

# ON TARGET

OFFICIAL PUBLICATION OF THE COMMERCIAL FOOD EQUIPMENT SERVICE ASSOCIATION

JULY & AUGUST 2015

EXCITEMENT SURROUNDING THE WORLD HEADQUARTERS AND GLOBAL TRAINING FACILITY

BY PAUL TOUKATLY

## 2015 UPDATES

BY HEATHER PRICE



## EMR'S CHANGING OF THE GUARD

BY ROGER KAUFFMAN

## I AM CANADIAN

BY KEN BEASLEY

HEADQUARTERS SPONSOR  
COMPANY SPOTLIGHT:  
**DUFFY'S EQUIPMENT  
SERVICES & PARTS**



## INTERVIEW WITH TIM HARPER OF SSG

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### Commercial Food Equipment Service Association

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It's hard to believe that it's been two months since my last article. Time certainly passes quickly when there is a lot going on, and in the case of CFESA all of what's happening is good.

The Global Training Facility is moving along, on time and on budget. If you have been following along on Twitter and Facebook, you can see the progress that's been made. Your Board of Directors held its last meeting in Fort Mill, so we got to see firsthand how things are going. I can tell you that as impressive as the pictures are, they don't do our new facility justice. The walls and sheet-rock are all up, the electric, plumbing, and HVAC work is all "roughed in" and perhaps most impressive, the four hoods have been installed. CFESA wants to extend a special thanks to Wayne Stoutner and his outstanding crew for all their hard work. They took what should have been a five day installation and did it in three days. Thanks to, Jay C Curran, Juan Guzman and Humberto Cisneros of Hi.Tech Commercial Service in Nevada, Dan Poulin from Pine Tree Equipment in Maine and Rod Taylor and Steve Rogers of AIS/ECS Express from Upstate New York, working in the South Carolina heat, and installing the hoods in three days is an amazing feat. Your CFESA brothers are very grateful for you dedication and hard work.

With all the progress on the training facility, we are confident that it will be finished by the end of August. Our first EGS&W training is scheduled for October fifth through the tenth, we expect to have our full complement of trainers and a full house of technicians. Refer to page 8 for additional information and be sure to get you technicians signed up, don't forget the prerequisite test that must be completed for entry into the training. Manufacturers are also lining up to use the new facility. Imagine the advantages of sending your technicians to one location, and getting training on equipment from four or five different manufacturers. We all realize that it's costly to take techs off the road and send them for training, but think about how much more bang you get for your buck by having a broad spectrum of equipment covered in one trip.

If you're a service company, be sure to watch for training announcements, if you're an equipment manufacturer, be sure to get your training scheduled as soon as possible, before all the good dates are gone. Manitowoc has already committed to having training October eleventh through seventeenth, they plan on using all four classrooms for the entire six days.

As gratifying as the progress on the Global Training Facility is, we are just as excited about our continued strengthening of relationships with CFESA's allied organizations. We have been working to repair damaged and long dormant relationships with our friends at FCSI, FEDA, NAFEM, and MAFSI. Executive Director Heather Price has made it one of her priorities to make sure CFESA is known and welcomed by our all facets of the foodservice industry. I firmly believe that the efforts by all involved are starting to bear fruit. As an example of that progress, I'll pass along a story that Brad Pierce, FEDA President, told me a few weeks ago. Brad was at a customer's where a new kitchen had just been installed, as they were getting ready to open, a problem was found with one of the pieces of equipment. The authorized servicer had been called, and was arriving as Brad was speaking to the contractors and owners. When the tech got out of his van, Brad noticed the CFESA patch on the techs uniform, he turned to the others present, and said, "Don't worry, these guys are members of CFESA, I know that organization, I'm





This summer has been quite a busy one for the association it kicked off in April with the building remodel project and has been non-stop since then. We are just a few weeks out from completion on the Global Training Facility and encourage all of you to take advantage of the first class being held at the facility October 5-10, 2015. Complete details are listed on the CFESA website [www.cfesa.com](http://www.cfesa.com). If you are in the area please stop in and say hello and take the 5 cent tour!

The board members saw firsthand the progress on the building during the summer board meeting held June 25, 2015 at the headquarters. The meeting agenda was full and everyone came prepared to provide updates on their committee progress and new programs the groups are working on.

A few projects and programs to watch for your input and participation on:

- \* The Business Technology survey results are all in and Paul Morrison, TWC has a great session planned during the fall conference in Boston to review the results with the membership. Thanks to all of you who took the time to participate in the surveys.

- \* The Ambassador program to assist first and second time conference attendees is structured and will be implemented during the fall conference in Boston. Watch for the CFESA Ambassadors wearing their red shirts during the conference to answer any of your questions. In addition if you would like to volunteer to help out as an Ambassador please contact me directly ([hprice@cfesa.com](mailto:hprice@cfesa.com)).

- \* Bylaw changes have been worked on and submitted by the Membership Committee members for a vote during the fall conference. These bylaw changes will be mailed out to the Voting members for review prior to the conference, watch for your packet in the mail.

- \* A new session for Service Agents will be offered during the conference in Boston. This session is for service agents only and will allow the members to provide input and direction on agendas, membership benefits, committee work, and any allied concerns they may have. CFESA Vice Presidents Gary Potvin and John Schwindt will conduct the meeting and Secretary David Hahn will take the minutes and recap the session for topics moving forward.

- \* The Marketing committee is working on a campaign to promote the training facility, watch for new materials coming out via social media and the CFESA website. If you would like to help out with this initiative contact the committee co-chairs: Cassidy Martin, General Parts ([cassidym@generalparts.com](mailto:cassidym@generalparts.com)), Mike Via, RSI ([mvia@rsidfw.com](mailto:mvia@rsidfw.com)), Gary Potvin, Pine Tree Food Equipment ([gary@pinetreefoodequipment.com](mailto:gary@pinetreefoodequipment.com)), and Tony Rapanotti, AR Repairs Bakers Kneads ([tony@arrepairs.com](mailto:tony@arrepairs.com)).

These are just a few projects in the works to see the full action plans for the committees please visit the CFESA website or the conference app. Once again we encourage you to get involved on a committee of your choice.

One of the last items on the board agenda during the summer meeting was to make the final votes on the award nominations submitted by the membership. The votes are in and the board is excited to be presenting the awards to the recipients during the black tie banquet on the last night of the conference in Boston. I thank all of you for submitting your nominations, and look forward to seeing you in Boston!

*Heather Price*



## MEMBER & HEADQUARTER NEWS

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### NEW CFESA MEMBERS

Join CFESA Headquarters in welcoming 1 new Associate member and 5 new Affiliate members to CFESA.

### NEW ASSOCIATE MEMBER

#### **ERIE WATER TREATMENT**

2080 E. Lunt Ave, Elk Grove Village IL 60007  
Eddie Garmon  
Eddie.garmon@eriewatertreatment.com

### NEW AFFILIATE MEMBERS

#### **SUPER AIR HVAC & APPLIANCE REPAIR**

3455 Susie Ln, Gilroy CA 95020  
Robert Wagner  
superair1@hughes.net

#### **COMMERCIAL SERVICE SOUTHEAST LLC**

4639 Dayton Blvd, Chattanooga, TN 37415  
Thomas Pannell  
tpannell@cssetn.com

#### **THE ICEE COMPANY**

9436 Southridge Park Ct, Suite 500, Orlando FL 32819  
Stephen Every  
severy@icee.com

#### **SUN COAST SALES & SERVICE CO**

250 Eleventh St. Hammonton, NJ 08037  
Alison Brita  
alison.b@suncoastsales.net

#### **COMMERCIAL KITCHENS, INC.**

290 Bic Drive, Milford CT 06461  
Richard Pinto  
rich@commercialkitchensusa.com

### CFESA RELEASES MEMBER LOCATER ON CFESA.COM

The Commercial Food Equipment Service Association is proud to announce that our website (CFESA.com) has undergone a slight remodel and is now mobile friendly. In addition to taking CFESA.com responsive we have also include a brand new marketing tool for you to use, called the CFESA Member Locator. This will be an excellent resource for potential customers to find a CFESA company in their area or nationwide. We are still in the process of completing this project but would like to hear what you have to say as a member. Will this tool be useful? Is this something you would be willing to tell potential customer about? How could you see this resource being utilized? Please contact Justin at [jchew@cfesa.com](mailto:jchew@cfesa.com) for additional information or to provide feedback.



Scan the QR code to be taken directly to the member locator page. It can also be found under the service directory tab on CFESA.com

### WHALEY NAMES NEW MANAGER FOR ORLANDO LOCATION

Sandi Halcomb has joined Whaley Foodservice Repairs, Inc. as the Area Manager for their Orlando, FL location. Sandi began her career in the commercial kitchen equipment parts and service industry over fifteen (15) years ago, working under Tom Walter at NASS Parts & Service. Sandi will focus on continuing to grow the central and southern Florida market.

### MTS SALES AND SERVICE INC ARE ON THE MOVE

CFESA member MTS Sales and Service has changed locations. The new address is 2493 Broadhead Rd, Aliquippa PA 15001 the phone number and fax remain the same.

### HEAT TRANSFER SPECIALISTS HAS A NEW ADDRESS

CFESA member Heat Transfer Specialists has a brand new address. The address is 27101 Tungsten Rd, Euclid OH 44132 the phone number and fax remain the same.

### T&S BRASS ADD ANDREW CLAYTON TO SHANGHAI TEAM

CFESA member T&S Brass has added a new general manger of operations to its Shanghai, China location. Please welcome Andrew to the team.



## MEMBER & HEADQUARTER NEWS

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### **MANITOWOC ANNOUNCES HUBERTUS MUEHLHAUSER AS CEO OF MANITOWOC FOODSERVICE**

The Manitowoc Company, Inc. announced the appointment of Hubertus M. Muehlhaeuser as Chief Executive Officer of Manitowoc Foodservice, Inc. Mr. Muehlhaeuser will join the company on August 3, 2015.

### **MICHELLE WIBEL NAMED NEMCO PRESIDENT**

Michelle Wibel, CFSP, has been named President of Nemco Food Equipment. She succeeds Stan Guillian, CFSP, who retired after 30 years with the company.

### **PASSING OF CFESA MEMBER MARK UPCHURCH**

Mark H Upchurch, age 59, beloved husband of Agnes Davoyli, loving father of Mark Stockdreher, Eric and TJ Coker. Dearest grandpa of Ally and Olivia, dear brother of Bob Larson, and Scott Upchurch. Fond uncle and great uncle of many nieces and nephews.

### **PASSING OF JOHN "JAY" MCGONIGLE, THE MPH GROUP**

It is with great sadness we announce the passing of John "Jay" McGonigle, formerly of The MPH Group in Boston, Massachusetts. Jay died peacefully Saturday morning, July 18, 2015 at his seasonal residence in Wells, ME, surrounded by his loving family.

## INDUSTRY NEWS

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### **RONALD ARRINGTON TO JOIN NATIONAL SERVICE COOPERATIVE AND ONE VOICE AS VP OF INDUSTRY RELATIONS**

The National Service Cooperative and One Voice are ecstatic to formally announce that Ronald Arrington, recently retired from Vulcan Hart, will be joining our team in the coming month as VP of Industry Relations. Ron's 25 years of experience working for Vulcan will be invaluable in his role with One Voice, in which he will partner with manufactures to develop and promote programs that will be mutually beneficial to manufactures and service providers. Ron will also be tasked with managing and expanding the NSC's service network to provide a larger and broader coverage area. Ron's knowledge, experience, and integrity will make him a great representative for the NSC and One Voice.

### **FNI / CEC COOKLINE PROJECT LAUNCH**

Fisher-Nickel, Inc. operator of Pacific Gas & Electric Company's Food Service Technology Center announced the Technical Advisory Committee for its Demonstration of High-Efficiency Commercial Cooking Equipment and Kitchen Ventilation System Optimization in Commercial Foodservice project. Fishnick was awarded the Building Natural Gas Technology (BNGT) grant in the fall of 2014. The goal of the project is to demonstrate and characterize the energy savings potential, cost effectiveness, and cooking performance of high-efficiency equipment as compared to baseline equipment at four different commercial foodservice sites.

## INDUSTRY CALENDAR

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### **CFESA Fall 2015 Conference**

[WWW.CFESA.COM/FALL2015.ASP](http://WWW.CFESA.COM/FALL2015.ASP)

SEPTEMBER 23 - 25, 2015

SEAPORT HOTEL & WORLD TRADE CENTER

### **CFESA EGS&W TRAINING**

[WWW.CFESA.COM/EGSW.ASP](http://WWW.CFESA.COM/EGSW.ASP)

OCTOBER 5 - 10, 2015

CFESA WORLD HEADQUARTERS AND TRAINING FACILITY  
SEE ADDITIONAL INFORMATION ON PAGE 8

### **MANITOWOC/KITCHENCARE WEEK-LONG TRAINING**

OCTOBER 12 - 17, 2015

CFESA WORLD HEADQUARTERS AND TRAINING FACILITY

### **CFESA MANAGEMENT TRAINING**

[WWW.CFESA.COM/MANAGEMENT.ASP](http://WWW.CFESA.COM/MANAGEMENT.ASP)

OCTOBER 20 - 22, 2015

CFESA WORLD HEADQUARTERS AND TRAINING FACILITY  
SEE ADDITIONAL INFORMATION ON PAGE 8

### **CFESA REFRIGERATION TRAINING**

[WWW.CFESA.COM/REFRIGERATION.ASP](http://WWW.CFESA.COM/REFRIGERATION.ASP)

NOVEMBER 2 - 6, 2015

CFESA WORLD HEADQUARTERS AND TRAINING FACILITY  
SEE ADDITIONAL INFORMATION ON PAGE 8

### **MUFSSO 2015**

SEPTEMBER 20 - 22, 2015

DALLAS, TX

### **INT HOTEL / MOTEL / RESTAURANT SHOW**

NOVEMBER 8 - 10, 2015

NEW YORK CITY, NY

# 2015 CFESA TRAINING

## ELECTRIC, GAS, STEAM AND WATER (EGS&W)

### FORT MILL, SC - CFESA GLOBAL TRAINING FACILITY

CFESA is pleased to announce its next EGS&W class will be the very first hands on training course held at the new CFESA World Headquarters & Global Training Facility located just outside of Charlotte, NC in Fort Mill, SC. Included with this course is the 4 hour, water quality addition. It will give your technician a step-up in their ability to install & diagnose problems with steam equipment. Don't forget there is a pre-requisite for this course. Either the Hot Side Manual and a completion test or the complete interactive online course may be ordered through the CFESA website.

**Training Dates:**

October 5 - 10, 2015

**Registration Cut-off:**

September 17, 2015

**Attendee Count:**

42 Participants

**Qualifications:**

Complete the pre-requisite material & pass the ending test with a 70% or better

**Register:**

[CFESA.com/egsw.asp](http://CFESA.com/egsw.asp)

**Contact:**

Linda Riley  
336-346-4700  
[LRiley@CFESA.com](mailto:LRiley@CFESA.com)

## MANAGEMENT TRAINING

### FORT MILL, SC - CFESA GLOBAL TRAINING FACILITY

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 commercial kitchen repair industry as well as customer service and problem solving aspects of every managers' position.

**Training Dates:**

October 20 - 22, 2015

**Registration Cut-off:**

October 5, 2015

**Attendee Count:**

20 Participants

**Qualifications:**

Hold a management position within the commercial kitchen repair industry

**Register:**

[CFESA.com/management.asp](http://CFESA.com/management.asp)

**Contact:**

Linda Riley  
336-346-4700  
[LRiley@CFESA.com](mailto:LRiley@CFESA.com)

## REFRIGERATION TRAINING

### FORT MILL, SC - CFESA GLOBAL TRAINING FACILITY

Refrigeration Training Class is a five day course specifically designed to cover the basic principles of commercial refrigeration repair. The course focuses on introductory concepts including the basic operation of commercial refrigerators, freezers, ice machines, defrost mechanisms, compressors and electrical circuits. Topics covered include the laws of refrigeration, compression cycle, latent and sensible heat, methods of heat transfer, and methods of cutting, bending, and torching tubing.

**Training Dates:**

November 2 - 6, 2015

**Registration Cut-off:**

October 19, 2015

**Attendee Count:**

24 Participants

**Qualifications:**

Have a CFESA Electrical Certification or be approved by CFESA HQ and have EPA recovery line I & II

**Register:**

[CFESA.com/refrigeration.asp](http://CFESA.com/refrigeration.asp)

**Contact:**

Linda Riley  
336-346-4700  
[LRiley@CFESA.com](mailto:LRiley@CFESA.com)



# IMPORTANT RE-CERTIFICATION INFORMATION

## TECHNICIAN RE-CERTIFICATION

Re-certification takes place every fifth year from the original anniversary date of passing a test. If your technician's cards read 2015 next to any of the listed certifications, it indicates the technicians either passed their tests in 2010 or they last re-certified in 2010 (originally certifying in 2005). These technicians' re-certification documents are due this year. If the documents are not submitted to CFESA this year, the certifications will become expired and the technicians will need to retest in the areas that are due in 2015.

The documents you will need to send to CFESA are two certificates of continuing education classes and/or online courses for each of the certifications that are due this year. Examples of continuing training would be: Manufacturer, Ignitor Labs, technical schools, etc. To re-certify in 2015, these classes would have been taken between 2010 and 2015 and must pertain to the certification that is being updated. Each training is worth one credit and may only be applied toward one recertification.

Proof that is acceptable would be the signed certificates many instructors give out at the end of a course or that can be printed at the end of an online course. If an instructor does not give out certificates, your company is responsible to contact the instructor to have them submit an attendance list that includes the dates, and topic of the course and Company providing the training as well as the signature of the instructor. This list should be emailed from the instructor directly to Linda Riley (Lriley@cfesa.com). If you have any questions regarding recertification, please address your concerns to Linda Riley. She is in the CFESA World Head Quarters office, Monday – Friday; 7 AM to 3 PM, EST and may be reached at (336) 346-4700, opt 3.

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## COMPANY RE-CERTIFICATION

The CFESA Certified Company program began in 2002 with a mission to “convey to the foodservice industry that a CFESA Certified Company continually raises the standards for achieving excellence and quality customer service.” Few companies have taken on this mission, but those who have, remain among CFESA's most involved members.

As a part of their commitment, each company must renew their certified status by completing a rigorous set of standards every three years.

The companies that are working to achieve recertification in 2015 are:



Commercial Parts & Service of Ohio  
Duffy's Equipment Services  
EMR  
General Parts Group  
Hi Tech Commercial Service

Key Food Equipment Services LTD  
Norwood's Commercial Appliances Inc  
RG Henderson Commercial Food Services  
RSI  
Tech 24

Each company must submit all documents by the end of 2015 to become re-certified. If you have any questions regarding company certification or recertification, please address your concerns to Linda Riley. She is in the CFESA Head Quarters office, Monday – Friday; 7 AM to 3 PM, EST and may be reached at (336) 346-4700, opt 3.

## HEADQUARTERS SPONSOR COMPANY SPOTLIGHT: DUFFY'S EQUIPMENT SERVICES & PARTS

Duffy's Equipment Service & Parts – Patrick Duffy

It was 1963 in Washington Mills, New York when Frank and Gloria Duffy started Duffy's Equipment Service in a small garage behind their house. Frank had spent years moving around the county, working as a troubleshooter for gas utility companies. Now that he had a wife and family he decided the time was right to put down roots and they chose this small town upstate to do it.



*Duffy's first truck, pictured in 1964. It was a right-hand drive (like a mail truck) Dodge Pony, bought used. Paul Toukatly remembers riding around in it with Frank when Paul was a kid.*

was a CFESA Master Certified Tech at 20 and works in the Albany branch.

Duffy's has been a proud member of CFESA for many years. We have led sessions, taken part in panel discussions, written articles and have been active on many committees. We enjoy the conferences for their content as well as the chance to mingle with our peers and brainstorm. We are very active in the Regional CFESA meetings and have hosted several of them even including training for techs and office personnel in a few.

Duffy's currently has 2 CFESA Certified Trainers, Paul Toukatly and Paul Pumputis. Patrick served on the Board of Directors and was Secretary until 2008. He is currently the NSC Treasurer and serves on their board as well. Paul Toukatly as you know is the current CFESA President. He has been a hard working Education and Training Committee member for many years and has worked just as diligently as a CFESA board member and Vice President.

Duffy's has been and will continue to be an industry leader, never afraid to try something new and work hard. Staying true to the values we were founded on has brought us a long way and guides everything we do. Integrity, Honesty, family and community.

From those early days, with Frank doing the service work and Gloria doing the bookkeeping, Duffy's has grown to a corporation employing fifty people statewide.

After spending the early years establishing and growing their business in the Utica area, Frank and Gloria decided to open their first branch office. In 1976, a then 20-year-old Paul Toukatly opened Duffy's first branch in Binghamton. Nine years after that he moved again and opened a branch in Syracuse. In 1987, Patrick Duffy joined what was by then a growing company. Patrick opened Duffy's branches in Watertown and Rochester. Since that time Duffy's has expanded every 4 to 5 years, and now covers all of Upstate New York with 7 brick and mortar locations.

Currently the third generation is continuing the traditions of hard work and dedication. Both of Paul's sons Andy and Matt are branch managers in Buffalo and Albany respectively. Patrick's son Fraser



*Left to right: Duffy's Service Manager, Paul Toukatly and President, Patrick Duffy*



## I AM CANADIAN: KEN BEASLEY - KEY FOOD EQUIPMENT SERVICE'S

When asked for a “30 second elevator pitch” on why I should be elected to the CFESA board I responded (partially) with “to bring a Canadian perspective to CFESA”. In one sentence – elect me because I’m Canadian. Not a strong reason on its own. However, there are enough differences between Canada and the U.S. that create the need for distinctive business models in each country. Understanding these reasons for differences and learning from both business models may be helpful in growing our service industry. First the facts:

1. Canada has the population of California spread over a land mass slightly larger than the U.S.
2. Canadians spend 30% of their food dollars in restaurants verses 50% in the US.
3. Canada exports 400 Billion to the US annually (75%) of total trade. While 67% of our imports come from the US.
4. As of today the Canadian dollar is 78% lower than the U.S. dollar. We spend \$1.28 Canadian to purchase 1 U.S. dollar.

The impact:

The spread of population means more service work is done through sub-agents. For example, Key works with 42 sub-agents to provide service in small towns over 4 provinces. Travel time is longer due to the distance between service centers and smaller towns. Parts travel time and expense are also impacted by distance and lack of scale.

When comparing with U.S., the lesser restaurant spend by Canadian consumers is reflected in fewer restaurant brands (chains). Lower growth opportunity on the one hand. Stronger concentration of chains on the other yields high 1st time fix rates.

Most manufacturers and, thus our parts vendors, are in the U.S. and sell in U.S. dollars. We must contend with exchange rates, higher shipping costs and brokerage fees to get those parts into the Canadian space. Air orders can be held at customs. We pay higher shipping rates for parts returns.

All Canadian provinces require technical training and certification to work on commercial gas and refrigeration

equipment. Canadian techs are well trained and enter the market at a higher rate of pay. The need for certification lowers the number of DIY customers, therefore more work is done by trained servicers. This is good for our service divisions but provides fewer opportunities for our parts business. The outcome is a closer relationship between parts and service.

There are many ways we are similar. Similarities strengthen our (CFESA) collective voice. To strengthen our North American credibility the Canadian contingent needs to bring the Canadian perspective to each committee at conference. In short, we need to speak up. And you, our not so shy neighbors to the south (not mentioning any names, Joe Birchhill), need to encourage us to do so.

Let me conclude with a popular Molson’s Canadian ad – spoken by a Canadian:

“I’m not a lumberjack or a fur trader. I don’t live in an igloo or eat blubber or own a dog sled. And I don’t know Jimmy, Sally or Suzy from Canada, although I’m certain they’re really, really nice. I have a Prime Minister, not a President. I speak English and French, not American. And I pronounce it about, not aboot. I can proudly sew my country’s flag on my backpack. I believe in peacekeeping, not policing. Diversity, not assimilation. And that the beaver is a truly proud and noble animal. A toque is a hat, a chesterfield is a couch. And it is pronounced zed, not zee. Canada is the second largest landmass, the first nation of hockey and the best part of North America. My name is Joe, and I am Canadian!”

Ken Beasley

President of Key Food Equipment Service’s Ltd.





## **CERTIFICATION TESTING RATE INCREASE** JOHN SCHWINDT - HAWKINS COMMERCIAL

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As all of you know this has been a very busy year for the CFESA team and Board of Directors. With the purchase of the new CFESA World Headquarters, the remodel to incorporate the Global Training Facility training rooms, the reviews of the on line tests, (correcting grammar, spelling, punctuations) and also eliminating some questions that were either outdated, or in some cases written so poorly that they didn't make sense. Linda and the trainers went thru the tests very thoroughly while we were at HQ for the summer board meeting in the actual system making the corrections together.

One of the items addressed in the board meeting was the fee charged to take the certification tests. We have been charging \$25 per test, since anyone could remember. This fee was set to cover the postage, maintenance of the certification data base, (which houses the technicians testing history), grading of the tests, certificates, patches, truck decals, envelopes and ID cards. The additional task of maintaining the on-line system which allows "same day" testing instead of advanced scheduling, and the increase of printing and postage has stretched this fee beyond its limits.

Another problem the CFESA team has been noticing is that a lot of companies have been using the tests to evaluate a new hire, or their techs knowledge and advancement in training. The tests originally were meant to be only for techs that have been in the field for 3 to 5 years, not a "new hire". The training materials that are out there to study from are good for about 75% of the test. The other 25% are practical application questions that everyone should know from field experience and other training courses like factory training classes, apprentice programs, etc... It should be rare that someone could read the Tech Train book and then pass the test without having field experience. When evaluating the test questions, we also looked at questions that a high percentage of test takers missed. That data will be worthless if the test is given to entry level people that have little or no field experience, or haven't studied the training materials. There are some entry level tests available in the membership services page of the CFESA website that are free to use for evaluation purposes.

After doing some research on fees for tests in other fields in this industry, (most tests are \$150 to \$700) the board has decided on a modest increase to \$75 as the fee for CFESA technician certification testing. This increase is minimal, but will help cover the current costs for all mentioned above as well as hopefully deter some misuse of the certification tests. The new fee structure will take effect January 1, 2016.

## **TEAM WORK SAVES OPENING DAY** SHAWN BAKER - GENERAL MANAGER, CARDINAL NATION

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Cardinal Nation, is an extremely high volume restaurant/tavern in downtown St. Louis located next to the Busch Stadium, home of the St. Louis Cardinals. We sent out an emergency call on Good Friday to CSI in reference to our walk-in that had gone down and we needed HELP!

CSI, dispatched a technician and it was determined that the evaporator heater had shorted out and burned a hole in the coil(s). We were advised that the evaporator would need to be replaced but the good news was that it would be covered by warranty. The bad news was that we were under a time line like no other, opening day was Monday April 13th just one week away! This is one our busiest days of the year and we needed this walk-in fixed ASAP to allow us as much prep time as possible!

The manufacturer of the walk in was Kolpak (a CFESA company) and after the initial contact with the factory they weren't quite sure they would be able to produce the coil on such a short deadline.

## TEAM WORK SAVES OPENING DAY SHAWN BAKER

Word got out that CSI was trying to make something happen for us by opening day. We soon got a phone call from Howard Helgenberg, CSI letting us know that Kolpak factory sales manager, and local St. Louisan Larry Crews had gotten involved and had a plan. The Kolpak evaporator hit the CSI dock in St. Louis early on Thursday morning, several days before the home opener. They installed it that afternoon and we were able to prepare for the opening day celebrations.

It was nice to know that all the right people were involved and committed to working together to making this happen. There was plenty of activity that went on behind the scenes and we appreciate the efforts of everyone involved. A special thanks to CSI, Larry Crews and Brooks Shelton at Kolpak.

## GAVEL CONTINUED

*Continued from page 4*

sure they will have it up and going shortly”. Brad goes on to say that in about twenty minutes the equipment was functional and has been working fine since. I think it shows how far we have come when the president of FEDA sees a CFESA patch and feels confident enough to say he knows the problem will be solved shortly. Thanks Brad, for your support.

It's busy at CFESA. Busy in a very good way. Stay current with our Twitter, Facebook and email updates. You can't be "in the know" if you don't stay involved.

*See you in Boston!*



**Paul Toukatly**

## EMR'S CHANGING OF THE GUARD:

### HOW TO SUCCESSFULLY PASS THE BATON TO A NEW GENERATION OF FAMILY BUSINESS LEADERS

#### BY: ROGER KAUFFMAN - PRESIDENT AND CEO OF ELECTRIC MOTOR REPAIR COMPANY (EMR)

Roger Kauffman will soon usher in a new generation of leadership. Kauffman and his daughter, Caroline Kauffman-Kirschnick, are in year three of a six-year plan to transition her from operations manager to president of EMR. Here's what they have learned along the way.

#### TIP #1: Be accountable to everyone

Accountability is an attribute that will help a business withstand changes in leadership. There are some family business owners who view their organization's existence strictly for the benefit of their own families. You can't lose sight of the fact that your business was built to benefit everyone that helps to make it run successfully – your family, employees, customers, vendors, and so on. You should hold family members to the same standards as everyone else in the company.

#### TIP #2: BE COMMITTED TO EMPLOYEES

When making significant leadership changes within any company – and especially in a family-owned business – you must be committed to communicating with your employees. We place an emphasis on treating employees well and valuing their contributions. This culture translates into a dedicated workforce, many of who have been with EMR for 20 or 30 years. During times of transition, it's important to keep your focus on employees and to foster an environment with open lines of communication, so employees feel involved in welcoming new leadership.

#### TIP #3: Be consistent through succession

Continuity is another tip to emphasize when transitioning a family-owned business' leadership. The values that serve as the foundation for how your company conducts its business are your family's values too, passed from one generation to the next. Unlike public companies where leadership often comes and goes, family owners are in it for the long haul. The consistency in your culture impacts what you do and how you do it. Even after you make the transition from one generation to the next, the previous leadership should still be within arm's reach to provide guidance or reassurance when needed.

## INTERVIEW WITH TIM HARPER OF SERVICE SOLUTIONS GROUP (SSG)

We recently sat down with Tim Harper of Service Solutions Group (SSG). Tim is one of the first CFESA Master Technicians that continues to work in the foodservice industry. Tim achieved his Master Certification in 1997 and is presently working as a service manager in the Phoenix market. Here's what Tim had to say on achieving and maintaining his Master Certification.

*Tim, we recently did some research and found that you are one of our longest standing CFESA Master Certified Technician that currently still works in the industry. Would you mind telling us how you first got your start in the foodservice industry and how CFESA played into that?*

I attended refrigeration school at Maricopa Tech and graduated in 1983. I was looking for a company that I could grow with, when my cousin told me about a company that was looking for technicians. I put in my application at Authorized Commercial Service in Phoenix, AZ and interviewed with Bernie Harris, Sr. The interview went very well, but I was not hired because I did not have any experience with gas. Bernie told me to go back to school, so I returned to Maricopa Tech. A year later Bernie called me and asked me to come in for a second interview. That was my last interview. Though the company has changed names in the last twenty-two years, I am still here.

When I started with the company I had little real world experience. Though CFESA training was still classroom based it did provide me with more practical knowledge than I had received before. I realized as I read the book that I actually knew less than I thought I did.

*Tim, as you mentioned, back in 1997 when you received your CFESA Master Technician Certification, can you talk a little bit about what becoming certified has done for you and your career in the foodservice industry with Service Solutions Group?*

Over the years, I realized that it was the foundation of my career. Education is power and the knowledge that CFESA provided to me has made me a better service manager. Regardless of an applicants' work history, I often ask them questions based on my CFESA knowledge to determine where they are really at, as a technician.

*What would you tell up-and-coming foodservice industry technicians about this industry and this career option?*

I would let them know that being a food service technician can take them anywhere they want to go. The industry is so large and there are still not enough qualified technicians, to support it. Opportunities are out there, you just need to look.

*Thank you for taking the time to speak with us today Tim, any final thoughts?*

Education is the foundation of a technician's career. Never stop learning.



## COMPANIES WITH TECHNICIAN CERTIFICATIONS IN MAY / JUNE 2015

**BROMLEY PARTS & SERVICE INC**

**CHOQUETTE-CKS INC**

**COMMERCIAL APPLIANCE  
SERVICE INC**

**COMMERCIAL KITCHEN  
PARTS & SERVICE**

**COMMERCIAL PARTS &  
SERVICE OF OHIO**

**CRR - COMPLETE  
RESTAURANT REPAIRS INC**

**DAN CONE GROUP**

**ECOLAB EQUIPMENT CARE  
(EEC/GCS)**

**EMR INC**

**ESCUBO RESTAURANT**

**SOLUTIONS DBA CHEF LINK**

**GENERAL PARTS GROUP**

**GOODWIN TUCKER GROUP**

**H&M FOOD EQUIPMENT  
SALES & SERVICE INC**

**MID-SOUTH  
MAINTENANCE OF TN INC**

**MIDWEST FOOD  
EQUIPMENT SERVICE INC**

**NOVATION COMMERCIAL  
SERVICES SAFECARE**

**SAM SERVICE INC**

**SERVICE SOLUTIONS GROUP**

**VANCO**

**WHALEY FOODSERVICE**



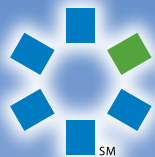
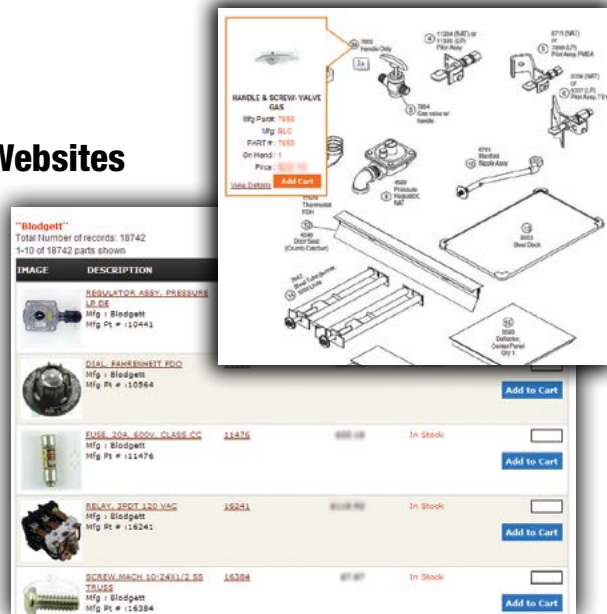
# Comprehensive Tools for Servicing the Food Service Industry



## E2

### Customized Customer Websites with Account-Specific

- Equipment manuals
- Parts pictures
- Exploded views
- Service bulletins
- Model images
- Real-time availability
- Pricing



## GlobalWarranty

### Warranty Claim Software

- Product Warranty Registration
- Pre-Authorization Functionality
- Decrease Rejected Claims
- Connect to Field Technicians
- Field Verification of Product Warranty Authorization via Laptop, Tablet, or Smartphone
- Document and Parts Management

Mfg	Ref.#	SA Name	Serial#	Technician	Auth#
TST	866174	Service Repair IL, NE, WI, MN, IN, KS, IA, AZ	8940823001	David Beay	95728310
TST	866173	Commercial Repair IL, NE, WI, MN, IN, KS, IA, AZ	1343763-000	David Beay	94038415
TST	866055	Standard Commercial	1287360-010	Daniel Emanuelson	3664395
TST	866054	Commercial Repair, Co.	1259668-010	Daniel Emanuelson	28857487
TST	866030	Repair All	1267954-000	Daniel Emanuelson	15496026
TST	865966	Commercial Appliance	W227747-1-1	Kathy Monroe	22160285
TST	865932	Commercial Fix	1306285-000	Kathy Monroe	45870603
TST	865931	Commercial Service	1329506-000	Kathy Monroe	23993605

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- Industry Certified Technicians
- Get Help Online!

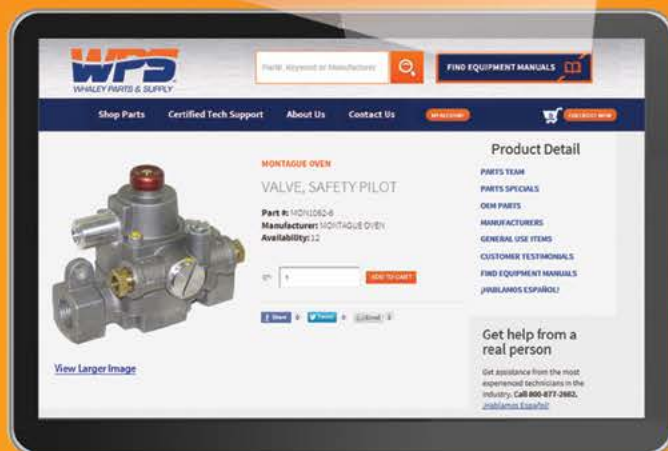


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- Real Time Bilingual Chat
- Industry's Best Technical Support
- 2-Day Delivery Guarantee!

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