



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

**# 6**

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

<b>Tuesday – November 9, 2021</b>	7 AM – 5PM	<b>Registration Desk Open</b>
Conference Room 4 & 5	6 AM—7 AM	<b>Early Morning Coffee &amp; Idea Exchange</b> Mike Callahan
Ballroom B & C	7 AM – 8 AM	<b>Breakfast</b>
Ballroom B & C	9 AM – 4 PM	<b>Top Tech Competition</b> Greg Doster and Team
Conference Room 1 & 2	8 AM – 12 PM	<b>Certification Testing</b> Hans & Team
Ballroom D	8 AM – 12 PM	<b>OEM Electrolux</b>
Ballroom E	8 AM – 12 PM	<b>OEM Bosch</b>
Ballroom F	8 AM – 12 PM	<b>OEM Samsung Appliances</b>
Ballroom G	8 AM – 12 PM	<b>Professional Appliance Technology</b> Gas Appliances
Conference Room 4 & 5	8 AM – 12 PM	
Conference Room 7 & 8 (2 <sup>nd</sup> Floor)	8 AM – 9:50 AM	<b>Educators Meeting Skills USA</b>
Conference Room 7 & 8 (2 <sup>nd</sup> Floor)	10:10 AM – 12 PM	
Conference Room 9 & 10 (2 <sup>nd</sup> Floor)	8 AM -- 12 PM	<b>Rossware Service Desk</b> Advanced Service Desk
Conference Room 11 & 12 (2 <sup>nd</sup> Floor)	8 AM – 9:50 AM	<b>MGT Leadership</b>
Conference Room 11 & 12 (2 <sup>nd</sup> Floor)	10:10 AM – 12 PM	<b>MGT Marketing and Selling</b> Giovanni Livia
Conference Room 13 & 14 (2 <sup>nd</sup> Floor)	8 AM – 12 PM	
Conference Room 3	All Day	<b>Storage</b>
	9:50 AM – 10:10 AM	<b>Morning Break</b>
Ballroom B & C	12 PM – 1 PM	<b>Lunch</b>
Conference Room 1 & 2	1 PM – 3 PM	<b>Certification Testing</b> Hans & Team
Ballroom D	1 PM – 5 PM	<b>OEM Whirlpool</b>
Ballroom E	1 PM -- 5 PM	<b>OEM</b>
Ballroom F	1 PM – 5 PM	<b>OEM Fisher &amp; Paykel</b> Refrigeration, Dishdrawer & Cooking
Ballroom G	1 PM – 5 PM	<b>Professional Appliance Technology</b> Basics of Microwave Carmine D'Alessandro
Conference Room 4 & 5		
Conference Room 7 & 8 (2 <sup>nd</sup> Floor)	1 PM – 5 PM	<b>OEM Sharp</b>
Conference Room 9 & 10 (2 <sup>nd</sup> Floor)	1 PM – 5 PM	<b>Rossware Service Desk</b> Advanced Service Desk (cont)
Conference Room 11 & 12 (2 <sup>nd</sup> Floor)	1 PM – 2:50 PM	<b>MGT Operations and Processes</b> PSA Team
Conference Room 11 & 12 (2 <sup>nd</sup> Floor)	3:10 PM – 5 PM	<b>MGT – Mastermind Peer Group</b> Don Harris
Conference Room 13 & 14 (2 <sup>nd</sup> Floor)	1 PM – 5 PM	
	2:50 PM – 3:10 PM	<b>Afternoon Break</b>
Ballroom B & C	2:00 PM—4 PM	<b>Trade Show Set Up</b>
	4 PM – 4:45 PM	<b>Tradeshow Vendors Meeting</b>
	5 PM – 8 PM	<b>Tradeshow Opens with Cocktail Social (Cash Bar) (Dinner on your own)</b>

<b>Wednesday – November 10, 2021</b>	7 AM – 5 PM	<b>Registration Desk Open</b>
Conference Room 4 & 5	6 AM – 7 AM	<b>Early Morning Coffee &amp; Idea Exchange</b> Mike Callahan
Ballroom A, B & C	7 AM–8 AM	<b>Breakfast</b>
Ballroom A, B & C	9 AM – 4 PM	Top Tech Competition Greg Doster and Team
Conference Room 1 & 2	8 AM – 1 PM	<b>Certification Testing</b> Hans & Team
Ballroom A, B & C	8 AM--- 1:30 PM	<b>Tradeshow</b>
Ballroom D	8 AM – 11:30 AM	<b>OEM</b>
Ballroom E	8 AM – 11:30 AM	<b>OEM Bosch</b>
Ballroom F	8 AM – 11:30 AM	<b>OEM Samsung Electronics</b>
Ballroom G	8 AM – 11:30 AM	<b>Professional Appliance Technology Basic Refrigeration</b>
Conference Room 4 & 5	8 AM – 11:30 AM	<b>Vulcan R600A</b>
Conference Room 7 & 8 (2 <sup>nd</sup> Floor)	8 AM – 9:50 AM	
Conference Room 7 & 8 (2 <sup>nd</sup> Floor)	10:10 AM – 11:30 AM	<b>CSR Training</b> Listening Skills Linda Knudsen
Conference Room 9 & 10 (2 <sup>nd</sup> Floor)	8 AM – 9:50 AM	
Conference Room 9 & 10 (2 <sup>nd</sup> Floor)	10:10 AM – 11:30 AM	
Conference Room 11 & 12 (2 <sup>nd</sup> Floor)	8 AM – 9:50 AM	MGT How to Win at Negotiations
Conference Room 11 & 12 (2 <sup>nd</sup> Floor)	10:10 AM – 11:30 AM	<b>MGT Moving Up</b> Capture more \$\$ on your service call Mike Callahan
Conference Room 13 & 14 (2 <sup>nd</sup> Floor)	8 AM – 11:30 PM	
Conference Room 3	All Day	<b>Storage</b>
	9:50 AM – 10:10 PM	<b>Morning Break</b>
Conference Room 1 & 2	1 PM	<b>Certification Testing</b> Wrap-up (No New Candidates after 1:00) Hans & Team
Ballroom A, B & C	11:30 PM – 1:30 PM	<b>Lunch</b>
Ballroom A, B & C	8 AM – 1:30 PM	<b>Tradeshow</b>
Ballroom D	1:30 PM – 5 PM	<b>OEM Bertazzoni</b>
Ballroom E	1:30 PM – 5 PM	<b>OEM Dacor</b>
Ballroom F	1:30 PM – 5 PM	<b>OEM</b>
Ballroom G	3:10 PM – 5 PM	<b>Professional Appliance Technology Basic Refrigeration (cont)</b>
Conference Room 4 & 5	1:30 PM – 5 PM	<b>Vulcan R600A</b>
Conference Room 7 & 8 (2 <sup>nd</sup> Floor)	1:30 PM – 5 PM	
Conference Room 9 & 10 (2 <sup>nd</sup> Floor)	1:30 PM – 5 PM	<b>Rossware</b>
Conference Room 11 & 12 (2 <sup>nd</sup> Floor)	1:30 PM – 2:50 PM	
Conference Room 11 & 12 (2 <sup>nd</sup> Floor)	3:10 PM – 5 PM	
Conference Room 13 & 14 (2 <sup>nd</sup> Floor)	1:30 PM – 2:50 PM	<b>RB –The Mysteries of Detergents &amp; Cleaning Problems Solved</b>
Conference Room 13 & 14 (2 <sup>nd</sup> Floor)	3:10 PM – 5 PM	
Conference Room 3	All Day	<b>Storage</b>
	2:50 PM – 3:10 PM	<b>Afternoon Break</b>
Ballroom A, B & C	5 PM --- 6 PM	<b>Cocktail Social (Cash Bar)</b>
Ballroom A, B & C	6 PM	<b>PSA Annual Banquet</b>

<b>Thursday -- November 11, 2021</b>	7 AM – 3 PM	<b>Registration Desk Open</b>
Ballroom B & C	7 AM – 8 AM	<b>Breakfast</b>
Conference Room 1 & 2	8 AM – 12 AM	
Ballroom D	8 AM – 12 PM	<b>OEM Bertazzoni</b>
Ballroom E	8 AM – 12 PM	<b>OEM Dacor</b>
Ballroom F	8 AM – 12 PM	<b>OEM Samsung Electronics</b>
Ballroom G	8 AM – 12 PM	<b>PSA World &amp; Library</b> How to best utilize this tool Carmine Dalessandro
Conference Room 4 & 5	8 AM – 9:50 AM	
Conference Room 4 & 5	10:10 AM – 12 PM	
Conference Room 7 & 8 (2 <sup>nd</sup> Floor)	8 AM – 9:50 AM	<b>MGT Customer Call Triage</b> PSA Team
Conference Room 7 & 8 (2 <sup>nd</sup> Floor)	10:10 AM – 12 PM	
Conference Room 9 & 10 (2 <sup>nd</sup> Floor)	8 AM – 12 PM	<b>Rossware Service Desk</b> Questions and Answers
Conference Room 11 & 12 (2 <sup>nd</sup> Floor)	8 AM – 12 PM	
Conference Room 13 & 14 (2 <sup>nd</sup> Floor)	8 AM – 9:50 AM	<b>RB –The Mysteries of Detergents &amp; Cleaning Problems Solved</b>
Conference Room 13 & 14 (2 <sup>nd</sup> Floor)	10:10 AM – 12 PM	
Conference Room 3	All Day	<b>Storage</b>
	9:50 AM – 10:10 AM	<b>Morning Break</b>
Ballroom B & C	12 PM – 1 PM	<b>Lunch</b>
Convention Concludes	1:00 PM	<b>Thanks for being a part of NASC 2021, see you next year</b>

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

