



PSA National Appliance Service Convention (NASC 2012) Tentative Schedule

Wednesday – March 28, 2012		
Dania Ballroom 1A – 1B	7 AM	Welcome Breakfast
Pre-Function Areas 2- 6 -10		Trade Show Set-Up
Intrepid	8 AM –3 PM	Certification Testing Hans & Team
Morgan	8 AM –5 PM	BASIC – Refrigeration Theory & Service Phil Whitehead
Viking	8 AM – 12 PM	MANAGEMENT – Customer Service Excellence Don Holman
Atlantic	8 AM – 12 PM	OEM – Samsung
Salon C - 1	8 AM – 12 PM	OEM - Electrolux – French Door Bottom Mount IM Jim Rudiger
Salon C - 2	8 AM – 12 PM	OEM – LG New Refrigeration Jim Ware
Hunter	8 AM – 12 PM	
GulfStar	8 AM – 12 PM	
Donzi	8 AM – 12 PM	
Hatteras		Storage
Pre-Function Areas 2	9:45 AM	Coffee Break
Dania Ballroom 1A – 1B	11:45 AM	Lunch
Pre-Function Areas 2- 6 -10	1 PM – 8PM	TRADE SHOW
B Intrepid	1 PM – 5 PM	Certification Testing Hans & Team
Morgan	1 PM – 5 PM	BASIC – Refrigeration Theory & Service Phil Whitehead
Viking	1 PM – 5 PM	MANAGEMENT - Put Poor Management Techniques to Rest! Linda Knudsen
Atlantic	1 PM – 5 PM	OEM - Servicing LCD TV NEW
Salon C - 2	1 PM – 5 PM	TBA
Salon C - 1	1 PM - 5 PM	OEM – Whirlpool VMW Top Load Washer Megan Schutte
Hunter	1 PM - 3 PM	Using Balloon Magic – To Entertain and Attract Customers Janice Whitehead
Hunter	3 PM – 5 PM	Greeting Card Creations for fun & Business Carolyn Holman
GulfStar	1 PM – 5 PM	TBA
Donzi	1 PM – 3 PM	CSC Annual Meeting Don Pierson
Donzi	3 PM – 5 PM	TBA
Hatteras		Storage
Pre-Function Areas 2	2:45 PM	Coffee Break
Pre-Function Areas 2	5:00 – 8 PM	Trade Show & Cocktail Social
	8:00 PM	Dinner On Your Own
	8:00 – 12:00PM	Hospitality Suite Hans & Team

Thursday – March 29, 2012		
Salon C - 2	6 AM	Early Morning Coffee & Idea Exchange Don & Woody
Dania Ballroom 1A – 1B	7 AM	Breakfast
Pre-Function Areas 2- 6 -10	8 AM – 1 PM	TRADE SHOW
Intrepid	8 AM – 3 PM	Certification Testing Hans & Team
Morgan	8 AM – 12 PM	BASIC - Energy Star Refrigeration Richard Sedlack
Viking	8 AM – 12 PM	MANAGEMENT – Discovering QuickBooks Sharon Cumming
Salon C - 2	8 AM – 10 PM	OEM – HADCO – Scottsman IM & Viking Undercounter Ref Ron Simpson
Salon C - 2	10 AM – 12 PM	OEM - HADCO – Bloomberg DW, Uline & Asko DW Ron Simpson
Salon C - 1	8 AM – 12 PM	OEM – Whirlpool (Repeat) VMW Top Load Washer Megan Schutte
Hunter	8 AM – 12 PM	OEM - Samsung (Repeat)
GulfStar	8 AM – 10 AM	How to Become a Certified Service Center Ralph Wolff
Donzi	8 AM – 12 PM	Best Practices for delivering high quality service NEW
Atlantic	8 AM – 12 PM	OEM – Speed Queen –Laundry Products Matthew Anderson
Hatteras		Storage
Pre-Function Areas 2	9:45 AM	Coffee Break
Dania Ballroom 1A – 1B	11:45 AM	Lunch
Intrepid		Certification Testing Hans & Team
Morgan	1 PM – 5 PM	BASIC Electronics - DC Ckts NESDA Pete Rattigan
Viking	1 PM - 5 PM	MANAGEMENT – Marketing to Grow Your Business Ralph & Anthony
Atlantic	1 PM – 5 PM	OEM – GE – 2011- Front Load Laundry George Schick
Salon C - 1	1 PM – 5 PM	OEM – Fisher Paykel – DishDrawer DD24 David Riordan
Salon C - 2	1 PM – 3 PM	OEM – HADCO – Bloomberg DW Ron Simpson
Salon C - 2	3 PM - 5 PM	OEM - HADCO – Asko Dishwasher Ron Simpson
Hunter	1 PM – 5 PM	MANAGEMENT – Cost of Doing Business Tom Lundin
GulfStar	1 PM – 3 PM	PSA Education Committee Meeting (Certification, Curriculum, Test Development & Accreditation) Ron Sawyer
GulfStar	3 PM - 5 PM	SkillsUSA Support Meeting Ron Sawyer - Mike Basich
Donzi	1 PM – 5 PM	TBA
Hatteras		Storage
Pre-Function Areas 2	2:45 PM	Coffee Break
Bus Departure from Hotel	5 PM	Polynesian Dinner & Entertainment –Mai Tai Restaurant (Included)
	8 PM	Hospitality Suite Hans & Team

Friday – March 30, 2012			
Salon C - 2	6 AM	Early Morning Coffee & Idea Exchange	Don & Woody
Dania Ballroom 1A – 1B	7 AM	Breakfast	
Intrepid	8 AM – 3 PM	Certification Testing	Hans & Team
Morgan	8 AM – 12 PM	BASIC - Servicing Laundry Products & Ducting	Phil Whitehead
Viking	8 AM – 12 PM	MANAGEMENT – Employee Relations & Company Manual	Ralph Wolff
Salon C - 1	8 AM – 12 PM	OEM - Electrolux (Repeat)	
Morgan	8 AM – 12 PM	OEM - Servicing LCD TV	NEW
Salon C - 2	8 AM – 10 PM	OEM – HADCO – Scottsman IM & Viking Undercounter Ref	Ron Simpson
Salon C - 2	10 AM – 12 PM	OEM - HADCO – Bloomberg DW, Uline & Asko DW	Ron Simpson
Hunter	8 AM – 12 PM	OEM – Dacor - Distinctive Line of Products	Mike Kanack
GulfStar	8 AM – 12 PM		
Donzi	8 AM – 12 PM	Rossware - Service Desk Training Meeting	Karie Spaet
Pre-Function Areas 2	9:45 AM	Coffee Break	
Dania Ballroom 1A – 1B	11:45 AM	Lunch	
Intrepid	1 PM - 5 PM	Certification Testing	Hans & Team
Morgan	1 PM - 5 PM	BASIC Electronics - DC Ckts	NESDA
Viking	1 PM - 3 PM		Pete Rattigan
Viking	3 PM – 5 PM	MANAGEMENT –Negotiating Skills for Greater Profit	Linda Knudsen
Salon C - 1	1 PM – 5 PM	OEM – Fisher Paykel – Laundry Washer /Dryer WA42	David Riordan
Salon C - 2	1 PM – 5 PM	OEM – HADCO – Bloomberg DW	Ron Simpson
Salon C - 2		OEM - HADCO – Asko Dishwasher	Ron Simpson
Hunter	1 PM – 5 PM	OEM – Dacor - Distinctive Line of Products	Mike Kanack
GulfStar	1 PM – 5 PM	Chemistry of Laundry & Dishwasher Detergents	Diane Hoffman
Donzi	1 PM – 5 PM	Rossware - Service Desk Training Meeting	Karie Spaet
Pre-Function Areas 2	2:45 PM	Coffee Break	
Dania Ballroom 1A – 1B	6 PM	Awards Banquet & Prizes	
	8 PM	Hospitality Suite	Hans & Team

Saturday – March 31, 2012			
Dania Ballroom 1A – 1B	7:00 AM	Breakfast	
Intrepid	8 AM – 3 PM	Certification Testing	Hans & Team
Morgan	8 AM – 12 PM	BASIC - Servicing Gas Products	Phil Whitehead
Salon C - 2	8 AM – 12 PM	Industry Roundtable Discussion	Don Holman
Atlantic	8 AM – 12 PM		
	8 AM – 12 PM		
Viking	8 AM – 12 PM		
Hunter	8 AM – 12 PM		
GulfStar	8 AM – 12 PM	Meters & Testing Procedures	
Donzi	8 AM – 12 PM		
Pre-Function Areas 2	9:45 AM	Coffee Break	
	11:45 AM	Lunch on your own	
Intrepid	1 PM - 3 PM	Certification Testing	Hans & Team
Morgan	1 PM - 5 PM	BASIC – Electrical Circuits & Wiring Diagrams	Phil Whitehead
Viking	1 PM - 5 PM	MANAGEMENT – Understanding Your Personality to Become a Outstanding Leader	Don Holman & Linda Knudsen
Donzi	1 PM – 5 PM		
GulfStar	1 PM – 5 PM	BASIC – Microwave and Electronics in Appliances	Richard Sedlack
Atlantic	1 PM – 5 PM	OEM – Speed Queen	Matthew Anderson
Salon C - 1	1 PM – 5 PM	OEM – Fisher Paykel – Refrigerator RF-195	David Riordan
Salon C - 2	1 PM - 5 PM	OEM – GE – 2011- Front Load Laundry (Repeat)	George Schick
Hunter	1 PM - 5 PM	MS Excel Basic - (Laptop W/Excel is suggested)	Steven Friedman
	5 PM	Convention Ends	

Sign Up Early and Save Some Dollars!

Include in this year's program is;

Free Certification

Basic Training Classes (All 4 Days)

Manufacturer Training (All 4 Days)

Business Management Classes (All 4 Days)

4 breakfasts, 3 Lunches, Polynesian Dinner & Show, Awards Banquet

Great Fellowship and Networking