



*EXPERIENCE THE DIFFERENCE!  
HOPE TO SEE YOU IN VEGAS!*

**Using Schematics to Troubleshoot HVACR Electrical Circuits** - Whether you're an appliance technician moving into HVACR service, a service manager coordinating an in-house training program for technicians, or you just want to review your HVACR electrical troubleshooting methods, this workshop that outlines a simple, seven-step plan you can follow for effective electrical system evaluation, and component testing and diagnosis is for you.

**Service Management Excellence** - Technicians often become service managers or independent business owners because of their excellent technical skills. Achieving service management excellence also requires training and skill development. This workshop focuses on leadership and supervisory skills, understanding how to deal with different personalities and communicating effectively in the workplace, making meetings efficient and worthwhile, implementing employee reward programs, counseling and coaching when necessary, and conducting performance reviews.

**GE Technical Training** - Dual Evaporator, Variable Speed Compressor Refrigerator

**GE Business Class** – Better Management of Inventory for the small business owner

**The Basics of the Basics and Maximizing the Use of myMarcone** - Learn the basics of Microsoft Windows - Excel and Word as well as how to use myMarcone to automate to help you save time and money.

**Service: An 800 Pound Gorilla or Cash Cow** – Cycle Time, technician measuring sticks, raising warranty rates, service flow chart, briefly on a financial, service rates, flat rate vs. hourly.

**Repairing Your Service Department** - Totally Packed and loaded: Financial, Cost of a call, Rates, Flat Rat vs. Hourly, Pre-diagnosing, 1st time completes, Finding tech's, Service Flow Chart, Raising warranty rates, warranty work for the competition, warranty accountability, Selling Service Contracts, and GPS. Do not sign up for Service: An 800 Pound Gorilla...content is included in this class.

**IRS – Record Keeping**

**IRS – The Tax Gap**

**Everpure Technical Training** – How to install an Everpure Water Filtration System

**Dacor – The New Refrigerator**

**Dacor – The Wall Oven**

**Dacor – The Range**

**Whirlpool Technical Training Class** – more info to come

**Whirlpool Business class** – more info to come

**SwiftLink™**

- **Getting Started for New Users**
- **Inventory with One and Done**
- **Service Partner and Warranty**
- **Point-of-Sale (POS) with Serial Inventory**
- **Accounts Payable (AP) and General Ledger (GL)**
- **Mobile Services**
- **One –on –one training (20 minute sessions)**