

WELCOME TO THE 2007 SERVICE & RETAIL CONVENTION

SATURDAY, FEBRUARY 24, 2007

9:00 AM – 5:00 PM PRE-CONVENTION SESSIONS - User Software Meetings UM01 - LogiSERV UM02 - Rossware

1:00 – 7:30 PM REGISTRATION Service & Retail Convention - REGISTRATION DESK - 3rd Floor Executive Conference Center

5:00 – 7:30 PM SRC WELCOME RECEPTION



Flamingo Hotel
Las Vegas
February 25 - 27, 2007



TIME SLOT	MONDAY, FEBRUARY 26, 2007														
6:00 – 7:00 AM	Session SM04 Early Morning Business Brainstorming with Mike Staats & Walt Dews														
7:00 – 8:00 AM	BREAKFAST														
	General Audience & Professional Development		Combined Retail & Service Management		Retail	Service Management		Appliance Service Technicians (Technical Training)			Electronics Technicians (Technical Training)				
8:15 - 9:45 AM	GA03 Bring out Super Achievements from Everyday People Every Day! Tom Shay		CM03 Leverage the Internet to Increase Profits Jason Petersen		RM04 The Art of Running a Sale Rick Segel	SM05 Service Finance - Understanding your Income Statement Larry Bergo Walt Dews	SM06 Service Agreements Build Customer Loyalty Doug Rogers	AT07 Technical Training - Whirlpool/Maytag DOUBLE SESSION Patrick Leonard & Don Dellario	AT08 Technical Training - GE DOUBLE SESSION Charles Liquori	AT09 Technical Training - Electrolux DOUBLE SESSION Ross Mobbley	ET05 Technical Training - Philips DOUBLE SESSION Gary Fenton	ET06 Fireside Chat with Dick Glass, Author Dick Glass			ET24 REPEAT Fiber Optics Refresher Course ALL DAY Andy Walker
9:45 – 10:15 AM	BREAK														
10:15 - 11:45 AM	GA04 Streetsmart Negotiations Rick Segel	GA05 Coaching Employees for Optimum Performance Barry Behr	CM04 Relationship Selling Skills are a BIG Deal! Tom Shay	CM05 Optimize your Internet Marketing to Ready & Willing Customers Jason Petersen	RM05 Create a Credit Culture to Generate Higher Revenues Heather Anding	SM07 Operating a Profitable Service Company David Borsani		CONTINUED Technical Training - Whirlpool/Maytag Patrick Leonard & Don Dellario	CONTINUED Technical Training - GE Charles Liquori	CONTINUED Technical Training - Electrolux Ross Mobbley	CONTINUED Technical Training - Philips Gary Fenton	ET08 Roundtable Discussion with William Woodward, Author William Woodward			CONTINUED Fiber Optics Refresher Course Andy Walker
11:45 AM - 3:15 PM	LUNCH & TRADE SHOW														
1:15 - 2:45 PM	MANAGEMENT AND GENERAL AUDIENCE SESSIONS NOT SCHEDULED DURING TRADE SHOW							AT10 REPEAT Technical Training - Whirlpool/Maytag DOUBLE SESSION Patrick Leonard & Don Dellario	AT11 REPEAT Technical Training - GE DOUBLE SESSION Charles Liquori	AT18 Technical Training - DCS by Fisher & Paykel DOUBLE SESSION George Fielding & Jim Richardson	ET09 Performance Testing - Making Sure Your Techs "Can Do" Kevin Gulliver	ET22 Exam View Presentation Fred Weiss	ET23 Understanding the "Smith Chart" DOUBLE SESSION Tom Janca	ET12 Technical Training - LG Electronics DOUBLE SESSION Jerry Doubrava	CONTINUED Fiber Optics Refresher Course Andy Walker
2:45 – 3:15 PM	BREAK														
3:15 - 4:45 PM	GA06 Masters of Legendary Service Tom Shay		CM06 Pinpoint Marketing Rick Segel	CM07 Legal Safeguards - Damage Waivers, Non-Compete and Trademarks/ Service marks Bob Goldberg		SM08 Flat-Rate Pricing - Driving Your Business Dean Landers & Marcus Feamehough	SM09 How Warranty Work Affects your Cost of Doing Business Rod Williscroft	CONTINUED Technical Training - Whirlpool/Maytag Patrick Leonard & Don Dellario	CONTINUED Technical Training - GE Charles Liquori	CONTINUED Technical Training - DCS by Fisher & Paykel George Fielding & Jim Richardson		ET14 Get Wired for Wireless Technology John Baldwin	CONTINUED Understanding the "Smith Chart" Tom Janca	CONTINUED Technical Training - LG Electronics Jerry Doubrava	CONTINUED Day 2 3-Day Fiber Class Andy Walker
6:00 – 7:30 PM	RECEPTION														

TIME SLOT	TUESDAY, FEBRUARY 27, 2007										
6:00 – 7:00 AM	Session SM10 Early Morning Business Brainstorming with Mike Staats & Walt Dews										
7:00 – 8:00 AM	BREAKFAST										
	General Audience & Professional Development		Combined Retail & Service Management		Retail Management	Service Management	Appliance Service Technicians (Technical Training)		Electronics Technicians (Technical Training)		
8:15 - 9:45 AM	GA07 How to Solve Problems & Make Decisions <i>Otto Papasadero</i>		CM08 Blueprint for Successful Family Business Transitions <i>Bob Goldberg</i>		RM06 Selling is 100% Basic <i>Bob Janet</i>	SM11 Service Panel Roundtable - Best of the Best DOUBLE SESSION <i>Mike Staats, Steve Moore, Jeff Radenbaugh & Rod Williscroft</i>	AT12 Technical Training - LG Appliances DOUBLE SESSION <i>Patty Varnes</i>	AT14 Technical Training - Sub-Zero/Wolf DOUBLE SESSION <i>Karen Allerton Jeff Goebler</i>	ET27 Meet the Author: Chuck J. Brooks <i>Chuck J. Brooks</i>	ET17 Technical Training - Sharp Electronics DOUBLE SESSION <i>Steve Gelman</i>	ET25 REPEAT Fiber Optics Refresher Course ALL DAY <i>Andy Walker</i>
9:45 – 10:15 AM	BREAK										
10:15 - 11:45 AM	GA08 Boost your Productivity with Microsoft Excel - Tips & Tricks to Save Time <i>Jerry Hammond</i>	GA09 Building Better Work Relationships: Results-oriented Communications <i>Dave Allison</i>	CM09 Appraise Employees for Motivation or Termination <i>Bob Goldberg</i>		RM07 Great Motivators for Selling Success <i>Bob Janet</i>	CONTINUED Service Panel Roundtable - Best of the Best <i>Mike Staats, Steve Moore, Jeff Radenbaugh & Rod Williscroft</i>	CONTINUED Technical Training - LG Appliances <i>Patty Varnes</i>	CONTINUED Technical Training - Sub-Zero/Wolf	ET20 Advanced GPS Class <i>Andre Smalling</i>	CONTINUED Technical Training - Sharp Electronics <i>Steve Gelman</i>	CONTINUED Fiber Optics Refresher Course <i>Andy Walker</i>
11:45 AM - 1:15 PM	LUNCH										
1:15 – 2:45 PM	GA10 ATTITUDE - Your Means to Personal Success <i>Bob Janet</i>		CM10 Handling the Hostile Customer <i>Dave Allison</i>		RM08 Retailer Survival Checklist <i>Otto Papasadero</i>	SM12 Marketing Strategies for your Service Business <i>Mike Staats</i>	AT15 REPEAT Technical Training - American Lokring <i>Jeff Tinkler</i>	AT17 Technical Training - U-Line DOUBLE SESSION <i>Judy Wustrack</i>	ET19 Electronics Educators Forum <i>Dick Glass</i>	ET26 Turn Up the Volume on Your ETA Student Chapter <i>John A. Dings</i>	CONTINUED Fiber Optics Refresher Course <i>Andy Walker</i>
2:45 – 3:15 PM	BREAK										
3:15 – 4:45 PM	GA11 Gain Control of Your Time & Your Life! <i>Dave Allison</i>		CM11 Warehousing and Delivery - Best Practices <i>Otto Papasadero</i>	CM12 New Technologies to Boost Delivery & Service Productivity <i>Chris Smith</i>		SM13 Certified Service Centers (CSC) - Elevate your Business and your Profits <i>Teresa Maher Tanner Andrews</i>		CONTINUED Technical Training - U-Line <i>Judy Wustrack</i>		ET28 Learn the Fundamentals of Fiber Optics <i>Dr. Thomas Bonner</i>	CONTINUED Fiber Optics Refresher Course <i>Andy Walker</i>
4:45 PM	2007 SRC CONFERENCE CLOSERS - PLEASE JOIN US AGAIN NEXT YEAR										