



ON TARGET

OFFICIAL PUBLICATION OF THE COMMERCIAL FOOD EQUIPMENT SERVICE ASSOCIATION

MAY & JUNE 2015

CFESA PROGRESS

BY PAUL TOUKATLY

USING CUSTOMER SUPPLIED PARTS

BY MATT RAPANOTTI & TONY RAPANOTTI

ONLINE TESTING SYSTEM UPDATE

BY LINDA RILEY

CFESA SPONSOR: TWC SERVICES

BY PAUL MORRISON

NRA 2015 RECAP

CFESA 2015 TRAINING

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ON TARGET

ON THE MENU

THE PRESIDENT'S GAVEL	4
EXECUTIVE DIRECTOR'S MESSAGE	5
MEMBER & HEADQUARTER NEWS	6
INDUSTRY NEWS / CALENDAR	7
USING CUSTOMER SUPPLIED PARTS	8
ONLINE TESTING SYSTEM UPDATE	9
MANUFACTURER TESTIMONIAL	9
CFESA SPONSOR: TWC SERVICES	10
NRA 2015 CONFERENCE RECAP	11
2015 CFESA TRAINING INFORMATION	12
COMPANIES WITH TECH CERTIFICATIONS	14

ADVERTISER INDEX

SALVAJOR	2
DAVISWARE	15
WHALEY	16

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.

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It's an exciting time to be a CFESA member.

April 8 2015, was a truly momentous day. That was the day we signed the contract with our contractor of choice to begin our Global Training Center. It's the end of one phase and the beginning of another. By April 8, we had ended the negotiations and paperwork, and were finally able to begin to make physical progress. Although it took longer to get to this point than we anticipated, the satisfaction of signing the contract was just as sweet. The demolition inside of the building began on April 27, and if everything stays on schedule, our new training center should be finished by early September. We will keep you posted on all updates and progress. While the training center is a priority, there are a number of other very important things going on at CFESA.

As many of you know, Heather and I recently represented CFESA at the FEDA conference in Phoenix. We were there for four days and attended meetings, receptions, and thought-provoking speakers and roundtable discussions. What I found most encouraging was the open and welcoming attitude of the FEDA members. Almost everyone we spoke to has come to realize the important role that service plays in our industry. We heard repeatedly that we need to work together to satisfy and retain an increasingly more informed customer. FEDA's President Brad Pierce is a tremendous advocate for better dealer/service relations.

There are a number of interesting things happening in the dealer world, but perhaps the most interesting is the creation of the FEDA Data Interchange, a program for dealers to track equipment order status with manufacturers. This program, through AutoQuotes, allows dealers to know what is happening with all of their open PO numbers (date ordered, ship date, arrival date, and if the manufacturer will meet the projections). This information will be in one location, regardless of the manufacturer, at very nearly real time.

I can see a number of uses for this system on the service side. Can you imagine knowing exactly when equipment was going to arrive so we can schedule start-ups or installations? Imagine knowing what equipment is in your territory and setting stock levels accordingly, not by a random mandatory list. What if a system like this could be implemented for tracking service parts orders? Think about not having to check individual manufacturer's websites with individual formats and passwords. Think about being able to track a manufacturer's "on time rate" for parts orders.

The first evening of the conference was highlighted by the President's reception. Heather and I were lucky enough to sit with a representative of one of the major buying groups. Our conversation was very enlightening. I was interested in how he worked with the dealer community, and he was interested in why service companies had never formed buying groups to help in our purchasing process. We spoke at length, exchanged contact information, and promised to talk further in the future. Overall the entire four days was a very rewarding experience.



Continued on page 13



What a whirlwind May turned out to be! The construction at CFESA HQ is going strong on the training rooms. The demo, plumbing, concrete, rough-ins, and electrical are all completed and, you can keep up on the progress by following the construction time line on our Facebook page. We plan to host the first EGSW (electric, gas, steam and water) class the first week of October. If you are interested in attending this course contact Linda Riley (Lriley@cfesa.com), or visit our website for further information.

The facility may also be utilized for manufacturer training, regional meetings, new product roll-outs and town hall meetings, a sign up calendar for dates is located on our website. Check out the calendar to see who is already scheduled. To reserve your date and time click on the link and submit your request. Upon submission, one of the CFESA Team members will contact you to help coordinate your sessions.



With May brings the NRA (National Restaurant Association) show in Chicago, IL. CFESA represented its members by exhibiting at the event and promoting the members services. We had a great opportunity to share booth spaces with Wade Koehler, Kimberly Kissel and Penny Price with FCSI (Foodservice Consultants Society International), and Alison

Cody, Tom Jedlowski and Ramsey Ruether from MAFSI (Manufacturers' Agents Association for the Foodservice Industry). This collaboration allowed attendees to visit three segments of the foodservice industry at one time. In addition the associations worked together to help promote the career opportunities in the foodservice industry.

While at the NRA show Synapse Wireless hosted a panel discussion and CFESA President Paul Toukatly was asked to participate along with Rochelly Serrano, Global Quality Assurance Manager of Bloomin Brands and Dean Chinni, Quality Control Specialists of Synapse. The panel discussed how the Internet of things can boost operations, provide intelligent insights and reduce costs. Paul explained that the new tracking technology on equipment helps the service agents start to trouble shoot on the road and lead to fewer planned maintenance requirements, thus helping to lower the cost of service to the customer.



Mike Via, board member of CFESA hosted a meeting at the NRA show with Lobby Rivas, and Allison Rhyne of NRA to discuss CFESA's involvement with the National Restaurant Association Education Foundation. Their ProStart program is one that CFESA is looking at helping to promote and will be sending out information to our members on how to connect with your local community chapter.



Continued on page 13

MEMBER & HEADQUARTER NEWS

NEW CFESA MEMBERS

Join CFESA Headquarters in welcoming 2 new Voting members, 1 new Associate member and 6 new Affiliate members to CFESA.

NEW VOTING MEMBERS

TEK EXPRESS INC

25 Hutcheson Place, Lynbrook NY 11563
Slava Petatsky
liz@tekexpressny.com

TEMCO INC

550 Pearl Park Plaza, Pearl MS 39208
Duane Griffin
dgriffin@temco-ms.com

NEW ASSOCIATE MEMBER

HEAT SEAL LLC

580 E 71 Street, Cleveland OH 44125
Rick Price
custserv@heatsealco.com

NEW AFFILIATE MEMBERS

AMUNDSEN COMMERCIAL KITCHENS

1740 W Main St, Oklahoma City, OK 73106
Cary Amundsen
cary@afeok.com

EQUIPMENT SERVICE COMPANY

1503 Opelika Rd, Phenix City AL 36868
Randal Page II
esc3254@bellsouth.net

FOODTEC DIRECT LLC

5727 Northwest 7th St #244
David Chambless
dchambless@foodtecdirect.com

KD SERVICE GROUP LLC

18150 E 32nd Place Unit E, Aurora CO 80011
Scott Evans
service@kdservice.com

PACIFIC STANDARD SERVICE

1061 Eastshore Hwy Ste 103, Albany CA 94710
Kevin Ball
kball@pacstandard.com

VARITECH COMMERCIAL SERVICES, INC

1646 S Research Loop #110, Tucson AZ 85710
Danny Alexander
solutions@varitechaz.com

WHALEY FOODSERVICE REPAIRS WELCOMES TOM WALTER TO ORLANDO LOCATION

Tom Walter recently joined Whaley Foodservice Repairs, Inc. as the Business Development Manager for their new Orlando, Florida location. Tom has extensive industry knowledge, having owned and operated NASS Parts & Service, Inc. in central Florida for many years before selling this business in 2009 and continuing on as a Business Development Director until 2012. Tom will be a great asset to Whaley and will focus on helping the company continue to grow the market in Orlando and its surrounding areas. The Orlando office is one of 14 Whaley locations throughout the Southeast that has been providing superior maintenance and repair services on cooking, refrigeration and HVAC services as well as distributing OEM replacement parts to the foodservice industry.

CONGRATULATIONS TO GARY PETITTI ON HIS FE&S AWARD

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



INDUSTRY NEWS

7-ELEVEN TO ACQUIRE SOME TEDESCHI FOOD SHOPS

7-Eleven, Inc. reached an agreement to acquire Tedeschi Food Shops, Inc.'s approximately 182 convenience stores in the greater Boston area and in New Hampshire. While terms of the deal were not disclosed, the transaction is anticipated to close in mid 2015, according to a release from 7-Eleven.

- Foodservice Equipment Supplies

SERVSAFE PROGRAM NOW OFFERING eCERTIFICATES

The National Restaurant Association now offers complimentary eCertificates for its ServSafe suite of training products, including ServSafe Manager, Food Handler, Allergens and Alcohol.

- Foodservice Equipment Supplies

WHITE CASTLE ENHANCES SUSTAINABILITY EFFORTS

The quick-serve burger chain will leverage government resources to expand its Minnesota recycling and food waste diversion programs.

- Foodservice Equipment Supplies

EMISSIONS CONTROL DEVICES REQUIRED FOR CHAR BROILERS, WOOD/COAL OVENS IN LARGEST UPDATE TO NYC AIR POLLUTION CODE IN 35 YEARS

New York City Council and Mayor de Blasio passed a sweeping update to the air pollution control code in April. Char broilers and commercial wood/coal fired cooking appliances are targeted to reduce the emission of particulate matter and its associated health risks. Emissions control devices will be mandated on new installations effective April 2016, with a grace period until 2020 to retroactively outfit all existing installations.

- Total Food

TABLET MENUS CAN IMPROVE RESTAURANT SERVICE AND EVEN BOOST TIPS

Instead of handing customers a flat paper menu listing Burgers and Bottles' many gourmet burgers or 50-plus beers, servers direct their attention to something shinier.

- Foodservice News

DEADLY TWIN PEAKS SHOOTING HEIGHTENS RESTAURANT SECURITY CONCERNS

Security concerns were heightened among restaurants in the wake of the shootings last Sunday at a Twin Peaks restaurant in Waco, Texas, which ended with nine people dead, 18 injured and 170 suspects arrested.

- Nation's Restaurant News

ITW LANDS 6TH CONSECUTIVE EPA ENERGY STAR PARTNER OF THE YEAR—SUSTAINED EXCELLENCE AWARD

For the sixth consecutive year, ITW Food Equipment Group—North America (ITW FEG) has earned the U.S. Environmental Protection Agency's (EPA) ENERGY STAR Partner of the Year—Sustained Excellence Award.

- Total Food

INDUSTRY CALENDAR

ASSOCIATION FOR HEALTHCARE FOODSERVICE

JUNE 2 - 5, 2015
SALT LAKE CITY, UT

INSTITUTE OF FOOD TECHNOLOGISTS

JULY 11 - 14, 2015
CHICAGO, IL

CFESA Fall 2015 Conference

WWW.CFESA.COM/FALL2015.ASP
SEPTEMBER 23 - 25, 2015
SEAPORT HOTEL & WORLD TRADE CENTER

CFESA EGS&W TRAINING

WWW.CFESA.COM/EGSW.ASP
OCTOBER 5 - 10, 2015
CFESA WORLD HEADQUARTERS AND TRAINING FACILITY
SEE ADDITIONAL INFORMATION ON PAGE 12

CFESA MANAGEMENT TRAINING

WWW.CFESA.COM/MANAGEMENT.ASP
OCTOBER 20 - 22, 2015
CFESA WORLD HEADQUARTERS AND TRAINING FACILITY
SEE ADDITIONAL INFORMATION ON PAGE 12

CFESA REFRIGERATION TRAINING

WWW.CFESA.COM/REFRIGERATION.ASP
NOVEMBER 2 - 6, 2015
CFESA WORLD HEADQUARTERS AND TRAINING FACILITY
SEE ADDITIONAL INFORMATION ON PAGE 12

USING CUSTOMER SUPPLIED PARTS

BY: MATT RAPANOTTI & TONY RAPANOTTI - A R REPAIRS BAKER'S KNEADS INC

Recently, one of our members brought to my attention an article written for the Automotive Repair Industry urging shop owners not to accept or utilize customer supplied parts. This same problem is something that we face in our industry, especially with the greater availability of parts online with the advent of ecommerce. I would strongly encourage service companies in our industry to stray away from accepting customer supplied parts. I hope that this piece can serve as an interior policy guideline as well as an explanation for any potential customers who may ask you to use their supplied parts.

I've broken the primary issues with the use of customer supplied parts into four distinct areas:

The first problem with the use of customer supplied parts is likely the simplest for any of us to understand; a loss of profit. We've all committed hours upon hours securing our deals with manufacturers and negotiating our parts discounts, which are already shrinking. So, when a customer purchases their parts elsewhere there's an inherent loss of our parts markup. Maybe you're thinking, "Okay, but I could still raise my labor rate in this scenario," but realistically, if a customer is already trying to reduce their expenses by purchasing their own parts, then they're going to find someone whose labor rate is even lower, losing you the job entirely. It's simple, these jobs are just not worth doing for the bottom line.

As CFESA members who are factory trained and authorized, we're the experts on these pieces of equipment and allowing customers to provide their own parts is an issue of both integrity and reputability. As an organization we've always supported our manufacturers and the contracts we sign with them—always striving to use OEM parts whenever possible. However, the part supplied by the customer could have dubious origins, being generic or just outright incorrect. Many parts look similar to an untrained eye and given that these people are already looking for cheap solutions, they could choose either the wrong part or one of a lesser quality than one we would use. Additionally, if a customer calls claiming to know the problem with their equipment, an alarm should immediately go off. As the authority we should exclusively diagnose all problems before acting—if a customer is incorrect and we replace their part but a problem persists we're going to become responsible in their eyes, just as we would if their lower quality part functions poorly. Suddenly, our company is accused of

having poor service and incorrect diagnosis due to accepting the customer supplied part, effectively putting our reputation at stake and in an industry like ours reputation and word of mouth carry a great deal of weight.

Additionally, most of us already offer a minimum 90 day parts and labor warranty—a CFESA Certification mandate—so, I must ask, how can you warrant a job completed with a customer supplied part? Well, you can't. Offering a warranty on our parts and labor shows our confidence in, and commitment, to quality service; if we sacrifice this warranty by using the customer's parts, we're sacrificing our reputation and integrity.

Next, you have to consider our relationship with our customers. Successful businesses are built upon mutually beneficial relationships between two or more parties. A customer who is asking you to repair their equipment using their supplied parts is not interested in your company's practices, certifications, or knowledge—they are interested in finding the cheapest possible way to keep their kitchen running. These are those demanding customers who will only continue to be a headache, be it arguing on the labor rate after it has already been agreed upon or calling up months later to demand a free fix because the part they supplied was faulty. There is no relationship to be built; they'll move on as soon as they find someone willing to do the work for even less.

Finally, you have to consider any potential legal issues. Though I would encourage you to speak with your lawyers and insurers specifically, in most cases simply having been the last person to interact with a piece of equipment makes you liable, regardless of the origin of the part the customer supplied themselves. If the part itself is faulty, there's no easy out in the event of any sort of catastrophic issue such as fire or even a smaller claim that ends up leaving you responsible for the cost a replacement part. Further, I'd like to point out that our parts' markups are something that helps pay for things like liability insurance—all around making the practice of using customer supplied parts a losing situation.

It's a rare scenario that the use of a customer supplied part is a good business practice, and I hope I've outlined some of the major reasons that you should avoid this practice. The practice brings in many more complex problems than some fast cash is really worth. Ultimately I would strongly advise against the use of customer supplied parts as a business practice.

ONLINE TESTING SYSTEM UPDATE

BY: LINDA RILEY - CFESA

It's been an exciting year with many changes to the CFESA Certification Online testing program, and it's only May! A lot of "behind the scene" changes that have taken place to the online system due to the diligent work of Jim Arroyo and I want to thank him for patiently taking daily phone calls and emails from me as we've worked out the bugs.

Let me tell you about some of the differences you are benefiting from, but may not be able to see, each time you order a test or your technician takes one.

Previously, when you wanted to order a test, you had to fill out a form and send it via email or fax and wait for me to enter all the information into the system for each individual test. It was a laborious system, albeit faster than using paper tests. At that point, the advantage we advertised was that you would know your technician's score as soon as the test was completed.

Now however, a company's technicians are entered into the system once and the company's designated person is able to enter the system using his login and password and order the tests for the technicians directly. The system sends out a confirmation email with the needed test information for everyone's records. In addition, an invoice is created and saved in the proctor's login area for future reference.

Company's no longer have to wait 10 days to order a test for their technicians, unless a test has been failed within the past 10 days. In fact, a test may be ordered the same day it is to be taken, as long as the technician is already entered into the system.

When a company hires a new technician, the proctor enters his name into the "Add a Technician" portion of the ordering page, along with his hire date. The system does a scan to see if the technician has taken any previous tests and sends me an email with any matches. This new portion of the program helps to cut down on misspelling of names as well as erroneously assigning two numbers to the same technician. It also aids in making sure the history file follows a

Continued on page 13

MANUFACTURER TESTIMONIAL

BY: JIM EASON - SAM SERVICE, INC

To paraphrase a popular saying, the road to disgruntled customers is paved with good intentions. Sometimes a well-intentioned but misguided effort to help a customer can lead to heartache as it did for SAM Service a couple of years ago when tasked with repairing a vent hood fan assembly in a full service chain restaurant. In an attempt to save the customer money, we took it upon ourselves to make the decision to replace only the bearings rather than the whole assembly. In the process of disassembling this worn unit we damaged the fan, which the customer had no interest in paying for. To make matters worse, the first replacement fan we received was wrong, so it had to be reordered, meaning more delays. Even though the mistake on the order was not ours, it served to further upset the customer and erode their confidence in us. The bottom line is that even though we eventually fixed the problem, our good intentioned poor choices managed to upset the customer, delay completion of the work, and cost the company money. Had we laid out clear, realistic options and let the customer choose how to proceed, things would have likely gone much smoother.

An example of success dealing with a similar issue involved a local independent restaurant owner who was in a panic over his dead hood vent and smoke filled kitchen. After sizing it up, we laid out the options of repairing the motor (cheapest but slow and risky), replacing the motor (still reasonable and fast but slightly risky), or replacing the whole unit (expensive but basically foolproof). We ruled out repair of the motor right away because it was already Thursday, and he could not afford to lose the entire weekend. He decided to replace the motor since the unit was not very old and price was a concern. We pointed out that he was taking a slight risk since disassembling the unit might create other problems, but he acknowledged that and told us to proceed. The part was received overnight and replaced before they opened for lunch on Friday, but even had it not gone so smoothly, the owner had been given clear options rather than having the decision made for him. Our straight forward handling of the situation led to a positive result and a pleased new customer.

Continued on page 13

HEADQUARTERS SPONSOR COMPANY SPOTLIGHT: TWC SERVICES

TWC Services – Q&A with the President, Paul Morrison

CFESA: Your company has a quite a heritage – tell us about it.



Paul: We're proud to have a 100-plus year history, dating back to 1906 when Austrian immigrant Harry Waldinger opened a small tin shop in Des Moines, Iowa. The W in TWC stands for Waldinger, so our past remains important... but we're even more focused on future growth and expansion. TWC

Services was spun off from The Waldinger Corporation back in 2004 in order to separate our Midwest and Southeast operations. Although the two companies have a common owner, the management of the two companies is completely separate.

CFESA: Tell us about the company's expansion in the Southeast and what emphasis the company places on future expansion.

Paul: We've continued to develop new markets internally and through acquisitions. Our company's emphasis on the Southeast began in the late '80s with start-up offices in Tampa and Atlanta, continuing in the '90s with Orlando and Fort Myers locations. Since then, we've opened branches in Fort Lauderdale, Jacksonville and Sebring as well as an additional office in Savanna to bolster our statewide coverage in Florida and Georgia. We also operate in Springdale, Arkansas as well as Mobile, Alabama and most recently, we acquired a refrigeration company in Greenville, South Carolina. **That was our 22nd acquisition in 18 years and we continue to seek growth in that manner.**

CFESA: What is your philosophy on acquisitions?

Paul: Our approach is to seek companies with cultures and values similar to ours. **We go on many "first dates" but rarely get hitched.** Several of our current managers were owners of businesses we acquired. We take pride in doing what we said we'd do during the courting phase and I'm confident that if you talked to previous owners of companies we acquired, they would agree.

CFESA: You have a lot of locations and technicians – how does that give you a competitive advantage?

Paul: In order to provide the best value to our customers, we have to ensure we have adequate technician density in our market areas. This allows us to limit travel and decrease the amount of time it takes to get to our customers when – and where – they need us.



CFESA: What are some of your other differentiators in the marketplace?

Paul: A company's greatest assets are its employees and customers. If a company focuses on taking care of these assets, it provides a significant advantage in the marketplace. An employee that knows they are valued and that their work is valuable will inherently take better care of our customers. We show our commitment to our technicians and our customers by investing in training, tools, and inventory. We also spend considerable time and effort on our safety program, which I believe is among the best in the industry. Getting a technician to a customer's location quickly is of no use if he doesn't arrive safely or have the knowledge, tools or inventory necessary to make the repair. We also use technology – an iPad service platform, asset tracking, bar coding, online portal and paperless tickets – to ensure an efficient, customer-focused experience every time.



CFESA: Explain how TWC Services is involved with our organization.

Paul: We're proud to be a member of CFESA, including that information in our materials, tradeshow booth and especially in the sales process. Helping support the mission and vision of CFESA helps us, too. For example, the purchase of a building to provide a permanent training facility for CFESA is a significant accomplishment and we're happy to have played a small part in the selection and development of that space. Finding quality training in our industry is a challenge and CFESA is providing significant value in this area.



CFESA: You're quite involved personally, too! What's the history there?

Paul: Although I've been involved with CFESA for a relatively short period, I have served on the Board of Directors, was in charge of the Technology Committee, have been a speaker at several CFESA conferences, have been on the NAFEM /CFESA Liaison Committee, and led the development of the CFESA technology survey. The time we commit to CFESA is a way for us to demonstrate commitment to excellence in serving our industry. More than that, the time that we invest pays significant dividends. On a more personal note, I've developed friendships with other business leaders that I value greatly. When I have a problem, I have a network of trusted advisors I know I can reach out to any time.



NRA SHOW 2015
THE INTERNATIONAL FOODSERVICE MARKETPLACE

RECAP



The 2015 National Restaurant Association Restaurant, Hotel-Motel Show was held at the McCormick Place Center in Chicago, IL May 16-19, 2015. Over 2,400 companies exhibited, covering 40 different industry segments. With over 44,000 attendees, 2014 marks the third consecutive year of participation growth.



Many CFESA members won Kitchen Innovation awards including Duke Manufacturing, Ecolab, Franke, Hestan, Hobart, Manitowoc, The Montague Company, Ovention, Rational and ThermalRite.



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

Contact:
Linda Riley
336-346-4700
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

Contact:
Linda Riley
336-346-4700
LRiley@CFESA.com

REFRIGERATION TRAINING

FORT MILL, SC - CFESA GLOBAL TRAINING FACILITY

Refrigeration Training Class is a six 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

Contact:
Linda Riley
336-346-4700
LRiley@CFESA.com

ONLINE TESTING SYSTEM UPDATE CONTINUED

Continued from page 8

technician so he receives credit for all the work he has done over the years. In keeping with that, the files also indicate where each test was taken so former companies also receive permanent recognition for investing in the education of a technician.

Technician Certification tests are now paid for in advance when an order is placed, which has cut down on the amount of paperwork and time spent in the accounting department on billing and collection. People who have used the invoice section of the ordering site have found it very helpful in reconciling their credit cards statements and keeping track of the tests that have been ordered for each technician.

To make it easier to order tests CFESA has also added a "Credit" portion to the site. Now credits may be purchased for future use for a location. This allows for more flexibility in ordering and paying for tests. It also allows Linda to issue a credit for a cancelled test.

As you can see, in keeping with the spirit of CFESA's vision, the certification testing system is becoming more user friendly while maintaining the integrity of the tests. If you have any questions regarding what you've read today, please give me a call. I'm in the office M-F; 7am - 3pm EST.

Linda Riley

MANUFACTURER TESTIMONIAL CONTINUED

Continued from page 8

Another good example of a related success story is a recent problem we solved for a school system with the same hood fan problems. We gave the nutrition director a choice of replacing the motor or the entire assembly pointing out that a bearing replacement on an older unit like hers was a bad bet (live and learn). She decided time-along with a better long term fix was more important than price in this situation and went with a whole new unit. We ordered the fan assembly to be rush shipped, had an adapter fabricated that day, and before lunchtime of the next working day the new unit was up and running. The customer was pleased, the issue was closed, and the company made a healthy profit. Simply put, being candid and transparent with both the good and the bad leads to the best outcome.

Jim Eason - Sam Service Inc,

GAVEL CONTINUED

Continued from page 4

Our latest EGS&W (Electric, Gas, Steam and Water) training was held in Irwindale California. I want to extend a special thanks to Bill Findley of Unified Brands, Tom Slack of AR Repairs Bakers Kneads, and Paul Pumputis of Duffy's Equipment service for traveling to California to teach the classes. We also debuted our new water training in Irwindale. Many thanks to Steve Craig from Pentair, Joe Birchhill and the entire Education and Training Committee for staying focused and making this a reality. All of the trainers agreed the students were superb and their test scores proved they learned a great deal. We can always have more technicians, so please encourage your technicians to complete all necessary prerequisite testing so they can attend. Our next class will be in the new training center.

The Education and Training Committee has also started to update our refrigeration training module. As I'm sure many of you are aware, there are a number of changes in the industry concerning refrigerants. CFESA is working to have training that will keep technicians up to date on these new rules.

It's a busy time to be a CFESA member, NRA, summer board meetings, the fall conference, and a new training center.

Remember, stay involved, stay active and stay CFESA proud.



Paul Toukatly

EXEC DIRECTOR'S MESSAGE CONTINUED

Continued from page 5

The Allied Association leaders of CFESA, FEDA, FCSI, MAFSI & NAFEM also came together while at the NRA show for their fourth meeting. The association Presidents each provided an update on projects they are currently working on and discussions followed on how to help support each other's initiatives. There is a combined effort among these associations to market the career opportunities in the foodservice industry, and the next meeting will be hosted in Boston at the CFESA fall conference.

Summer will flow by and the Fall Conference in Boston this September will be here quickly. Please take a few minutes to reserve your hotel rooms and register for the conference before the cut-off dates. Download the conference app today and check out the great agenda!

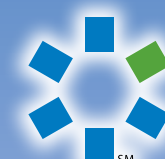
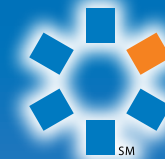
Heather Price

COMPANIES WITH TECHNICIAN CERTIFICATIONS IN JANUARY & FEBRUARY 2015

BAK-RE-PAIR INC	EMR	R&B COMMERCIAL SERVICE INC
COMMERCIAL APPLIANCE PARTS & SERVICE	FES (FOOD EQUIPMENT SERVICE)	RB SERVICES COMPANY INC
COMMERCIAL KITCHEN PARTS & SERVICE	FESCO (FOOD EQUIPMENT SERVICE COMPANY)	RES - RESTAURANT EQUIPMENT
COMMERCIAL PARTS & SERVICE INC.	GENERAL PARTS GROUP	SERVICE GROUP
COMPLETE RESTAURANT REPAIR INC (CRR)	GOODWIN TUCKER GROUP	SAM SERVICE INC
CRESCO, INC	HAGAR RESTAURANT SERVICE	SERVICE SOLUTIONS GROUP
DUFFY'S EQUIPMENT SERVICE	HARRIS-WARREN COMMERCIAL KITCHENS	TECH 24
ECOLAB EQUIPMENT CARE (EEC/GCS)	MID-SOUTH MAINTENANCE OF TN INC	TOWN CENTER INC
ELMER SCHULTZ SERVICES INC	PIERCE PARTS & SERVICE INC	TWC
		WHALEY FOODSERVICE REPAIRS

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.



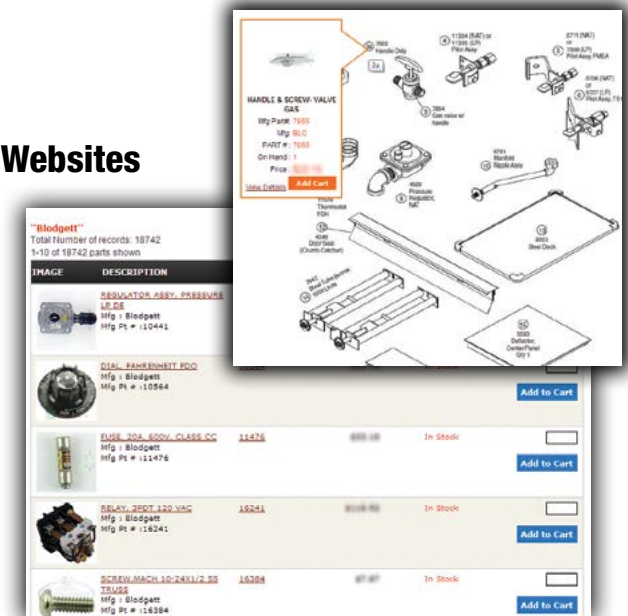
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Mfg	Ref #	SA Name	Serial #	Technician	Auth #
TST	866174	Service Repair IL, NE, WI, MN, IN, KS, IA, AZ	5940923001	David Beay	85723310
TST	866173	Commercial Repair IL, NE, WI, MN, IN, KS, IA, AZ	1343763-000	David Beay	94039415
TST	866055	Standard Commercial	1287360-010	Daniel Emanuelson	3664395
TST	866054	Commercial Repair, Co.	1259668-010	Daniel Emanuelson	29837487
TST	066030	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	1325506-000	Kathy Monroe	23953605

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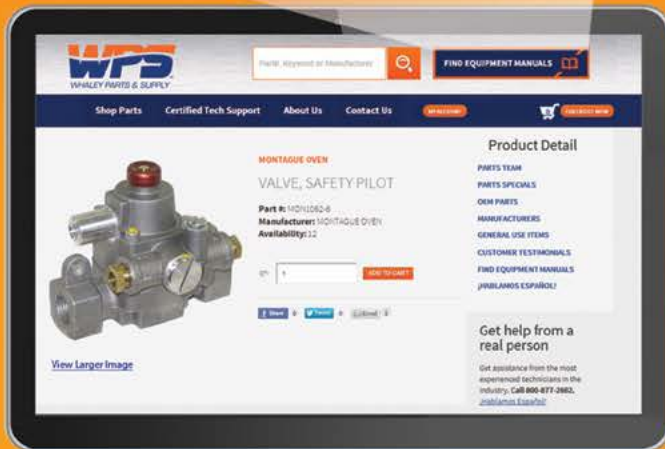
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