

# 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.

Please join us for our *Welcome Reception* on *January 31<sup>st</sup>*, time to be announced

MONDAY, FEB. 1 <sup>ST</sup>		<i>Business Classes</i>		<i>Technical Training</i>	
8:00 a.m. - 9:30 a.m.	SwiftLink™ - POS w/Serialized Inventory SwiftLink™ - GPS/Mobile Management Parts Inventory Management How to Attack the Property Maintenance Business	Technicians are Money Makers Knowing Your Break Even and Selling at the Right Price GPS/Mobile Management		Dacor Cooking Bosch Dishwasher *Samsung Current Model Refrigerators	Everpure Water Appliance Installation and Repair Introduction to the Frigidaire Refrigerator
10:00 a.m. - 11:30 a.m.	SwiftLink™ - Inventory SwiftLink™ - Accounts Payable and General Ledger Peak Performance for the Technical Professional	Parts Today Members Only - Expanding Your Business Maximizing Your Use of myMarcone		*Samsung Current Model Refrigerators The Chemistry of Dishwashing Lokring	Introduction to the Frigidaire Refrigerator Electronic Oven Controls
1:00 p.m. - 2:30 p.m.	SwiftLink™ - Service Partner and Warranty SwiftLink™ - Getting Started for New Users Marketing for the Appliance Service Industry, by GE *5 Principles of Growing Profits	Finances for the Non-Financial Whirlpool - Service Management for Professionals - Financials *Repairing Your Service Department		GE Smart Dispense Front Load Washer Bosch Laundry *New Electrolux Laundry Pair	Warrantech
3:00 p.m. - 4:30 p.m.	*5 Principles of Growing Profits SwiftLink™ - POS w/Serialized Inventory Preview the New Version of SwiftLink™ Industry Open Forum The Evolving Service Business	*Repairing Your Service Department Making Money Out of Going Green Microsoft Office - The Basics of Excel and Word		*New Electrolux Laundry Pair Whirlpool - HE Topload Laundry Tankless Water Heater Sizing	Adaptive Defrost Controls
TUESDAY, FEB 2 <sup>ND</sup>		<i>Business Classes</i>		<i>Technical Training</i>	
8:00 a.m. - 9:30 a.m.	SwiftLink™ Service Partner & Warranty SwiftLink™ - Getting Started for New Users *Knowing Your Break Even and Selling at the Right Price	Supervisory and Leadership Skills in Service Management Parts Inventory Management		GE Smart Dispense Front Load Washer *Samsung Current Model Refrigerators	Appliance and Dryer Venting; New U.L. Standard Whirlpool - HE Top Load Laundry Tankless Water Heater Sizing
10:00 a.m. - 11:30 a.m.	*Knowing Your Break Even and Selling at the Right Price SwiftLink™ - POS w/Serialized Inventory SwiftLink™ - AP/GL The Evolving Service Business	Finances for the Non-Financial Technicians are Money Makers Whirlpool Service Management for Professionals - Productivity		*Samsung Current Model Refrigerators Dacor Cooking Bosch Laundry	Adaptive Defrost Controls Warrantech Introduction to the Frigidaire Refrigerator
1:00 p.m. - 2:30 p.m.	SwiftLink™ - Inventory SwiftLink™ - GPS/Mobile Management Industry Open Forum GPS/Mobile Management *Repairing Your Service Department	Peak Performance for the Technical Professional Parts Inventory Management How to Maximize Your Use of myMarcone *5 Principles of Growing Profits		Appliance and Dryer Venting; New UL Standard Whirlpool Refrigeration Refresher *New Electrolux Laundry Pair	Electronic Oven Controls Warrantech
3:00 p.m. - 4:30 p.m.	*Repairing Your Service Department SwiftLink™ Service Partner & Warranty Preview the New Version of SwiftLink™	*5 Principles of Growing Profits How to Attack the Property Maintenance Business		*New Electrolux Laundry Pair GE Smart Dispense Front Load Washer Bosch Dishwasher	The Chemistry of Dishwashing Everpure Water Appliance Installation and Repair
WEDNESDAY, FEB. 3 <sup>RD</sup>		<i>Business Classes</i>		<i>Technical Training</i>	
8:00 a.m. - 9:30 a.m.	**SwiftLink™ One-on-one (20 Minute Sessions) CONTACT MEMBER SERVICES TO SCHEDULE YOUR ONE-ON-ONE INFO AT <b>800.482.6022</b> (MEMBER SERVICES) OR EMAIL AT <b>mem@marcone.com</b>	Maximizing Your Use of myMarcone Making Money Out Of Going Green Financials for the Non-Financial First Impressions		Lokring Electronic Oven Controls	Dacor Cooking
10:00 a.m. - 11:30 a.m.	**SwiftLink™ One-on-one (20 Minute Sessions) CONTACT MEMBER SERVICES TO SCHEDULE YOUR ONE-ON-ONE INFO AT <b>800.482.6022</b> (MEMBER SERVICES) OR EMAIL AT <b>mem@marcone.com</b>	Microsoft Office - The Basics of Excel and Word How to Attack the Property Maintenance Business Supervisory and Leadership Skills in Service Management		Introduction to the Frigidaire Refrigerator Whirlpool Refrigeration Refresher	Adaptive Defrost Controls
1:00 p.m. - 3:30 p.m.	**SwiftLink™ One-on-one (20 Minute Sessions) CONTACT MEMBER SERVICES TO SCHEDULE YOUR ONE-ON-ONE INFO AT <b>800.482.6022</b> (MEMBER SERVICES) OR EMAIL AT <b>mem@marcone.com</b>				

\* These Classes are Three (3) 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. Register online at [msaworld.com](http://msaworld.com), beginning December 7<sup>th</sup>

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