



Professional Service Association (PSA) Convention 2022

Tentative Schedule----Our 33rd Year

Rosen Plaza Hotel---Orlando, Florida

Sunday September 18, 2022		3 PM ---7 PM	Registration Desk Open
Salon --- 9		8 AM – 5 PM	Certification Testing Hans & Team
Salon --- 10		1 PM – 5 PM	
Salon --- 11		1 PM – 5 PM	Technical Basic Electricity in Today's Appliances Charles (Chuck) Kramer
Salon --- 12		1 PM – 5 PM	
Salon --- 13		1 PM – 5 PM	Technical Today's Refrigeration in Appliances Tim Hartfield
Salon --- 11		7 PM --- 8 PM	New Attendees and Convention Information Meeting
Salon --- 1 - 2		Storage	For duration of convention
Salon --- 15		Office	For duration of convention
Monday --- September 19, 2022		6 AM – 5 PM	Registration Desk Open
Grand Ball Room A		7 AM – 8 AM	Welcome Breakfast
Salon --- 3 - 4	88	8 AM – 12 PM	OEM -- Whirlpool Dual Evaporator Ref. and Dishwashers Michael Trushinsky
Salon --- 5 – 6	88	8 AM – 12 PM	OEM –Electrolux Ranges, Micro-Combo ovens, induction & Gas James Drew
Salon --- 7 - 8	72	8 AM – 12 PM	OEM – BOSCH Dishwashers Justin Thomas
Salon --- 9	40	8 AM – 12 PM	Certification Testing Hans & Team
Salon --- 10	38	8 AM – 9:50 AM	
Salon --- 10	38	10:10 AM – 12 PM	MGT Becoming a Business Specialist You and your Business PSA Team
Salon --- 11	40	8 AM – 12 PM	Technical Vulkan refrigeration Service Bill Osborn
Salon --- 12	38	8 AM – 12 PM	
Salon --- 13	40	8 AM – 12 PM	MGT
Salon --- 14	40	8 AM – 9:50 AM	MGT Work / Life Balance for Business Owners Jeremiah Webb
Salon --- 14	40	10:10 AM – 12 PM	MGT Wrenches to Riches Moving from Technician to Owner Don Harris
Salon --- 17	18	8 AM – 9:50 AM	MGT Professionalize Your Business & take it to the next Level Dean Landers
Salon --- 17	18	10:10 AM – 12 PM	MGT Grow Your Business—Why Add Technicians Dean Landers
Salon --- 18	18	8 AM -- 12 PM	MGT Rossware Service Desk for Beginners Jason & Alex Ross
Break Area		9:50 AM –10:10 AM	Coffee Break
Grand Ball Room A		12 PM – 1 PM	Lunch
Salon --- 3 - 4	88	1 PM – 5 PM	OEM -- LG VS4LRS-S2706 Side by Side Refrigerator David Rawson
Salon --- 5 – 6	88	1 PM – 5 PM	OEM –Samsung Refrigerator (no repeat) Jim Narsh
Salon --- 7 - 8	72	1 PM – 5 PM	OEM --
Salon --- 9	40	1 PM – 5 PM	Certification Testing Hans & Team
Salon --- 10	38	1 PM – 5 PM	MGT How to Create the Perfect Service Company Randy Whitehead
Salon --- 11	40	1 PM – 5 PM	Technical Vulkan refrigeration Service Bill Osborn
Salon --- 12	38	1 PM – 5 PM	Technical Basic Refrigeration Chuck Kramer
Salon --- 13	40	1 PM – 2:50 PM	MGT Becoming a Business Specialist Financial Statements PSA Team
Salon --- 13	40	3:10 PM – 5:00	MGT Becoming a Business Specialist Making a Profit PSA Team
Salon --- 14	40	1 PM – 5:00 PM	OEM Dacor Column Refrigerator (no repeat) Jim Narsh
Salon --- 17	18	1 PM – 5 PM	Technical Gas Fueled Appliances and their Components Linda Knudsen
Salon --- 18	18	1 PM – 5 PM	MGT Rossware Service Desk for Beginners (cont.) Jason & Alex Ross
Break Area		2:50 PM – 3:10 PM	Coffee Break
			Dinner; On Your Own

Tuesday --- Sept. 20, 2022		7 AM – 5PM	Registration Desk Open
Salon --- 11		6 AM---7 AM	Early Morning Coffee & Idea Exchange Mike Callahan
Gran Ball Room A		7 AM – 8 AM	Breakfast
Salon --- 3 - 4	88	8 AM – 12 PM	OEM -- LG Top Load and Front Load Washers David Rawson
Salon --- 5 – 6	88	8 AM – 12 PM	OEM –Electrolux Ranges, Micro-Combo ovens, induction & Gas (repeat) James Drew
Salon --- 7 - 8	72	8 AM – 12 PM	OEM -- Bosch Induction Cooking
Salon --- 9	40	8 AM – 12 PM	Certification Testing Hans & Team
Salon --- 10	38	8 AM – 9:50 AM	Service Power Comprehensive Training Deja Ellison
Salon --- 10		10:10 AM – 12:00 PM	Educators Meeting Skills USA Greg Doster
Salon --- 11	40	8 AM – 9:50 AM	MGT Customer Interaction John Wilkins
Salon --- 11	40	10:10 AM – 12:00 PM	MGT Triage John Wilkins
Salon --- 12	38	8 AM – 12 PM	
Salon --- 13	40	8 AM – 9:50 AM	Technical How detergents work in washers and dishwashers Diane Hoffman
Salon --- 13	40	10:10 AM – 12:00 PM	MGT Becoming a Business Specialist Negotiations PSA Team
Salon --- 14	40	8 AM – 9:50 AM	MGT Leadership Jeremiah Webb
Salon --- 14	40	10:10 AM – 12:00 PM	Asurion News - Q&A / ServiceBench Best Practices
Salon --- 17	18	8 AM – 9:50 AM	LG Field Service LG Authorized Servicers Only
Salon --- 17	18	10:10 AM – 12:00 PM	MGT Cost of Doing Business Workshop Don Harris
Salon --- 18	18	8 AM -- 12 PM	MGT Rossware Service Desk Core Training Jason & Alex Ross
Break Area		9:50 AM –10:10 AM	Coffee Break
Grand Ball Room A		12 PM – 1 PM	Lunch
Salon --- 3 - 4	88	1 PM – 5 PM	OEM--Whirlpool Dual Evaporators Refrigerators & Dishwashers (repeat) Michael Trushinsky
Salon --- 5 – 6	88	1 PM – 5 PM	OEM –Samsung Dishwashers (no repeat) Jim Narsh
Salon --- 7 - 8	72	1 PM – 5 PM	OEM -- Bosch Induction Cooking Justin Thomas

Salon --- 9	40	1 PM – 5 PM	Certification Testing	Hans & Team
Salon --- 10	38	1 PM – 2:50 PM	Service Power Comprehensive Training	Deja Ellison
Salon --- 10	38	3:10 PM – 5:00 PM	National Service Alliance	
Salon --- 11	40	1 PM – 5 PM	Technical Understanding the operation of Microwaves	
Salon --- 12	38	1 PM – 5 PM	OEM Bertazzoni Ranges Gas, Dual Fuel and Induction	Mike Krieger
Salon --- 13	40	1 PM – 2:50 PM	MGT Owner Transition—Preparing to Retire	Terry Kelm & Dean Landers
Salon --- 13	40	3:10 PM – 5:00 PM	MGT The Keys to selling your Business	Terry Kelm
Salon --- 14	40	1 PM – 2:50 PM	OEM GE Smart H. Q. Service App Training	Juan Morales
Salon --- 14	40	3:10 PM – 5:00 PM	MGT Becoming a Business Specialist Operations and Processes	PSA Team
Salon ---- 17	18	1 PM – 2:50 PM	LG Field Service LG Authorized Servicers Only	
Salon ---- 17	18	3:10 PM – 5:00 PM	MGT Warranty Claims best Practice	Janice Salmon
Salon --- 18	18	1 PM – 5 PM	MGT Rossware Service Desk Core Training (cont.)	Jason & Alex Ross
Break Area		2:50 PM -- 3:10 PM	Coffee Break	
Grand Ballroom		2:00 PM -- 4:00 PM	Trade Show Setup	
Grand Ballroom		4:00 PM -- 4:45 PM	Trade Show Vendors Meeting	
Grand Ballroom		5:00 PM --- 8:00 PM	Tradeshow Opens with Cocktail Social (Cash Bar)	
		5:00 PM --- 8:00 PM	The Nation's Top Tech Contest	
			Dinner On Your Own	

Wednesday --- Sept. 21, 2022		7 AM – 5 PM	Registration Desk Open	
Salon --- 11		6 AM – 7 AM	Early Morning Coffee & Idea Exchange	Mike Callahan
Grand Ball Room A – B - C		7 AM – 8 AM	Breakfast	
Grand Ball Room A – B - C		7 AM – 2 PM	Trade Show	
		7 AM – 2 PM	The Nation's Top Tech Contest	
Salon ---- 3 - 4	88	8 AM – 11:30 AM	LG Field Service LG Authorized Servicers Only	
Salon ---- 5 – 6	88	8 AM – 11:30 AM		
Salon --- 7 - 8	72	8 AM – 11:30 AM	OEM -- Bosch Microwaves	
Salon --- 9	40	8 AM – 11:30 AM	Certification Testing	Hans & Team
Salon --- 10	38	8 AM – 11:30 AM	OEM – Miele CVA Coffee Maker	Linda Knudsen
Salon --- 11	40	8 AM – 11:30 AM	OEM –Hisense Refrigeration, Dishwashers	Tim Burdick
Salon --- 12	38	8 AM – 11:30 AM	OEM Dacor Combi-Wall Oven (no repeat)	Jim Narsh
Salon --- 13	40	8 AM – 9:50 AM	MGT Becoming a Business Specialist Marketing and Selling	PSA Team
Salon --- 13		10:10 AM – 11:30 AM	MGT Becoming a Business Specialist Leadership	PSA Team
Salon --- 14	40	8 AM – 9:50 AM	OEM GE Smart H. Q. Service App Training (repeat)	Juan Morales
Salon --- 14	40	10:10 AM – 11:30 AM	LG Field Service LG Authorized Servicers Only	
Salon ---- 17	18	8 AM – 11:30 AM	MGT CDA software	Bonnie Schweitzer
Salon --- 18	18	8 AM – 11:30 AM	MGT Rossware Service Desk Advanced Training	Jason & Alex Ross
Break Area		9:50 AM –10:10 AM	Coffee Break	
Grand Ball Room A – B - C		11:30 AM – 1:30 PM	Lunch	
Salon ---- 3 - 4	88	1:30 PM – 5 PM	OEM – Leibherr	Tiffany Phillips
Salon ---- 5 – 6	88	1:30 PM – 5 PM		
Salon --- 7 - 8	72	1:30 PM –2:50 PM	LG Field Service LG Authorized Servicers Only	
Salon --- 7 - 8	72	3:10 PM – 5:00 PM	OnPoint Warranty Service Are you a Service Avenger?	Joe Lucido
Salon --- 9	40	1:30 PM – 5 PM	Certification Testing (no new candidates after 3:00)	Hans & Team
Salon --- 10	38	1:30 PM – 5 PM	OEM – Miele	Linda Knudsen
Salon --- 11	40	1:30 PM – 5 PM	Proctor Gamble Private meeting	
Salon --- 12	38	1:30 PM – 5 PM	OEM Bertazzoni Ranges Gas, Dual Fuel and Induction (repeat)	Mike Krieger
Salon --- 13	40	1:30 PM –2:50 PM	MGT Capture More Money on Your Service Call	PSA Team
Salon --- 13	40	3:10 PM – 5:00 PM	MGT How to Win at Negotiations	PSA Team
Salon --- 14	40	1:30 PM –2:50 PM	Technical How detergents work in washers and dishwashers	Diane Hoffman
Salon --- 14	40	3:10 PM – 5:00 PM	Guardsman Update	David Velasquez
Salon ---- 17	18	1:30 PM – 5 PM	MGT CDA Software	Bonnie Schweitzer
Salon --- 18	18	1:30 PM – 5 PM	MGT Rossware Service Desk Advanced Training (cont.)	Jason & Alex Ross
Break Area		2:50 PM -- 3:10 PM	Coffee Break	
Grand Ball Room A - B		5 PM --- 6 PM	Cocktail Social (Cash Bar)	
Grand Ball Room A - B		6 PM	PSA Annual Banquet	

Thursday --- Sept. 22, 2022	7:00 AM - 11:00 AM	Registration Desk Open
Grand Ball Room A	7 AM – 8 AM	Breakfast
Salon --- 3 - 4	88	8 AM – 12 PM
Salon --- 5 – 6	88	8 AM – 12 PM
Salon --- 7 - 8	72	8 AM – 12 PM
Salon --- 9	40	8 AM – 9:50 AM
Salon --- 9	40	10:10 AM – 12 PM
Salon --- 10	38	8 AM – 12 PM
Salon --- 11	40	8 AM – 9:50 AM
Salon --- 11	40	10:10 AM – 12 PM
Salon --- 12	38	8 AM – 12 PM
Salon --- 13	40	8 AM – 12 PM
Salon --- 14	40	8 AM – 12 PM
Salon --- 17	18	8 AM -- 12 PM
Salon --- 18	18	8 AM -- 12 PM
Break Area	9:50 AM – 10:10 AM	Coffee Break
Grand Ball Room A	12 PM – 1 PM	Lunch
	1:00 PM	Convention Ends See you next year

Sign Up Early and Save Some Dollars! Included in this year's program;
 Certification at no Additional Charge --- 4 Breakfasts --- 4 Lunches --- One Awards Banquet --- Basic Training Classes ---
 Business Management Training --- Manufacturer's Training --- Make New Friends and Renew the Old --- Great Fellowship
 and Networking --- A Vast Amount of Knowledge to be Learned, Shared and Experienced-----.