



# ON TARGET

OFFICIAL PUBLICATION OF THE COMMERCIAL FOOD EQUIPMENT SERVICE ASSOCIATION

MARCH & APRIL 2015

## STAY INVOLVED

By PAUL TOUKATLY

## CFESA SPONSOR: COMPANY SPOTLIGHT

PIERCE PARTS AND SERVICE



2015 FALL CONFERENCE INFORMATION  
2015 SPRING CONFERENCE RECAP

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**ON TARGET** is the official publication of the Commercial Food Equipment Service Association. On Target is published on a bimonthly basis. New advertising prices in On Target are now available through the end of 2015. Lock in your price and lock out your competition. If you have any questions regarding advertising, content or need further information contact Justin Chew at CFESA Headquarters: Toll Free 877-414-4127 or via email at [jchew@cfesa.com](mailto:jchew@cfesa.com).

### Commercial Food Equipment Service Association

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## STAY INVOLVED THE PRESIDENT'S GAVEL, PAUL TOUKATLY

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It's been almost a year since you elected me CFESA President at the 14 Spring Conference in Chicago. During this year I have tried to focus on two important projects. The first is to finish the World Training Center at our new headquarters in Fort Mill SC. Board members had the pleasure of hosting the first summer meeting at the new facility last July. During the meeting the entire board worked with Mark Wehrenberg of Service Plus to put together our vision for the training center. Mark worked tirelessly to put together preliminary drawings of the new center. These drawings were submitted to the building codes office in Fort Mill. Upon their review, we were told that official architectural stamped drawings of the mechanical and electrical systems were required. That slowed us down for some time while we located an architect that we felt comfortable working with. Craig Otto Architects provide the professionalism and knowledge of the foodservice industry that we were looking for. Mr. Otto is an experienced local architect, his projects include a wide variety of commercial buildings and churches. Working together, we ironed out all of the code issues and fine-tuned Mark's drawings to make them acceptable to the codes department. By the end of December, 2014 we had received approval from the York County Codes Department, and were able to move on to the next phase, contractors. As you can imagine, finding reliable, trustworthy contracting firms in an area that you have no history can be a daunting task. With recommendations from Mr. Otto, suggestions from the codes department and speaking to CFESA members in the South Carolina area we were able to come up with three excellent contractors. By mid-February, all of their bids were in, and we began the task of negotiating to see which one best suited our needs. This task took longer than we imagined, but steady progress prevailed.

Through all of this, we have continued to receive financial and moral support from our service and manufacturing members. I know that I speak for the entire board when I say that we are grateful for your continued support in seeing this project through. A great many of our members have made financial contributions, if you were unable to make a donation last year, I would encourage you to step forward in 2015. Funding for the project is still needed, whatever is not collected will have to be financed. Being good stewards of CFESA's money is very important to the board, and our goal is to keep borrowing to an absolute minimum.

The second priority that I set is the continued growth of CFESA as well as increased participation from our existing members. It was gratifying to see how many of you attended our most recent conference in Anaheim. While having our conference in conjunction with NAFEM certainly helped, and I'm sure being in California increased our west coast attendance. There were a great many east coasters that made the trek. One of the nice things about being President, is that it gives me the freedom to look in on all of our committee meetings. They were all well attended and lively discussion ensued by all in attendance. Another sign of your involvement was the number of people that made the commitment to run for the Board of Directors. Although there were only three seats open, we had seven members run. Thanks to Ken Beasley, Key Foods Equipment, Joe Birchhill, Ecolab Equipment Care, Dan Dibeler, K&D Factory Service, Todd Eichman, Commercial Appliance Service Inc, Steve Sliter, Commercial Parts and Service, Wells Whaley, Whaley Foodservice, and Rick White from Tech-24. What a great slate! While there was only room for three board members, I would encourage everyone else to look at running





Record breaking attendance for the Spring Conference, leaves us with big number to hit for the fall conference in Boston this year! California was a great venue and the NAFEM show is always great to collaborate with.

This was the first time CFESA tried out a new two day conference format in conjunction with exhibiting at the NAFEM show. I have reviewed the conference surveys and will be adjusting some of the offerings from the suggestions provided. Thank you to all who participated in the conference and also shared your insights thru the conference evaluations.

Bruce Hodge, General Parts, administered the second installment of the YEC (Young Executive Council) with over 40 attendees and is using data from this session to structure the next meeting in Boston. If you have any input please reach out to Bruce at bhodge@generalparts.com.

Manufacturers who attend the CFESA conferences have the opportunity to come together for open discussion and networking during the (manufacturers only), Service Manager sessions. These are led by Charlie Souhrada, NAFEM and Don Peak, Accutemp and are meant to help keep the lines of communication open between the manufacture and service segments. These meeting are always scheduled on the first day of the CFESA conferences, don't miss out on the next session. Committee Meetings are what makes CFESA happen, without committees and the volunteers that work on the action items there would be no forward motion. There are four standing committees which are co-chaired by CFESA BOD members and conference attendees are welcome to participate and get involved on any one of their choosing.

A few items the committees are working on:

### **Business Technology Committee:**

- Technology Survey was released to membership in Feb, and the results will be compiled and presented in a session during the fall conference
- Mobile website has been approved and the project should be completed in 6-8 weeks
- Investigating new technology and equipment for the CFESA Global Training Facility

### **Education Training Committee:**

- Reviewing the CFESA Technician Certification Tests for updates & corrections
- Review Pre-requisite course for Hands on EGS Training classes
- Investigate adding HACCP training into EGS Hands on course
- Investigate creating a Dispatcher training course

### **Marketing Committee:**

- Investigate CFESA's charitable arm CFESA Cares to support allied associations programs; NRA ProStart, RFMA Gives, NAFEM
- Creation of a new marketing campaign "Sales Thru Service"
- Promote marketing tool box and have a seminar on this during the fall conference

### **Membership Services Committee:**

- Investigate creating CFESA's own Individual Certificating Program, such as CFESA Certified Service Professional- CCSP
- Reviewing criteria for membership categories
- Creating a First Timers Ambassador program to welcome in first, second and third time attendees to the conferences.
- Reviewing and updating the CFESA Bylaws

The membership meeting hosted elections for three Director Positions for the CFESA Board. There were seven great candidates running and the members voted in: Steve Sliter- CPS, Joe Birchhill- Ecolab, and Wells Whaley - Whaley Food Service. The next elections for board positions will be held during the 2016 Spring Conference in Chicago.

PG&E Food Service Technology Centers' Director of Education, Mr. Richard Young provided the membership with a great seminar on Planned Maintenance.



# MEMBER & HEADQUARTER NEWS

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## NEW CFESA MEMBERS

Join CFESA Headquarters in welcoming 3 new Affiliate members, 1 new Associate member and 2 new Voting members to CFESA.

### NEW AFFILIATE MEMBERS

#### **G & R MECHANICAL**

3220 Bergey Rd, Hatfield PA 19440  
Erik Laudenslager  
GandRmech7203@gmail.com

#### **MO-KAN MECHANICAL**

1710 N 75th Drive, Kansas City KS 66112  
Francisco Cuellar  
frankcuellar67@gmail.com

#### **SAFECARE**

749 S Grant Street, Indianapolis IN 46203  
Rusty Parke  
rusty.parke@safecarecorp.com

### NEW ASSOCIATE MEMBER

#### **HESTAN**

3375 E La Palma Avenue, Anaheim CA 92806  
Richard Zirges  
dzirges@hestan.com

### NEW VOTING MEMBERS

#### **PROTEX RESTAURANT SERVICES INC**

5030 Chancellor Row, Corpus Christi TX 78416  
Robert Newcomer III  
protexrestaurantsservices@gmail.com

#### **H.R.D KITCHEN SERVICES LTD**

4475 De Rouen Street, Montreal QC H1V 1H1  
Trevor Chadbourn  
tchadbourn@hrd.ca

## RECERTIFICATION NEWS

CFESA congratulates American Kitchen Machinery & Repair Co of Philadelphia, PA and Choquette – CKS of Montreal, QC on their recertification. Certified CFESA companies must re-certify every three years in order to maintain certified status.

## K&D FACTORY SERVICE IS EXPANDING

Due to the rapid rate of customer growth in the Williamsport, PA and State College, PA area K&D Factory Service is delighted to announce the opening of an additional service location. The new location will enhance the service area and make it more convenient for customers.

K&D Factory Service, Inc.  
1913 East Pleasant Valley Blvd, Suite 4  
Altoona, PA 16602  
Phone 814-943-1095  
Fax 814-944-2671

## GENERAL PARTS ANNOUNCES OPENING OF 19<sup>TH</sup> LOCATION

General Parts Group is pleased to announce the opening of its 19th location in Pensacola, Florida. This new branch open on April 15th and will be a 24/7 365 full service location offering repair and maintenance services as well as O.E.M. replacement parts. The service area covered will include the metro Pensacola area and other towns and cities within a 100 mile radius including Mobile, AL.

2821 Copter Rd, Suite E&F  
Pensacola, FL 32514  
Phone 888-498-1238

Remember to send your updated address and contact information to CFESA Headquarters when you move so we can pass it on to the membership.

## MEMBER & HEADQUARTER NEWS

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### FEATURED MEMBER BENEFIT

When your company exhibits at tradeshow, job fairs or any other public engagement, do you make the most of your CFESA membership? CFESA.

CFESA.com has a toolbox we are revamping that has resources and files you can download and print for use in your booth. Email any questions or ideas for this marketing toolbox to Justin at [jchew@cfesa.com](mailto:jchew@cfesa.com).



### VISIT CFESA AT THE 2015 NRA SHOW

CFESA will be representing the membership at the upcoming National Restaurant Association Show 2015 in Chicago, IL May 16 - 19, 2015. The NRA Show brings together over 44,000 restaurant professionals in one place for four days of learning and networking.

### PAUL TOUKATLY RECEIVES THE NAFEM DOCTORATE OF FOODSERVICE AWARD

Both NAFEM and CFESA would like to congratulate Paul Toukatly on his Doctorate of Foodservice (DFS) award, presented at each NAFEM show to allied hospitality association leaders in recognition of their contributions to the industry. Honorees were recognized at the All-Industry Awards Breakfast during The NAFEM Show, Thursday, February 19, Anaheim Convention Center, Anaheim, California.



### DAVISWARE S2K TRAINING SCHEDULE RELEASED

Affiliate Member Davisware has released the S2K training schedule to assist users in maximizing productivity, S2K is a Field Service Management product. The S2K product is a leader in streamlining office and field communications, helping to reduce the need for

paperwork and at the same time increasing the bottom line for clients. For more information please check the industry training calendar on the CFESA website.

Contact [kbrand@davisware.com](mailto:kbrand@davisware.com) or by phone at (847) 426-6000 x115.

### PROSTART

Make sure you check out the National Restaurant Association Education Foundation charitable arm, ProStart. You can access more information by visiting: [www.nraef.org/ProStart](http://www.nraef.org/ProStart). As a CFESA member, please get involved, attend a local competition and make sure you take advantage of your opportunity to give back to the community! Contact Justin at [jchew@cfesa.com](mailto:jchew@cfesa.com) for more information.

### FALL 2015 CONFERENCE - BOSTON, MA

The CFESA Fall 2015 conference is September 23 - 25, 2015 in historical Boston, MA at the Seaport Hotel & World Trade Center. Online registration is now open and you can also book your hotel room online. Look for more information on page 11.

We urge all members to secure their hotel reservations with the Seaport Hotel as soon as possible. Rooms are \$249 per night for 1 king or 2 double beds. The cut-off date for hotel reservations is August 14, 2015. You can place reservations by visiting CFESA's 2015 Fall Conference page online or by calling 617-385-4514. The room block name is CFE920. **This conference promises to be one of the highest attended!**

### CFESA ANNOUNCES THE 2015 BOARD OF DIRECTORS

This year CFESA had 3 open director positions to fill with a total of 7 nominees. During the annual voting membership meeting held during the CFESA 2015 Spring Conference, 54 voting members voted in:

Joe Birchhill – Ecolab Equipment Care  
Steve Sliter – Commercial Parts & Service  
Wells Whaley – Whaley Foodservice

## MEMBER & HEADQUARTER NEWS

### JOE PIERCE & MIKE VIA TAKE HOME FER AWARDS

CFESA would like to congratulate Joe Pierce on winning the 2015 Industry Service Award — Service Agent Award and Mike Via for taking home the 2015 Young Lion — Service Agent Award presented by Foodservice Equipment Reports. Joe and Mike were recognized during the award banquet in Anaheim, CA.



Joe Pierce receiving his Service Agent Award



Mike Via receiving his Young Lion Award

### CONGRATULATIONS TO GARY PETITTI ON HIS FES AWARD



CFESA would like to recognize Gary Petitti on his Top Achiever – Service Agent Award presented by Foodservice Equipment & Supplies. Gary will receive his award at NRA in Chicago.

### 2015 BUSINESS TECHNOLOGY SURVEY AVAILABLE

You should have received a link for the CFESA 2015 Business technology survey before spring conference. If you haven't, please contact Justin at [jchew@cfesa.com](mailto:jchew@cfesa.com) for this link. This survey was compiled by the Business Technology committee to determine the various technologies used in your day-to-day operations. The survey should take no longer than 15 minutes from start to finish. **This year, the CFESA Business Technology Survey will also help you by awarding extra points per company on the CFESA company certification program.**

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## INDUSTRY NEWS

### NEW UL CODE LINK SEARCH TOOL QUICKLY IDENTIFIES CODE-COMPLIANT PRODUCTS

UL, a global safety science leader, announced the launch of Code Link, an enhanced online search tool for helping code authorities, designers and contractors identify products that comply with particular installation code sections. Code Link, is a free search tool that identifies UL Certified Products that meet specific sections of model building codes used in North America and adopted Internationally. For more information: [ul.com/codelink](http://ul.com/codelink) or by email at [Alfredo.M.Ramirez@ul.com](mailto:Alfredo.M.Ramirez@ul.com)

### MAFSI MEMBERS REPORT 2.9 PERCENT SALES INCREASE FOR Q4 2014

Overall sales of foodservice equipment and supplies grew by 2.9 percent in the fourth quarter of 2014, according to the Manufacturers' Agents Association for the Foodservice Industry's (MAFSI) Business Barometer. This was less than the forecasted amount of 4.9 percent and less than the previous quarter's growth rate of 3.8 percent.

Source: *FESmag.com*

### EL POLLO LOCO EXPANDS IN UTAH

The Costa Mesa, Calif., fire-grilled chicken chain is getting bigger in the Salt Lake City area. It plans to expand from its two existing sites there to seven by 2018. Three veteran franchisees who currently operate 13 El Pollo Loco stores in Southern California will lead the development using the fast-casual chain's hacienda design.

Source: *FERmag.com*

### SYSCO, US FOODS EXTEND MERGER DEAL

Sysco Corp. has extended its merger agreement with US Foods by 60 days, to May 7, two days after hearings on the merger are scheduled to begin, the company said Monday.

Source: *Nation's Restaurant News*



## INDUSTRY CALENDAR

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### FEDA 2015

MARCH 25 - 29, 2015  
JW MARRIOTT DESERT RIDGE RESORT AND SPA  
PHOENIX, AZ

### NRA SHOW 2015

MAY 16 - 19, 2015  
MCCORMICK PLACE  
CHICAGO, IL

### ASSOCIATION FOR HEALTHCARE FOODSERVICE

JUNE 2 - 5, 2015  
SALT LAKE CITY, UT

### INSTITUTE OF FOOD TECHNOLOGISTS

JULY 11 - 14, 2015  
CHICAGO, IL

### NATIONAL ASSOCIATION OF COLLEGE & UNIVERSITY FOOD SERVICES 2015 NATIONAL CONFERENCE

JULY 22 - 25, 2015  
INDIANAPOLIS, INDIANA

### MULTI-UNIT FOODSERVICE OPERATORS CONFERENCE

SEPTEMBER 20 - 22, 2015  
HYATT REGENCY REUNION  
DALLAS, TX

### CFESA FALL 2015 CONFERENCE

SEPTEMBER 23 - 25, 2015  
SEAPORT HOTEL & WORLD TRADE CENTER  
BOSTON, MA

### NATIONAL ASSOCIATION OF CONVENIENCE STORES (NACS) SHOW

OCTOBER 11 - 14, 2015  
LAS VEGAS CONVENTION CENTER  
LAS VEGAS, NV

### MAFSI

JAN 13 - 16, 2016  
PHOENIX, AZ

### IBIE (INTERNATIONAL BAKING INDUSTRY EXPOSITION)

OCTOBER 8 - 11, 2016  
LAS VEGAS CONVENTION CENTER  
LAS VEGAS, NV

## MANUFACTURER TESTIMONIAL

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### BY: BRENT COOPER - E-SOURCE, INC

As a manufacturer's representative, our CFESA Servicers are invaluable to us and imperative to what we do.

In a world with ever rising costs in materials, fuel, and labor; everyone is looking for ways to reduce overhead. I had a recent situation involving the installation of a walk in cooler/freezer out in a rural area.

Against my advice, the decision was made to use an installer that was not a member of CFESA for various reasons. Travel time and distance, the cost of knowledgeable labor, etc. The install was so unbelievably poor, they ended up having to call out the same CFESA Servicer I had originally recommended, to correct the multitude of problems. When it was all said and done, the cost of original install as well as the cost to have someone knowledgeable fix the problems, far exceeded what it would have cost to use a CFESA Servicer in the first place.

Price vs Value is a conversation with my customers every day, multiple times a day. It is true with equipment, and it is true with Service Companies. CFESA Servicers are typically not going to be "cheaper", but the value in using them is exponentially higher as it takes the worries out of the equation.

I am extremely grateful to have the CFESA Servicers that we do in our territory, and I'm grateful for the CFESA organization who constantly strives for perfection with a heavy influence on educating their members. They save me untold headaches, stress, and time; and I learn from them daily, which makes me a better Representative.

Thank you CFESA for making my life easier.

## UNSUBSCRIBE

If you no longer wish to receive CFESA's eNewsletter, please use the "Unsubscribe" link at the bottom of the email. Marking our email as spam is detrimental to our lists' credibility. If you no longer wish to receive On Target or need to update your mailing address, email Justin at [jchew@cfesa.com](mailto:jchew@cfesa.com). Thank you.

# HEADQUARTERS SPONSOR COMPANY SPOTLIGHT: PIERCE PARTS AND SERVICE

**BY: JOE PIERCE, PIERCE PARTS AND SERVICE**

Pierce Parts and Service is an Authorized Service Center company that serves the state of Georgia in the repair of equipment in the food service industry. Founded in 1976 by Jimmy Pierce, the company is well established with over 35 years in the business. Upon the passing of his brother, the late Jimmy Pierce, Joe Pierce has continued on the legacy of the family business. Pierce Parts and Service has set the standard for quality service repair, warranty work, and excellent



customer service; always looking for ways to improve service, opportunity to expand, and maintain a good reputation for service in the Middle Georgia area and throughout the state. Over the years, Pierce Parts and Service has expanded with an additional land office in Conyers and several satellite offices throughout the state. With their corporate office centrally located in Macon, this enables PPS to serve all of Georgia. Pierce Parts and Service, a CFESA Certified company since 2004, employs 16 CFESA Certified technicians with over 160 cumulative years of experience in service.

Transitioning from employee to Partner and now CEO, Joe Pierce is quick to jump in alongside his employees when a job



needs to be done or to offer sound advice when issues arise. Because of his leadership, Pierce Parts and Service has been honored to be selected for many awards over the years

which include the 2013 NAFEM Doctorate of Foodservice, the 2014 FEDA Leadership Award, the 2014 MAFSI Award of Merit

and most recently the 2015 Industry Service Award. All of these awards acknowledge his contributions to the advancement of the foodservice industry. Joe currently represents 69 manufacturers of restaurant equipment as the number one choice of ASA's.



In 2012, Joe was elective to a two year term as CFESA President where he proudly worked to give a better voice to small business owners in the industry. During his term, he worked to transition CFESA into a more sufficient and solid structure organization ready to take on the technological challenges of the future. Joe was instrumental in the purchasing of CFESA's new training facility in Fort Hill, S.C. There, manufacturers and service agents can collaborate together as well as train technicians. He saw that there was a lack of training space for members who work hard and are so dedicated to the industry. During his term, he worked diligently to make improvements in these areas. Joe has served CFESA in various positions ranging from Board of Directors, Treasurer, Vice President, and President. Currently, he is serving as Past President to the current President where he continues his dedicated support. Joe strongly believes that working together and being on the same page makes us a team, and across the board, everyone can deliver better service to the customer. With all that being said, he still finds time to give back to the community by working through the Masons and Shriners International.

If you were to ask Joe in short who he truly is, he would say it like this, "PPS has built a partnership with customers, manufacturers and their reps, as well as dealers. It is very important to me to earn their trust every day. I stand behind everything I say and I will always continue to live by this statement, 'Anything worth doing is worth doing well and giving God all the Glory.'

# FALL 2015 CONFERENCE - BOSTON, MA

WEDNESDAY SEPTEMBER 23<sup>RD</sup> - FRIDAY SEPTEMBER 25<sup>TH</sup>, 2015

## SEAPORT HOTEL & WORLD TRADE CENTER

200 Seaport Boulevard  
Boston, MA 02210

**PHONE:** 617-385-4514

**CFESA ROOM RATE:** \$249 (King or 2 Double Beds)

**ROOM BLOCK:** CFE920

Use "Book your hotel room now" link at  
[www.CFESA.com/Fall2015.asp](http://www.CFESA.com/Fall2015.asp)

**WEB:** <http://bit.ly/2015FallHotel>

**HOTEL CUT-OFF DATE:** August 14, 2015

**CHECK IN:** 3:00 pm

**CHECK OUT:** 12:00pm

**REGISTRATION CUT-OFF DATE:** August 31, 2015

**CFESA MEMBERS:** \$700

**NON-CFESA MEMBERS:** \$800

**CFESA MEMBER SPOUSES:** \$400

**NON-CFESA MEMBER SPOUSES:** \$500

## GETTING AROUND

### Driving

Distance: 10 miles

Drive Time: 15 minutes

Follow the signs towards I-90 West - Ted Williams Tunnel. Take the Ted Williams Tunnel to Exit 25. At the top of the ramp proceed straight onto B Street. Follow B Street to the end and take a right onto Seaport Boulevard. The Seaport Boulevard entrance to the Seaport Garage will be on your right.

### Public Transportation

Drive Time: 15 minutes

Out of the airport, look for the silver line train. Once on the train, get off at the world trade center stop.

### Taxi

Distance: 10 miles

Drive Time: 15 minutes

Taking a taxi will cost you roughly \$20 - \$25 and will take 10 - 15 minutes.



*Located on the Boston waterfront in the bustling Seaport District, the Seaport Hotel offers you luxury accommodations with dazzling city and harbor views and incredibly convenient access to all major points of interest including the Financial District, Freedom Trail, Faneuil Hall and the North End.*

## WEATHER CONDITIONS & TIME ZONE

Normal Hi: 80°, Normal Low: 65°

Eastern Standard Time

## SOME OF THE ACTIVITIES IN THE WORKS:

**OPENING DINNER AT FENWAY PARK**

**2<sup>ND</sup> ANNUAL AWARDS BANQUET**

To find out more and register, scan the below QR code or [www.CFESA.com/Fall2015.asp](http://www.CFESA.com/Fall2015.asp).

## SPONSORSHIPS

Sponsorships opportunities are available. Visit the 2015 Fall Conference page for complete details.





# CFESA SPRING 2015 CONFERENCE RECAP





## NAFEM 2015 CONFERENCE RECAP



## GAVEL CONTINUED

*Continued from page 4*

again in Chicago in 2016. Congratulations to Joe Birchhill, Steve Sliter, and Wells Whaley on being re-elected to the board. Thank you again for your participation, those of you who were there know what great committee meetings we had, how well attended the NAFEM/CFESA liaison committee was and what wonderful workshops there were.

If you couldn't get to Anaheim, be sure to get to Boston in the fall.

Stay involved! Remember, CFESA is only as strong as you make it.



**Paul Toukatly**

## EXEC DIRECTOR'S MESSAGE CONTINUED

*Continued from page 5*

The latest findings from their field monitoring projects bolstered the fact that PM pays for itself and is good for the customer's bottom line. Using the online calculation tools Richard discussed in addition to best practices and field data you can turn your customers into a PM believer!

Workshops included Cloud Computing by Mr. Richard Halter, ARTS, explaining how this new computing system relates to your service networks e.g. access service and equipment histories, diagnostics and manuals. In addition to learning about the security risks and how to avoid them. The second workshop was moderated by Ron Arrington- Vulcan, and covered the CFESA EGS Hands on Training Courses. The session included four of CFESA's Certified Trainers; John Schwandt- Hawkins Commercial Service, Paul Pumputis- Duffy's Equipment Services, David Duckworth- CKPS, and Scott Hester - RSI. Questions were fielded from the audience, and the panel explained the training program, its concept and material covered during the courses.

We ended the conference with the President's reception and then exhibiting at the NAFEM show sharing a booth with our allied associations; FCSI and MAFSI.

The focus now is on the fall conference in Boston September 23-25, 2015, complete details are on the CFESA website [www.cfesa.com](http://www.cfesa.com), book your hotel rooms now!

I look forward to celebrating our second annual awards banquet with you in Boston!

**Heather Price**

## **COMPANIES WITH TECHNICIAN CERTIFICATIONS IN JANUARY & FEBRUARY 2015**

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<b>A R REPAIRS BAKER'S KNEADS INC</b>	<b>DAY &amp; NIGHT/ALL SERVICE KITCHEN EQUIPMENT REPAIR</b>	<b>RG HENDERSON/HERITAGE FOOD SERVICE GROUP OF CANADA</b>
<b>ASC1 INC</b>		
<b>ATECH INC</b>	<b>ECOLAB EQUIPMENT CARE (GCS SERVICE INC)</b>	<b>JENSON REFRIGERATION INC</b>
<b>AXXON SERVICES INC</b>	<b>ELMER SCHULTZ SERVICES INC</b>	<b>JOSEPH T BERRENA MECHANICALS INC</b>
<b>COMMERCIAL APPLIANCE SERVICE INC</b>	<b>EMR - ELECTRIC MOTOR REPAIR COMPANY</b>	<b>PACIFIC REFRIGERATION INC</b>
<b>COMMERCIAL KITCHEN PARTS &amp; SERVICE</b>	<b>FOOD EQUIPMENT SERVICE (FES)</b>	<b>QUICK SERVANT COMPANY INC</b>
	<b>*FOOD EQUIPMENT SERVICES (FES)</b>	<b>SAM SERVICE INC</b>
<b>COMMERCIAL PARTS &amp; SERVICE OF OHIO</b>	<b>GENERAL PARTS LLC</b>	<b>SERVICE SOLUTIONS GROUP</b>
<b>CONE'S REPAIR SERVICE</b>	<b>GOODWIN TUCKER GROUP</b>	<b>TECH 24</b>
<b>CRESCO INC</b>	<b>GREGG &amp; SONS MECHANICAL</b>	<b>TOWN CENTER INC</b>
<b>CRR - COMPLETE RESTAURANT SERVICE INC</b>	<b>HAGAR RESTAURANT SERVICE</b>	<b>TWC SERVICES INC</b>
	<b>HAWKINS COMMERCIAL APPLIANCE</b>	<b>WHALEY FOODSERVICE REPAIRS</b>
<b>CSI - COKER SERVICE INC</b>	<b>R&amp;B COMMERCIAL SERVICE</b>	
<b>DAN CONE GROUP</b>		

**\* ALSO HAD CERTIFIED TECHNICIANS IN DECEMBER**

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. You may also contact Testing Administrator Linda Riley at CFESA Headquarters at 336.346.4700 or via email at [Lriley@cfesa.com](mailto:Lriley@cfesa.com).

# The most comprehensive database tool for servicing the CFESA industry.

**E2 Demo**  
847-426-6000 | emreb@davisware.com

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Find Equipment Manuals  
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Parts by Manufacturers

- A La Carte
- Bakers Pride
- Blodgett
- Cleveland Range
- Corntent Mfg
- Duke Manufacturing
- Electro-Fraction
- Electrolux
- Everest Refrigerator
- Groenwater
- Greer
- Hobart
- Industrial Range
- Lang
- Lincoln Manufacturing
- Magic Chef
- Montague
- No-Va Food Service System
- View More

**Welcome to E2**

E2 provides around-the-clock parts and service for commercial cooking, refrigeration and warewashing equipment. A "one-stopshop" for on-demand fast fix repairs and scheduled preventative maintenance, we set ourselves apart by providing service and parts on a nationwide basis for all major brands of commercial kitchen equipment. This extensive network allows customers to consolidate the number of service providers they deal with, resulting in more consistent, reliable service.

2013 MCAA Annual Conference  
March 17 - March 21, 2013  
Antonio, TX

SM

## Create customized customer websites with account-specific

- equipment manuals,
- parts pictures,
- exploded views,
- service bulletins,
- model images,
- real-time availability,
- and pricing.

IMAGE	DESCRIPTION	PART #	PRICE	STATUS	QTY
	REGULATOR VALVE Mfg. Budget Mfg. # = 10244	1164	\$60.00	In Stock	<input type="text"/>
	ROLLER Mfg. Budget Mfg. # = 10764	10234	\$60.00	In Stock	<input type="text"/>
	FUEL VALVE Mfg. Budget Mfg. # = 11475	11475	\$60.00	In Stock	<input type="text"/>
	BURNER Mfg. Budget Mfg. # = 10245	10245	\$60.00	In Stock	<input type="text"/>
	CONTROL VALVE Mfg. Budget Mfg. # = 10264	10264	\$60.00	In Stock	<input type="text"/>



Member **CFESA**

Davisware.com

Fully integrated with GlobalEdge and S2K.

847.426.6000 facebook.com/DaviswareInc @DaviswareSS



# Cool Tools

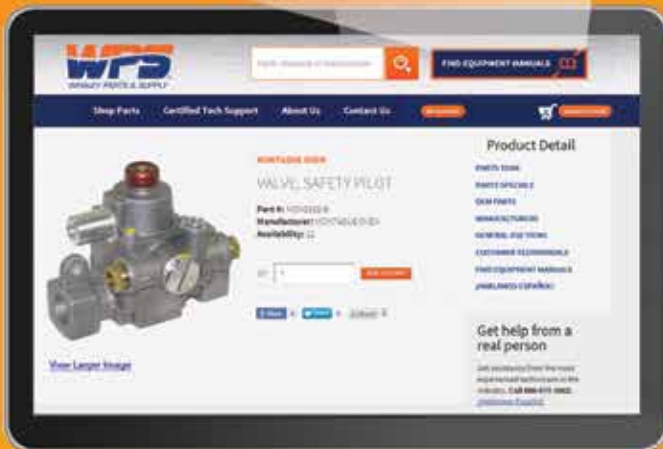


- *GPS Monitored and Dispatched Vehicles Greatly Increase Efficiency Throughout the Service Call Process*
- *Remote Field Service Tablets for On the Spot Service History and Troubleshooting*
- *Fully Stocked Vehicles - A Traveling Warehouse!*
- *Industry Certified Technicians*
- *Get Help Online!*

**REQUEST SERVICE** 

**Your #1 Choice for Service!**

**FIND EQUIPMENT MANUALS** 



# Hot Ideas

- *Mobile Friendly Website*
- *Easy Search Capabilities*
- *Real Time Bilingual Chat*
- *Industry's Best Technical Support*
- *2-Day Delivery Guarantee!*

**Fulfilling Your Parts Needs with Superior Customer Service!**



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