

MSA CONVENTION • 2010

JANUARY 31ST – FEBRUARY 3RD, 2010

Caesars - Because You Deserve It!

Business Classes:

Whirlpool Service Management Excellence for Professionals- Financials
Whirlpool Service Management Excellence for Professionals – Productivity
Marketing For The Appliance Service Industry, by GE
Peak Performance for the Technical Professional
Making Money Out Of ‘Going Green’
Microsoft Office – The Basics Of Excel and Word
Parts Inventory Management
How To Attack The Property Maintenance Business
Industry Open Forum
Finances For The Non-Financial
Knowing Your Break Even and Selling At The Right Price
Seizing The Sale – Differentiate Yourself From The Competition
5 Principles Of Growing Profits
First Impressions
Repairing Your Service Department
Maximizing Your Use of myMarcone

Technical Classes:

GE Profile “Smart Dispense” Front Load Washer
Electrolux Bottom Freezer French Door Refrigerator
New Electrolux Laundry Pair
Whirlpool HE Top Load Laundry
Whirlpool Refrigeration Refresher
Samsung Current Model Refrigerators – Includes French Door Design,
Inverter Compressor, Twin Ice Maker and TDM Cooling
Everpure Water Appliance and Installation and Repair
The Chemistry Of Dishwashing Including Phosphate Free Detergents
Dacor Cooking Equipment
Lambro Venting
ASKO
Lokring

Swiftlink™ Classes:

SwiftLink™ Accounts Payable (AP) and General Ledger (GL)
SwiftLink™ Inventory
SwiftLink™ Getting Started For New Users
SwiftLink™ Point-of-Sale (POS) With Serial Inventory
SwiftLink™ Service Partner and Warranty
SwiftLink™ One-on-One Training Sessions
Plus – preview the NEW version of SwiftLink™