vulcan R600A
Conference Room 7 & 8 (2 nd Floor)	8 AM – 9:50 AM	
Conference Room 7 & 8 (2 nd Floor)	10:10 AM – 11:30 AM	CSR Training Listening Skills Linda Knudsen
Conference Room 9 & 10 (2 nd Floor)	8 AM – 9:50 AM	
Conference Room 9 & 10 (2 nd Floor)	10:10 AM – 11:30 AM	
Conference Room 11 & 12 (2 nd Floor)	8 AM – 9:50 AM	MGT How to Win at Negotiations
Conference Room 11 & 12 (2 nd Floor)	10:10 AM – 11:30 AM	MGT Moving Up Capture more \$\$ on your service call Mike Callahan
Conference Room 13 & 14 (2 nd Floor)	8 AM – 11:30 PM	MGT How to achieve the greatest gains in the worst situations Jeremiah Webb
Conference Room 3	All Day	Storage
	9:50 AM – 10:10 PM	Morning Break
Conference Room 1 & 2	1 PM	Certification Testing Wrap-up (No New Candidates after 1:00) Jake & Team
Ballroom A, B & C	11:30 PM – 1:30 PM	Lunch
Ballroom A, B & C	8 AM – 1:30 PM	Tradeshow
Ballroom D	1:30 PM – 5 PM	OEM Bertazzoni
Ballroom E	1:30 PM – 5 PM	OEM Whirlpool Commercial Laundry
Ballroom F	1:30 PM – 5 PM	OEM
Ballroom G	3:10 PM – 5 PM	Professional Appliance Technology Basic Refrigeration (cont)
Conference Room 4 & 5	1:30 PM – 5 PM	Vulcan R600A
Conference Room 7 & 8 (2 nd Floor)	1:30 PM – 2:50 PM	
Conference Room 7 & 8 (2 nd Floor)	3:10 PM – 5 PM	Introduction to Detergents – Laundry & Dishwasher Hosted by P & G
Conference Room 9 & 10 (2 nd Floor)	1:30 PM – 5 PM	Rossware
Conference Room 11 & 12 (2 nd Floor)	1:30 PM – 2:50 PM	MGT How to achieve the greatest gains in the worst situations Jeremiah Webb
Conference Room 11 & 12 (2 nd Floor)	3:10 PM – 5 PM	MGT Turning around key employees that are problematic Jeremiah webb
Conference Room 13 & 14 (2 nd Floor)	1:30 PM – 2:50 PM	Increasing Technician Confidence, Open Forum David Lange
Conference Room 13 & 14 (2 nd Floor)	3:10 PM – 5 PM	Growing Your Business From a 1-2 Man Operation to 6 plus Dean Landers
Conference Room 3	All Day	Storage
	2:50 PM – 3:10 PM	Afternoon Break
Ballroom A, B & C	5 PM --- 6 PM	Cocktail Social (Cash Bar)
Ballroom A, B & C	6 PM	PSA Annual Banquet

Thursday -- November 11, 2021	7 AM – 3 PM	Registration Desk Open
Ballroom B & C	7 AM – 8 AM	Breakfast
Conference Room 1 & 2	8 AM – 12 AM	
Ballroom D	8 AM – 12 PM	OEM Bertazzoni
Ballroom E	8 AM – 12 PM	OEM
Ballroom F	8 AM – 12 PM	OEM
Ballroom G	8 AM – 12 PM	PSA World & Library How to best utilize this tool
Conference Room 4 & 5	8 AM – 9:50 AM	
Conference Room 4 & 5	10:10 AM – 12 PM	
Conference Room 7 & 8 (2 nd Floor)	8 AM – 9:50 AM	MGT Customer Call Triage PSA Team
Conference Room 7 & 8 (2 nd Floor)	10:10 AM – 12 PM	
Conference Room 9 & 10 (2 nd Floor)	8 AM – 12 PM	Rossware Service Desk Questions and Answers
Conference Room 11 & 12 (2 nd Floor)	8 AM – 12 PM	
Conference Room 13 & 14 (2 nd Floor)	8 AM – 9:50 AM	
Conference Room 13 & 14 (2 nd Floor)	10:10 AM – 12 PM	
Conference Room 3	All Day	Storage
	9:50 AM – 10:10 AM	Morning Break
Ballroom B & C	12 PM – 1 PM	Lunch
Convention Concludes	1:00 PM	Thanks for being a part of NASC 2021, 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