



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

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Sunday --- October 24, 2021	3 PM ---7 PM	Registration Desk Open
Ballroom D	7 PM --- 8 PM	New Attendees and Convention Information Meeting
Conference Room 1 & 2	9 AM – 3 PM	Certification Testing Hans & Team
Monday --- October 25, 2021	6 AM – 5 PM	Registration Desk Open
Ballroom C	7 AM – 8 AM	Welcome Breakfast
Conference Room 1 & 2	8 AM – 12 PM	Certification Testing Hans & Team
Ballroom D	8 AM – 12 PM	OEM
Ballroom E	8 AM – 12 PM	OEM
Ballroom F	8 AM – 12 PM	OEM
Ballroom G	8 AM – 12 PM	Professional Appliance Technology Electrical Diagnosis for Modern Appliances
Conference Room 4 & 5	8 AM – 9:50 AM	MGT You and Your Business PSA Team
Conference Room 4 & 5	10:10 AM – 12:00 PM	MGT Understanding Financial Statements PSA Team
Conference Room 7 & 8 (2 nd Floor)	8 AM – 12 PM	
Conference Room 9 & 10 (2 nd Floor)	8 AM – 12 PM	Rossware – Service Desk Beginning Service Desk Matt Parker
Conference Room 11 & 12 (2 nd Floor)	8 AM – 12 AM	
Conference Room 13 & 14 (2 nd Floor)	8 AM – 12 PM	
Conference Room 3	All Day	Storage
	9:50 AM--10:10 AM	Morning Break
Ballroom C	12 PM – 1 PM	Lunch
Conference Room 1 & 2	1 PM – 3 PM	Certification Testing Hans & Team
Ballroom D	1 PM – 5 PM	OEM
Ballroom E	1 PM – 5 PM	OEM
Ballroom F	1 PM – 5 PM	OEM
Ballroom G	1 PM – 5 PM	Professional Appliance Technology Electrical Diagnosis for Modern Appliances (cont)
Conference Room 4 & 5	1 PM – 2:50 PM	MGT Making a Profit & Cost of Doing Business -CSM prep class
Conference Room 4 & 5	3:10 PM – 5:00 PM	MGT Warranty Tips & Tricks
Conference Room 7 & 8 (2 nd Floor)	1 PM – 5 PM	
Conference Room 9 & 10 (2 nd Floor)	1 PM – 5 PM	Rossware Service Desk Beginning Service Desk (continued) Matt Parker
Conference Room 11 & 12 (2 nd Floor)	1 PM – 5 PM	
Conference Room 13 & 14 (2 nd Floor)	1 PM – 2:50 PM	MGT How to Market Your Business on Line in 2018 Mark Maupin
Conference Room 13 & 14 (2 nd Floor)	3:10 PM – 5:00 PM	MGT Q & A and Setting up Your Internet Marketing for 2018 Mark Maupin
	2:50 PM—3:10 PM	Afternoon Break
		Dinner On Your Own

Tuesday – October 26, 2021	7 AM – 5PM	Registration Desk Open
Conference Room 4 & 5	6 AM—7 AM	Early Morning Coffee & Idea Exchange Mike Callahan
Ballroom C	7 AM – 8 AM	Breakfast
Conference Room 1 & 2	8 AM – 12 PM	Certification Testing Hans & Team
Ballroom D	8 AM – 12 PM	OEM
Ballroom E	8 AM – 12 PM	OEM
Ballroom F	8 AM – 12 PM	OEM
Ballroom G	8 AM – 12 PM	Professional Appliance Technology Gas Appliances
Conference Room 4 & 5	8 AM – 9:50 AM	MGT Leadership
Conference Room 4 & 5	10:10 AM – 12:00 PM	MGT Marketing and Selling Giovanni Livia
Conference Room 7 & 8 (2 nd Floor)	8 AM – 9:50 AM	Educators Meeting Skills USA
Conference Room 7 & 8 (2 nd Floor)	10:10 AM – 12:00 PM	
Conference Room 9 & 10 (2 nd Floor)	8 AM -- 12 PM	Rossware Service Desk Advanced Service Desk Matt Parker
Conference Room 11 & 12 (2 nd Floor)	8 AM – 12:00 PM	
Conference Room 13 & 14 (2 nd Floor)	8 AM – 12:00 PM	
Conference Room 3	All Day	Storage
	9:50 AM – 10:10 AM	Morning Break
Ballroom C	12 PM – 1 PM	Lunch
Conference Room 1 & 2	1 PM – 3 PM	Certification Testing Hans & Team
Ballroom D	1 PM – 5 PM	OEM
Ballroom E	1 PM -- 5 PM	OEM
Ballroom F	1 PM – 5 PM	OEM
Ballroom G	1 PM – 5 PM	Professional Appliance Technology Basics of Microwave Carmine D'Alessandro
Conference Room 4 & 5	1 PM – 2:50 PM	MGT Operations and Processes PSA Team
Conference Room 4 & 5	3:10 PM – 5:00 PM	MGT – Mastermind Peer Group Don Harris
Conference Room 7 & 8 (2 nd Floor)	1 PM – 5 PM	
Conference Room 9 & 10 (2 nd Floor)	1 PM – 5 PM	Rossware Service Desk Advanced Service Desk (cont) Matt Parker
Conference Room 11 & 12 (2 nd Floor)	1 PM – 5 PM	
Conference Room 13 & 14 (2 nd Floor)	1 PM – 2:50 PM	
Conference Room 13 & 14 (2 nd Floor)	3:10 PM – 5:00 PM	
	2:50 PM – 3:10 PM	Afternoon Break
Ballroom B & C	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)

Wednesday -- October 27, 2021	7 AM – 5 PM	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 – 1:00 PM	Certification Testing	Hans & Team
Ballroom B & C	8 AM--- 1:30 PM	Tradeshow	
Ballroom D	8 AM – 11:30 AM	OEM	
Ballroom E	8 AM – 11:30 AM	OEM	
Ballroom F	8 AM – 11:30 AM	OEM	
Ballroom G	8 AM – 11:30 AM	Professional Appliance Technology Basic Refrigeration	Carmine Dalessandro
Conference Room 4 & 5	8 AM – 9:50 AM	CSR Training Listening Skills	Linda Knudsen
Conference Room 4 & 5	10:10 AM – 11:30 AM	MGT How to Win at Negotiations	
Conference Room 7 & 8 (2 nd Floor)	8 AM – 9:50 AM	MGT Moving Up Capture more \$\$ on your service call	Mike Callahan
Conference Room 7 & 8 (2 nd Floor)	10:10 AM – 11:30 AM	RB –The Mysteries of Detergents & Cleaning Problems Solved	Diane Hoffman
Conference Room 9 & 10 (2 nd Floor)	8 AM – 11:30 PM		
Conference Room 11 & 12 (2 nd Floor)	8 AM – 11:30 PM		
Conference Room 13 & 14 (2 nd Floor)	8 AM – 11:30 PM		
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)	Hans & Team
Ballroom B & C	11:30 PM – 1:30 PM	Lunch	
Ballroom B & C	8 AM – 1:30 PM	Tradeshow	
Ballroom D	8 AM – 3 PM	OEM	
Ballroom E	1:30 PM – 5 PM	OEM	
Ballroom F	1:30 PM – 5 PM	OEM	
Ballroom G	3:10 PM – 5 PM	MGT CDA Software	Bonnie Schweitzer
Conference Room 4 & 5	1:30 PM –2:50 PM		
Conference Room 4 & 5	3:10 PM – 5:00 PM		
Conference Room 7 & 8 (2 nd Floor)	1:30 PM –2:50 PM		
Conference Room 7 & 8 (2 nd Floor)	3:10 PM – 5:00 PM	RB –The Mysteries of Detergents & Cleaning Problems Solved	Diane Hoffman
Conference Room 9 & 10 (2 nd Floor)	1:30 PM – 5 PM		
Conference Room 11 & 12 (2 nd Floor)	1:30 PM – 5 PM		
Conference Room 13 & 14 (2 nd Floor)	1:30 PM – 5 PM		
Conference Room 3	All Day	Storage	
	2:50 PM – 3:10 PM	Afternoon Break	
Ballroom C	5 PM --- 6 PM	Cocktail Social (Cash Bar)	
Ballroom C	6 PM	PSA Annual Banquet	

Thursday --- October 28, 2021	7 AM – 3 PM	Registration Desk Open	
Ballroom C	7 AM – 8 AM	Breakfast	
Conference Room 1 & 2	8 AM – 12 AM	MGT Customer Call Triage	PSA Team
Ballroom D	8 AM – 12 PM		
Ballroom E	8 AM – 12 PM	LG	
Ballroom F	8 AM – 12 PM	Bertazzoni Ranges and Refrigerators	Mike Krieger
Ballroom G	8 AM – 12 PM		
Conference Room 4 & 5	8 AM – 9:50 AM	CSR Shop On Fire Book 95% of Calls	Jeremiah Webb
Conference Room 4 & 5	10:10 AM – 12:00 PM	Tech Sales Shop On Fire Close 75% of Calls	Jeremiah Webb
Conference Room 7 & 8 (2 nd Floor)	8 AM – 9:50 AM	Service Co. Solutions Flat Rate Pricing & Blue Book Users Group	Jack Miller
Conference Room 7 & 8 (2 nd Floor)	10:10 AM – 12:00 PM	Service Co. Solutions Taking Care of Communications & Telco	Jack Miller
Conference Room 9 & 10 (2 nd Floor)	8 AM – 12 PM	Rossware Service Desk Questions and Answers	Matt Parker
Conference Room 11 & 12 (2 nd Floor)	8 AM – 12 PM	PSA World & Library How to best utilize this tool	Carmine Dalessandro
Conference Room 13 & 14 (2 nd Floor)	8 AM – 9:50 AM	RB –The Mysteries of Detergents & Cleaning Problems Solved	Diane Hoffman
Conference Room 13 & 14 (2 nd Floor)	10:10 AM – 12:00 PM		
Conference Room 3	All Day	Storage	
	9:50 AM – 10:10 AM	Morning Break	
Ballroom C	12 PM – 1 PM	Lunch	
Convention Concludes	1:00	Thanks for being a part of NASC 2018, 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

