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ON THE MENU

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Commercial Food Equipment Service Association

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I have attended the National Restaurant Association show in Chicago many times over the years, but I don't ever remember it being as busy as this one.

First, I want to thank you for your confidence and support in electing me your new president. There were so many of you, both CFESA members and NAFEM members, that approached me with words of support and promises of renewed commitment, that it would be impossible to mention you all. I appreciate your support, but I'm truly counting on your commitment.

I want to welcome our newest board members, Tony Rapanotti and Gary Potvin. Many of you know that they have both served on the board before, and so will be able to "hit the ground running". While Paul Morrison and Scott Hester have moved off the board I have received assurance from both that they will remain active. While on the board they were tremendous assets, and their continued involvement will be very much appreciated.

Our new World Headquarters and Global Training Facility were the talk of the show. A great many of our members have already made significant pledges to help financially. During our meetings and at every manufactures booth that I visited, I was promised either financial backing or equipment donations. In speaking to other board members, I know that the same commitments were made to them. Thank you to those of you who have already come forward, as well as those of you who will, I want to assure you that we will use your donations carefully and wisely, while at the same time building a world class facility.

Our conference brought in another record for attendance for a non-NAFEM year. Sam Richter's presentation "Know More!" was both informative and eye opening. "Breaking Down The Profit Barrier" by Al Bates from the Profit Planning Group and "Bridging The Generation Gap" by Joe Carbonara from Foodservice Equipment & Supplies magazine, were both highly entertaining as well as full of valuable information. Our Operators Panel, moderated by Beth Lorenzini of Foodservice Equipment Reports magazine, was a huge hit, thank you to Lawrence Levine of Blooming Brands, Roger Goldstein of Panda Restaurant Group, and Eric Ramirez from Five Guys for giving of their time. To all of the vendors, sponsors, rotating workshop presenters, and everyone else who took part, CFESA thanks you for your support. If you were there you know how good it was or if you were unable to attend, we hope to see you in the fall.



CFESA Cares is continuing to look for ways to increase our visibility as well as to offer a helping hand to those in need. I'm sure you are aware of our work with RFMA to set up kitchens for the less fortunate, first in Florida and more recently in Texas. Mike Via of RSI and Cassidy Martin of General Parts, working through the Marketing Committee, have been working with the education wing of the National Restaurant Association to help CFESA get involved with ProStart. Mike Via, Cassidy Martin, Heather Price, Joe Pierce, Chris Heina, Gary Potvin and I met with Lolly Rivas of the NRA's Educational Foundation. Lolly will be putting together a presentation for the full board to go over *Continued on page 16*

SPRING BRINGS RECORD BREAKING NUMBERS! EXECUTIVE DIRECTOR'S MESSAGE, HEATHER PRICE



What a great start to the Spring with record breaking numbers for the Conference in Chicago! I want to thank everyone who attended the 3 day conference and our wonderful sponsors for their continued support of the association! Congratulations go out to all of our new CFESA BOD members. For those who were unable to attend the workshop, presentations are available on the cfesa website under the conference section.

The 2014 NRA show was the unveiling of the new CFESA booth design and distribution of our proud member signs. The Marketing committee worked to design a marketing piece to promote quality CFESA service with our manufacturer members. Participating manufacturers placed these signs in their booths showing the partnership with CFESA. We thank everyone who participated! These signs will also be available to CFESA member companies who wish to display them in their booths during industry trade shows. Please contact me for further details.

Watch for the Profit Survey link to come into your email. It will be sent out on June 9th and the cut-off date for submission into the Profit Planning Group will be August 10, 2014. As a participant in the survey, you will receive a copy of the profit report and a personalized profit improvement profile. This 25 page report compares your firm with similar companies and provides suggestions for improving your profitability. Along with your profit improvement profile you will receive access to a profit toolkit online, a Microsoft excel spreadsheet designed to help you plan critical financial improvements for your firm.

Fall Conference is just a few months away and I want to encourage all of you to review the committee action plans located on the cfesa website www.cfesa.com and get involved in a committee. If there is a task or project you would like to see a committee address contact the co-chairs of said committee to have it added to the action plan.

Registration is open for the Fall conference and we have a great agenda with keynote speaker, Bryan Dodge kicking off the conference and our annual golf tournament will bring the conference to a close. The full agenda can be viewed on the cfesa website. Reserve your hotel rooms early for this event as they will sell out quickly. The Hotel reservation details are located in this publication.

Have a great summer and I look forward to seeing everyone in the Fall!



Heather Price

MEMBER & HEADQUARTER NEWS

NEW CFESA MEMBERS

Join CFESA Headquarters in welcoming 1 new Voting Member and 6 new Affiliate members to CFESA.

NEW VOTING MEMBER

PERFORMANCE SERVICE AND ELECTRICAL LLC

705 Amy Court - White House, TN 37188 615-319-0511 Darrell Grant

NEW AFFILIATE MEMBERS

ABSOLUTE RESTAURANT SERVICE LLP

407 West Covell Rd - Edmond, OK 73003 405-543-3105 Greg McLaughlin

DOC MAINTENANCE INC

3695 Centre Circle -Fort Mill, SC 29715 803-578-9800 Eric Wanson, Jr

FAST FIX LLC

9403 County Rd 154 - Auxvass, MO 65231 573-254-3748 Mark J Hendricks

HORIZON BRADCO

412 Warren St - Schenectady, NY 12305 518-395-3317 Frank Cornvino

MIDSTATE RESTAURANT SERVICE INC

9109 SW 30th Terrace - Oklahoma City, OK 73179 405-265-1444 Michael Johnson

PORTLAND MECHANICAL CONTRACTORS GROUP

2000 SE Hanna Harvester Dr - Milwaukee, OR 97015 503-656-7400 Dave Brannon

RECERTIFICATION NEWS

CFESA congratulates Malachy Parts & Service for their recent company recertification. Certified CFESA companies must recertify every three years in order to maintain certified status.

NEW TECH24 LOCATION

Tech-24 opened its new Baltimore location on June 1, 2014. This will make their 6th branch location and allow them to provide quality service more efficiently in the Metro Baltimore market.

TECH-24 2545 Lord Baltimore Drive, Suite F-G Baltimore, MD 21244



KRUEGER INC - SERVING YOU SINCE 1932

After 82 years and as of February 1st, Krueger Inc in Oklahoma City and Tulsa ceased doing most commercial food equipment repair. Kruegers sold a substantial amount of parts and some equipment to General Parts of Minneapolis. General Parts has opened locations in Tulsa and Oklahoma City.

However, Krueger continues in business as Krueger Electric Service, servicing home appliances for 21 companies, and also manufactures wire wound nichrome heating elements.

They wish to thank their many friends in CFESA and continue to support them in repairing new and old appliances. If you need an antique part, they may just have it hidden in their second floor old-old parts stock. Phone 405-528-4434 -email-kruegers@coxinet.net -fax 405-602-5278

GOODWIN TUCKER GROUP IS ON THE MOVE

Goodwin Tucker Group is moving their Omaha location Don't worry they are not gong far...

> Goodwin Tucker Group 8505 K Street, Omaha, NE 68127 800-228-0342 402-397-2880

MEMBER NEWS CONTINUED

HERITAGE FOOD SERVICE GROUP BECOMES 100 PERCENT GENUINE OEM PROVIDER

Fort Wayne, Indiana – April 14, 2014 – The Heritage Foodservice Group, Inc. announced today that the company is shifting its focus to solely providing genuine original equipment manufacturer (OEM) repair and replacement parts to the commercial kitchen industry. Heritage will no longer include a mix of either direct source or generic parts in its offering to customers.

PASSING OF AN INDUSTRY TEAMMATE -GOODWIN TUCKER GROUP

Mark "Max" Maxfield, 49, of Melcher-Dallas passed away Saturday, April 26, 2014 at Mercy Medical Center in Des Moines.

Max was born on October 10, 1964 to Delbert and Adda (Beaty) Maxfield. He received his education from Des Moines Tech, in 1983. Max was married to Amy Everhart on March 2, 1995 in Des Moines, Iowa. They raised their three children in Melcher-Dallas.

Max was employed at Goodwin-Tucker as a Certified Appliance Tech for 10 years. His coworkers will remember his good natured teasing and the pranks he played on them. Memorials may be given to the Music Boosters at Melcher-Dallas High School.

NEW ADDRESS FOR -KLR SERVICE LLC

KLR Service LLC 4011 New Hurrn Hut St Thomas VI 008021975

FAS OPENS NEW LOCATION IN PANAMA CITY BEACH, FL

FAS Parts & Service (Florida Air Specialists, Inc.) Emerald Coast Branch 13800 Panama City Beach Pkwy Ste. 106-D #181 Panama City Beach, FL 32407

INDUSTRY NEWS

SEATTLE'S \$15 MINIMUM WAGE LAW: WILL OTHER CITIES FOLLOW?

The Seattle City Council's decision this week to increase the city's minimum wage to \$15 caught the attention of restaurateurs and media across the country not just for the unprecedented nature of the increase, but also out of concern that other cities may attempt to copy Seattle's move.

Source: www.restaurant.org

DEVELOPERS CREATE DALLAS RESTAURANT INCUBATOR

Three investors including Romano's Macaroni Grill creator Phil Romano have created a restaurant incubator in Dallas that thus far has spawned nine sleek new concepts, with seven more slated to open by year's end. The project, called Trinity Groves, boasts a variety of cuisines including barbecue, seafood, Middle Eastern and Asian-Latin fusion.

Source: SeattlePI.com/The Associated Press

PAIR OF PROSTART EDUCATORS RECEIVE MAYNARD AWARD

Duo recognized for their excellence in foodservice The National Restaurant Association education. Educational Foundation and Golden Corral presented the James H. Maynard Excellence in Education Award to Penny Reynolds of Carson High School (Nev.) and Cecilia Stec of Kentlake High School (Wash.). Golden Corral presents the award annually to a pair of ProStart educators who excel both in and out of the classroom. Additionally, more than 30 educators were named recipients of the 2014 ProStart Educator of Excellence Award. The James H. Maynard Excellence in Education Award was established in 2002 in commemoration of Golden Corral's 30th anniversary and as a tribute to Maynard, the company's chairman and founder. Reynolds and Stec were selected from the group of 35 ProStart Educator Excellence Award winners for 2014.

Source: FoodService Equipment & Supplies

NRA SHOW TO EXPAND INTO FOURTH EXHIBIT HALL NEXT YEAR

This year's NRA Show in Chicago drew bigger crowds and attendees stayed for more of the show than in years past, spurring the association to plan an expansion for next year's show. The 2015 event will include a fourth exhibit hall at the McCormick Place convention center, the NRA said Wednesday. "It bodes well for the industry, in the confidence in the industry and the confidence in the economy," said Mary Pat Heftman, executive vice president of convention and strategic alliances for the NRA.

EDUCATION TRAINING COMMITTEE RECAP & NEW RECERTIFICATION GUIDLEINES - LINDA RILEY

The Education Training Committee met during the CFESA Spring Conference May 14 - 16, 2014. There were 44 attendees at the meeting, including manufacturers, dealer representatives and service companies from both Canada and the United States.

Almost everyone participated in several lively discussions, monitored by Joe Birchhill, regarding topics that are of a concern to the technician's testing and training.

One of the topics presented on the docket was the length of time between applying for a certification test and the actual test date. After several minutes of discussion, both pro and con, about the 10 day waiting period, it was decided to keep the 10 day window in order to allow headquarters time to process the tests during the busy times of the year. In addition, there was an agreement that there should be at least a 2 week waiting period between a failed test and the retaking of another test. This time period should allow the technician a fair amount of time to restudy given his work load and family responsibilities.

There was much discussion regarding the Canadian Gas and Refrigeration tickets being acceptable for original certification and recertification. All members agreed the extensive training and difficulty of the Canadian tests for certification were more than enough to qualify Canadians who passed the national tests to be considered also certified with CFESA. However, a change will be made for the recertifying process. It was recently brought to the attention of the CFESA committee that only a fee is needed to renew the Canadian Gas and Refrigeration tickets. This does not meet the requirement of submitting two proof-of-continuing training as stated in the Guidelines for Re-Certification as put forth by the education committee. The committee voted to require all certified technicians from Canada to follow the same guidelines as the United States for recertification. The guidelines are presented below:

CFESA TECHNICIAN RE-CERTIFICATION GUIDELINES

A "CFESA Certified Technician" will maintain certification for five years, from the date of their certification. Certification will be retained regardless of employment status. At the end of the five year certification period, if a technician is not employed by a CFESA member company, all certifications will be revoked.

After a five-year period, the technician must be re-certified as below:

- 1. Be employed by a CFESA member company and show proof of ongoing training with at least two completion certificates for each area of certification. Training must be from either CFESA training schools or manufacturer training schools within five years from the date of the last certification obtained. For example, if the electrical certification is due for renewal, then two completion certificates will be required, if the electrical and gas are due for renewal then 4 completion certificates will be required; or
- 2. The above requirement is waived if the technician is employed by a CFESA Certified Company; or

3. Be employed by a CFESA member company and retake the expired CFESA Certification exam.

A Technician cannot be re-certified if:

- 1. Not employed by a CFESA member company after five years from the last certification date.
- 2. Employed by a CFESA member company, but have not provided proof of ongoing education and do not wish to retake the expired CFESA certification examination.

Please contact Linda Riley (LRiley@cfesa.com), with any CFESA Technician certification, or training questions.



MANAGEMENT TRAINING

Management Training is a three-day course specifically designed to assist managers in their daily activities from planning to completion. This course is available to any type of manager within the foodservice industry. The class focuses on the daily operations of the foodservice facility as well as customer service and problem solving aspects of every manager's position.

CFESA Management Training Fort Mill, SC

Class Dates: October 22-24, 2014

Registration cut-Off Date: October 7, 2014

Class Times: 7:30 am -4:30 pm Wednesday – Friday

Local Airport: Charlotte/ Douglas Airport (CLT)

Class Location: CFESA HQ

3605 Centre Circle Fort Mill, SC 29715

Hotel: Four Points by Sheraton Charlotte – Pineville

9705 Leitner Drive, Pineville, NC 28134 Hotel Cut-Off Date: October 7, 2014

Reserve on CFESA's website or call 704-540-8500

Room Block: CFESA (Available October 21, 2014 - October 25, 2014)

Rate: \$95.00 plus tax

Remember to go to www.cfesa.com/training.asp to register and to locate course fees, requirements of attendees, and items to bring to class. Contact Linda Riley at LRiley@cfesa.com for more information



TECH-24 University:

The Mission: Tech-24 University is designed to provide basic training in Electrical, Gas, Steam, and Refrigeration for commercial appliance technicians. The students are taught through classroom instruction where they learn the skills and theories needed to be a successful troubleshooting technician. They also experience practical hands on module work.

Courses:

Each class includes 40 hours of classroom instruction, hands on practical's and daily testing

- **Electric-1**
- Electric-2
- Gas and Steam
- Refrigeration-1
- Refrigeration-2



Tech-24 5256 Eisenhower Ave. Alexandria, VA 22304



President Paul Toukatly - Duffy's Equipment Services



Vice President -Brock Coleman - Commercial Kitchen Parts & Service



Vice President -Gary Potvin - Pine Tree Food Equipment Inc



Secretary - David Hahn - FESCO - Food Equipment Service Company



Treasurer - Wayne Stoutner - AIS - Appliance Installation & Service



Director-Kirby Mallon - Elmer Schultz Services Inc.



Director - Chris Heina - Cobblestone Ovens Inc.



Director -Tony Rapanotti - AR Repairs Baker's Kneads Inc.



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Equipment Care

PROSTART IN PARTNERSHIP WITH THE NRA EDUCATIONAL FOUNDATION - MIKE VIA, RSI

In the last On Target, you read about a new initiative the Marketing Committee is exploring through CFESA Cares. In the Marketing Committee meeting in Chicago, ProStart was discussed and it was agreed upon that the Committee would look into building a partnership with the National Restaurant Association Educational Foundation and their ProStart program.

At the National Restaurant Show, CFESA members Gary Potvin, Chris Heina, Heather Price, Cassidy Martin, Joe Pierce, Paul Toukatly and I met with Lolly Rivas, Manager of Major Gifts for the NRAEF. During that meeting, different options were explored to support the NRAEF from an Association level. These options will be discussed by the Board of Directors to make a recommendation to the Association on how to move forward with this incredible opportunity.

Preliminarily, it seems likely that the Board of Directors and the Marketing Committee will be recommending that the Association support the NRAEF and encourage individual CFESA member companies to get involved with their local Restaurant Associations and their ProStart programs from a grass roots level.

The Marketing Committee asked me to share my experience with the Texas Restaurant Association, the Greater Dallas Restaurant Association, and the ProStart program and its exposure.

Rockwall High School's ProStart teams have had an exciting, and successful year. The Culinary team placed 3rd at the State competition, and the Management team advanced to Nationals and went on to defeat the 46 other teams. To be ranked 3rd at the State level, and 1st nationally is a huge accomplishment and these boys and girls worked hard for it. Each of the Management team members received \$6,000.00 in scholarships from Nationals. When you combine the State level rewards and National rewards, Rockwall High School received \$170,000.00 in scholarship money this year!

I am very proud to say that ProStart has made a positive impact on these students. Every one of the seniors this year has selected a Culinary Arts program to attend after high school graduation. Five will be attending the prestigious Culinary Institute of America, and the other two will be joining Johnson and Wells. Also, there are two juniors in the group that are planning to join the Rockwall High School ProStart team again when school is back in session, and their scholarship money will roll over and be bundled with the scholarship winnings for next year. ProStart has become a stepping-stone for their future careers and you can see the impact it has made with the enthusiasm and excitement that they have for this program. It is exciting thing to be associated with.

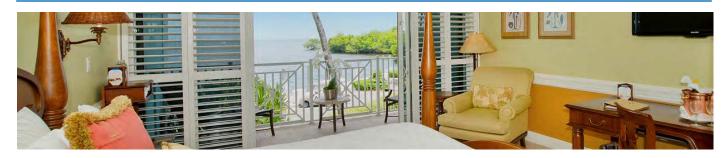
This year, R.S.I. and I were mentioned in a write-up in the Rockwall paper along with a picture of all of us at Nationals. I have also been invited to the Texas Restaurant Associations President's Gala, and I was presented a community service award from the Rockwall Independent School District. If it had not been for the passion and integrity of the ownership at Refrigerated Specialist, Inc., I would not be involved with this wonderful program. Marvin Hester, Scott Hester, and George Knight are not only my bosses, but they are my mentors. I am very thankful for them giving me the push and telling me to get involved with our local Restaurant Industry Association and our community. I honestly did not expect how rewarding it would be. It has been positively life changing.







2014 CFESA FALL CONFERENCE - KEY LARGO, FL



CONFERENCE DATES:

Monday, September 22, 2014 - Wednesday, September 24, 2014



LOCATION:

Ocean Reef Club 35 Ocean Reef Drive, Suite 200 Key Largo, Florida 33037



ROOM BLOCK: Commercial Food Equipment Service Association (CFESA)

RESERVATION PHONE: 800-843-2730

BOOKING WEBSITE:

https://resweb.passkey.com/Resweb.do?mode=welcome ei new&eventID=10962331

CHECK IN: 4:00pm
CHECK OUT: 11:00am
ROOM RATE: \$170 per p

ROOM RATE: \$179 per night

All guestroom rates are subject to applicable state and local taxes.

HOTEL CUT-OFF DATE: August 14, 2014



KEY-NOTE SPEAKER

Building a Team That Works Without Youby Mr. Bryan J. Dodge

This is Bryan Dodge's most popular and requested educational program. He will energize you to unleash your full potential by engaging you to new skills in how to lead today's generation. People do not want to be managed; they want to be coached and mentored in these ever-changing times. The goal of this training is to give you the tools to create a culture that stands strong during tough times. You will learn effective communication and team-building skills that will form the chemistry of a winning team that will step up and accomplish more when you are not with them. The end result is creating the momentum needed to succeed in the marketplace today. He will conclude with a segment on work/ life balance. Bryan's program is refreshing and entertaining, yet informative and educational. His dynamic teaching method keeps his audiences fully engaged.



CFESA CERTIFICATION PLAYED A ROLE IN MY SUCCESS - ROGER GOLDSTEIN, CRFP



GAVEL CONTINUED

at our summer meeting. At first glance it looks like an excellent vehicle to increase awareness for CFESA, help high school students get involved in the foodservice business, and bring us closer to the NRA.

Sunday was my last day in Chicago and I was able to end my trip on an excellent note. As many of you may be aware, CFESA has been looking for ways to interact with our allied associations. On Sunday the 18th a meeting was held that included Representatives from five allied associations. NAFEM: Mike Whiteley and Deirdre Flynn; MAFSI: Joe Ferri and Alison Cody; FCSI: Bill Taunton and James Petersen; FEDA: Brad Pierce, Brad Wasserstrom and Ray Herrick, and CFESA: Joe Pierce, Heather Price and myself. This was the second meeting for this group, the first was held at the FEDA convention in Palm Beach California. This being my first meeting, I wasn't sure what to expect. What I found was a group that seems genuinely interested in breaking down the walls we've built up over the years, and finding ways to work together. All the groups explained what they were individually working on and we looked for ways that we could lend a hand. Our

training facility was very well received, with everyone offering help from their areas of experience. I found this to be very encouraging since most of these groups have set up their own test kitchens and should be able to help us avoid making mistakes that waste time and money. An area of concern that we all share is the aging workforce in our industries. We walked away from the meeting with a couple of concrete proposals that we can work together on to try to bring more young people into our industries. I was very impressed with the level of interest everyone showed in continuing our dialogue; it can only make us all better.

In closing I would like to thank you all again for your confidence, your support, and your continued participation.

Regards,

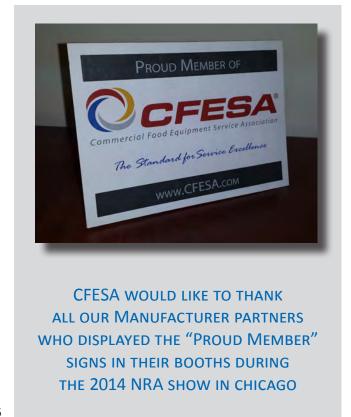
Paul Coukalty

INDUSTRY CALENDAR

CFESA 2014 FALL CONFERENCE September 22-24, 2014 Ocean Reef Club Key Largo, FL

CFESA MANAGEMENT TRAINING October 22-24, 2014 CFESA World Headquarters Fort Mill, SC

NAFEM SHOW 2015 February 19 - 21, 2015 Anaheim Convention Center Anaheim, CA



NEW CFESA WORLD HEADQUARTER AND GLOBAL TRAINING CENTER



The Commercial Food Equipment Service Association (CFESA) has voted to create the very first CFESA Global Training Center at our new CFESA World Headquarters. Located in Fort Mill, South Carolina just outside of Charlotte, North Carolina and 18 miles from the Charlotte International Airport, this 8,000 square foot facility will house our staff as well as three state of the art training/testing kitchens. The purchase of this new facility was finalized on May 6, 2014.

Encompassing multi-purpose training kitchens for electric, gas, steam and refrigeration the CFESA World Headquarters and Global Training Center will provide the highest level of training and education to those in our industry. For the first time ever, manufactures can work with CFESA to facilitate demonstrations, training classes and workshops in a cutting edge facility.

Thankfully, many from our industry have already expressed an interest in helping us bring this vision to a reality. We are asking you to join us in the creation of the CFESA World Headquarters and Global Training Center.

CFESA will be offering sponsorships at four levels: Platinum, Gold, Silver and Bronze. Your donation by sponsorship level will be prominently displayed at the CFESA World Headquarters. You will also receive a CFESA sponsorship plaque to display at your facility. CFESA began accepting donations May 15, 2014. Please make you check payable to "CFESA" and reference "CFESA World Headquarters Sponsorship".

The CFESA Global Headquarters will begin major renovations beginning August 2014. Once the facility is built out to our specifications we will begin the second phase asking for equipment donations.

Please contact Kirby Mallon, kirbym@elmerschultz.com or Scott Hester, Shester@rsidfw.com to pledge your sponsorship.



NAFEM is offering CFESA members complimentary badges to attend the show. To receive your free badge, visit the show website www.thenafemshow.org and register using the code: CFESA15

NAFEM SHOW SCHEDULE:

WEDNESDAY, FEB. 18

6-8 p.m. Kick-Off Party

THURS. FEB. 19

9.m. - 5 p.m. Show Floor Open

FRIDAY, FEB. 20

9 a.m. - 3 p.m. Show Floor Open

SATURDAY, FEB. 21

9 a.m. – 3 p.m. Show Floor Open 7 – 10 p.m. After-Show Party

COMPANIES WITH TECHNICIAN CERTIFICATIONS IN MARCH & APRIL 2014

AIS COMMERCIAL PARTS & SERVICE OF PITTSBURGH	CRESCO INC	R&B COMMERCIAL SERVICE INC
ALL SERVICE KITCHEN EQUIPMENT REPAIR	ECOLAB EQUIPMENT CARE	RSI - REFRIGERATION SPECIALIST INC
	ELMER SCHULTZ SERVICES INC	SERVICE SOLUTIONS GROUP
AMERICAN KITCHEN MACHINERY & REPAIR	EMR Service	TECH 24
ASC1 INC	GENERAL PARTS LLC	WHALEY FOODSERVICE
ATECH INC	GOODWIN TUCKER	
COMECO SERVICES	HAWKINS COMMERCIAL APPLIANCE	
COMMERCIAL APPLIANCE PARTS & SERVICE	HI- TECH COMMERCIAL SERVICE	
	NOVATION COMMERCIAL SERVICES	
COMMERCIAL KITCHEN PARTS & SERVICE	PIERCE PARTS & SERVICE INC	

To support quality service, CFESA has a program in which technicians are tested and certified only upon successful completion of an exam. Our technicians are awarded seals of excellence in electricity, gas, steam or refrigeration and given certificates noting their CFESA Certified Technician status in that area. Once a technician has passed 3 of 4 tests, they are awarded a Master Technician Certification. The CFESA Certified Master Technicians are among the most knowledgeable technicians in the industry. Restaurant owners and foodservice managers alike recognize the value of a highly educated technician when they request a CFESA Certified Technician to perform their maintenance and repairs.

If you are interested in having a technician test in the area of Electric, Gas, Steam or Refrigeration you may visit the CFESA website and download the CFESA testing forms, proctor guidelines and other important documents that relate to the CFESA testing programs. As a reminder, we now offer Online Testing for your convenience. Be sure to indicate on the form if you wish to have your technicians take the test using the booklet or online. You may also contact Testing Administrator Linda Riley at CFESA Headquarters at 336.346.4700 or via email at lriley@cfesa.com.

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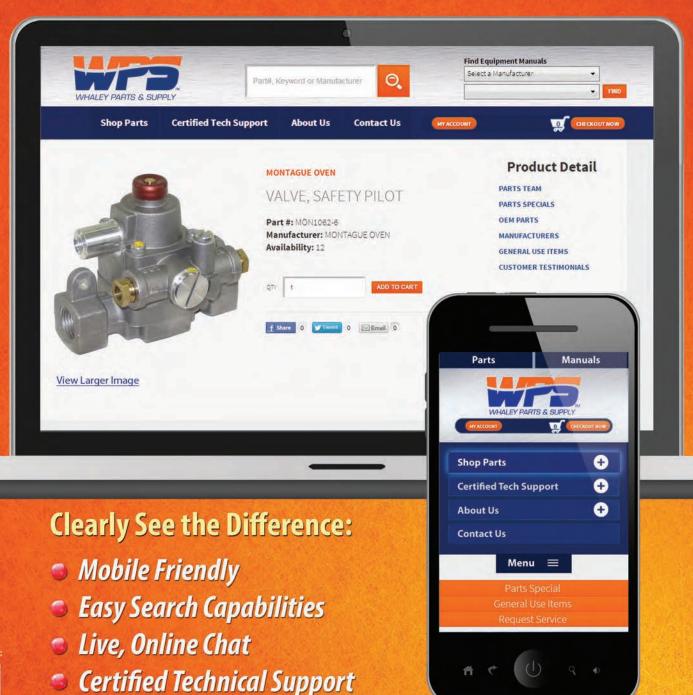
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