



# CONFERENCE SCHEDULE

The business classes and technical training have been strategically planned for your convenience. All classes and training are delivered by some of the best in the industry.

**Choose only one (1) business class or one (1) technical training for each time slot.**

ATTENDEE NAME \_\_\_\_\_

COMPANY NAME \_\_\_\_\_

ACCOUNT # \_\_\_\_\_

PHONE NUMBER \_\_\_\_\_

## MONDAY, SEPT. 29<sup>TH</sup>

### Business Classes

### Technical Training

8:00 a.m. - 10:00 a.m.	<input type="checkbox"/> Service: An 800 Pound Gorilla or Cash Cow? <input type="checkbox"/> SwiftLink™ - POS w/Serial Inventory <input type="checkbox"/> SwiftLink™ - Mobile Services	<input type="checkbox"/> Managing Your Employees From Pre-Hire to Post Retire	<input type="checkbox"/> GE- Dual Evaporator, Variable Speed Compressor Refrigerator <input type="checkbox"/> Electrolux Induction Theory and Diagnosis	<input type="checkbox"/> Fisher & Paykel Dish Drawer <input type="checkbox"/> Bosch Dishwasher <input type="checkbox"/> Dacor – The ER36 Range
10:15 a.m. - 12:15 p.m.	<input type="checkbox"/> IRS - Record Keeping <input type="checkbox"/> SwiftLink™ - Inventory, with One and Done <input type="checkbox"/> SwiftLink™ - Accounts Payable and General Ledger	<input type="checkbox"/> Parts Today (Members only) <input type="checkbox"/> Whirlpool - Service Management Guidelines for Professionals - Financials	<input type="checkbox"/> Electrolux Sealed Systems <input type="checkbox"/> Fisher & Paykel Laundry <input type="checkbox"/> Thermador Oven	
1:45 p.m. - 3:45 p.m.	<input type="checkbox"/> SwiftLink™ - Service Partner and Warranty <input type="checkbox"/> SwiftLink™ - Getting Started for New Users <input type="checkbox"/> Open Forum	<input type="checkbox"/> Whirlpool - Service Management Guidelines for Professionals - Productivity <input type="checkbox"/> *Service Management Excellence	<input type="checkbox"/> Fisher & Paykel DCS Range <input type="checkbox"/> Dacor - The Renaissance Wall Oven <input type="checkbox"/> Samsung Dishwasher	
4:00 p.m. - 6:00 p.m.	<input type="checkbox"/> SwiftLink™ - POS w/Serial Inventory <input type="checkbox"/> **SwiftLink One-on-one (20 Minute Session)	<input checked="" type="checkbox"/> *Service Management Excellence <input type="checkbox"/> Leveraging Your Most Precious Asset - Employees	<input type="checkbox"/> Electrolux Induction Theory and Diagnosis <input type="checkbox"/> Whirlpool/KitchenAid/Maytag - "The Steam Machines"	<input type="checkbox"/> Bosch Coffeemaker

## TUESDAY, SEPT. 30<sup>TH</sup>

### Business Classes

### Technical Training

8:00 a.m. - 10:00 a.m.	<input type="checkbox"/> SwiftLink™ Service Partner & Warranty <input type="checkbox"/> SwiftLink™ - Getting Started for New Users <input type="checkbox"/> GE - Better Management of Inventory for the Small Business Owner	<input type="checkbox"/> Leveraging Your Most Precious Asset - Employees	<input type="checkbox"/> Using Schematics to Troubleshoot HVACR Electrical Outlets <input type="checkbox"/> Whirlpool/KitchenAid/Maytag - "The Steam Machines" <input type="checkbox"/> *Cool Drawer - Refrigerator by Fisher & Paykel	<input type="checkbox"/> Thermador Oven
10:15 a.m. - 12:15 p.m.	<input type="checkbox"/> SwiftLink™ - POS w/Serial Inventory <input type="checkbox"/> SwiftLink™ - Accounts Payable and General Ledger <input type="checkbox"/> Open Forum	<input type="checkbox"/> Whirlpool - Service Management Guidelines for Professionals - Productivity	<input checked="" type="checkbox"/> *Cool Drawer - Refrigerator by Fisher & Paykel <input type="checkbox"/> Everpure Water Filtration <input type="checkbox"/> Dacor - The Renaissance Wall Oven	<input type="checkbox"/> Bosch Dishwasher
1:45 p.m. - 3:45 p.m.	<input type="checkbox"/> SwiftLink™ Inventory with the One & Done Program <input type="checkbox"/> SwiftLink™ - Mobile Services <input type="checkbox"/> *Repairing Your Service Department - 4 hours	<input type="checkbox"/> Whirlpool - Service Management Guidelines for Professionals - Financials <input type="checkbox"/> Managing Your Employees From Pre-Hire to Post Retire	<input type="checkbox"/> GE- Dual Evaporator, Variable Speed Compressor Refrigerator <input type="checkbox"/> Fisher & Paykel DCS Range	<input type="checkbox"/> Electrolux Induction Theory and Diagnosis <input type="checkbox"/> Bosch Coffeemaker
4:00 p.m. - 6:00 p.m.	<input checked="" type="checkbox"/> *Repairing Your Service Department - 4 hours <input type="checkbox"/> SwiftLink™ - Service Partner and Warranty <input type="checkbox"/> **SwiftLink™ One-on-one (20 Minute Sessions)	<input type="checkbox"/> GE Bus. Class - Better Management of Inventory for the Small Business Owner	<input type="checkbox"/> The Chemistry of Dishwashing <input type="checkbox"/> Samsung Dishwasher <input type="checkbox"/> Dacor – The ER36 Range	

## WEDNESDAY, OCT. 1<sup>ST</sup>

### Business Classes

### Technical Training

8:00 a.m. - 10:00 a.m.	<input type="checkbox"/> **SwiftLink™ One-on-one (20 Minute Sessions) <input type="checkbox"/> **SwiftLink™ One-on-one (20 Minute Sessions) <input type="checkbox"/> *Repairing Your Service Department	<input type="checkbox"/> Leveraging Your Most Precious Asset - Employees	<input type="checkbox"/> Electrolux Induction Theory and Diagnosis <input type="checkbox"/> The Chemistry of Dishwashing <input type="checkbox"/> Bosh Coffeemaker	<input type="checkbox"/> Dacor – The ER36 Range
10:15 a.m. - 12:15 p.m.	<input checked="" type="checkbox"/> *Repairing Your Service Department <input type="checkbox"/> **SwiftLink™ One-on-one (20 Minute Sessions) <input type="checkbox"/> **SwiftLink™ One-on-one (20 Minute Sessions)	<input type="checkbox"/> Managing Your Employees From Pre-Hire to Post Retire <input type="checkbox"/> IRS - Tax Gap	<input type="checkbox"/> GE- Dual Evaporator, Variable Speed Compressor Refrigerator <input type="checkbox"/> Dacor - The Renaissance Wall Oven	<input type="checkbox"/> Bosch Dishwasher <input type="checkbox"/> Thermador Oven
1:45 p.m. - 3:45 p.m.	<input type="checkbox"/> Service: An 800 Pound Gorilla or Cash Cow? <input type="checkbox"/> **SwiftLink™ One-on-one (20 Minute Sessions) <input type="checkbox"/> **SwiftLink™ One-on-one (20 Minute Sessions)	<input type="checkbox"/> Open Forum	<input type="checkbox"/> Electrolux Sealed Systems <input type="checkbox"/> Whirlpool/KitchenAid/Maytag - "The Steam Machines"	
4:00 p.m. - 6:00 p.m.	<input type="checkbox"/> **SwiftLink™ One-on-one (20 Minute Sessions) <input type="checkbox"/> **SwiftLink™ One-on-one (20 Minute Sessions)			

\* These Classes are four (4) hours long.

\*\* SwiftLink™ has reserved these 20 minute time slots for private one-on-one sessions. Due to the limited number of available time slots, each company is limited to one session. **Please call 800.482.6022, extension 777181 to reserve an available One-on-one Training.**

**Fax: 888.345.4758**

Any questions call: 800.482.6022 (Ask for Member Services)



# CLASS DESCRIPTIONS

CLASS NAME	DESCRIPTION
Better Management of Inventory for the Small Business Owner	GE Business Class
Bosch Coffeemaker	Bosch
Bosch Dishwasher	Bosch
Dacor - The ER36 Range	Dacor
Dacor - The Renaissance Wall Oven	Dacor
Electrolux Induction Theory and Diagnosis	New Technology, Induction Cooking; featuring the hybrid cooktop, theory of induction, how it works, how to diagnose and fix
Electrolux Sealed System	Sealed System: Theory, Diagnosis and Repair
Everpure Water Filtration	Technical Training - How to install an Everpure Water Filtration System
Fisher & Paykel Cool Drawer/Refrigerator	Cool Drawer - Refrigerator by Fisher & Paykel
Fisher & Paykel DCS Range	DCS Range
Fisher & Paykel Dish Drawer	Dish Drawer
Fisher & Paykel Laundry	Laundry
GE Dual Evaporator, Variable Speed Compressor Refrigerator	
IRS - Tax Gap	
IRS - Record Keeping	
Parts Today - Members Only	
Repairing Your Service Department	<i>Totally Packed and Loaded: Financial, Cost of a call, Rates, Flat Rate 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.)</i>
Samsung Dishwasher	
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.
Service Management Guidelines for Professionals - Financials by Whirlpool	You will have a chance to learn first-hand how to sharpen the tracking and control of your company's financials through analysis, forecasting and budgeting, receivables and collections, and more.
Service Management Guidelines for Professionals - Productivity by Whirlpool	Discover new approaches in managing productivity for your technicians and office staff. Identify what measures are critical, how to gather and track the data to know where improvement is needed, strategies on service call management, and how to get the most from your parts inventory. Bring along your company's balance sheet and income statement to see how you can use these new tools immediately.
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.
SwiftLink™ - Accounts Payable (AP) and General Ledger (GL)	Training for AP and GL including the General Ledger Interface
SwiftLink™ - Inventory With One and Done	Non-serialized inventory control (Parts Inventory), Inventory Reporting, Purchasing and Receiving.



# CLASS DESCRIPTION

CLASS NAME	DESCRIPTION
SwiftLink™ - Getting Started for New Users	An overview of SwiftLink™ with emphasis on Customizing SwiftLink™ for your business.
SwiftLink™ - Mobile Services	Internet based Mapping, GPS / Location Tracking, Mobile Dispatch, Mobile Work Orders, Route Optimizer, Audible Turn By Turn Directions & Call Ahead feature.
SwiftLink™ - One -on-One Training (20 minute session)	Sign up for one-on-one training where you pick the subject for a private 20 minute session (One company per session and one session per company.)
SwiftLink™ - Point-of-Sale (POS) with Serial Inventory	Point-of-Sale, Purchasing & Receiving for Serialized Inventory, Accounts Receivable / Customers and Sales Reporting.
SwiftLink™ - Service Partner and Warranty	Service Tracking, Service Invoicing, Scheduling & Dispatching, Warranty Tracking, Electronic Filing, Accounts Receivable/Customers & Service & Sales Reporting.
The Chemistry of Dishwashing	The Chemistry of Dishwasher detergent, bleach systems, enzyme systems, activation temperature, overview of products, how water hardness affects automatic dishwashing, consumer questions to help identify issues, chemistry of ADW additives, performance booster and hard water environments solutions; Glassware and Glass Corrosion; how and why it happens and what you can do to avoid it.
Thermador Oven	
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.
Whirlpool/KitchenAid/Maytag - "The Steam Machines"	Technical training on all of their steam products - oven, washer, dryer and dishwasher.