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**DO YOU LET YOUR
PEOPLE KNOW**
~GARY POTVIN

REGIONAL ROUNDUP
~HEATHER PRICE

**MILLENNIALS: OFF THE COUCH
AND INTO THE OFFICE**
~KATIE BLUM

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As we approach another conference we could all have a feeling of trepidation. Is our staff capable of holding down the fort while key team members attend the conference? In my experience it is best to be upfront with all the staff as to why it is necessary to attend.

As an owner of a small company involved with CFESA, explaining all the takeaways from the conferences was imperative. I first started to attend myself and brought back many ideas from the conference, breakout sessions, keynote speakers, and yes; collaboration among colleagues at the bar. Implementing them when I returned was an effort in futility to say the least. When I decided to bring along the key people in my company to actively participate, it made the job of implementing the new ideas on how to improve our company much more palatable. The key personal returned to the office exhausted from the conference, but excited to start down a path of change for the better.

Do you let your people know what CFESA actually does for them and their company?

Do you let them know that you were able to dialogue with the manufactures key personnel? Do you let them know that collaborating with your competition resulted in a better understanding of each other? Hey, they even have the same problems we do, maybe we can work together and both win.

Explaining what CFESA does for your company should be an automatic with all new hires. In addition, emphasize how FEDA, MAFSI, NAFEM, and FCSI all fit into the equation of the food equipment industry. If your entire staff is knowledgeable of all facets of the industry it is easier for them to find the appropriate solutions on their own and give you a feeling of confidence, instead of trepidation while you are away. So look at the agenda before each conference and decide which key members would benefit from the content and bring them along. In the event that you cannot attend, they will have the experience to fill in for your company.

So, do you let your people know?

Gary Potvin





With the fall conference just a few weeks away, we are busy at CFESA HQ getting things lined up for your arrival to the facility. We are excited for you to see your World Headquarters and Global Training Facility that you so strongly supported and helped bring to fruition! The opening reception will be held onsite and will give you a chance to tour the facility and enjoy some southern bar-b-que.

I encourage you to visit your app store and download the conference app to review the agenda, speakers and attendee list. Please take the time to complete your profiles, this helps first time conference attendees and new CFESA members get to know who you are and make new connections.

One of the workshops that will be taking place during the conference on Friday morning is the “Regional Roundup”. We will be breaking the attendees up into your CFESA regions and helping you to plan out your 2017 regional meeting. I know that some of you have already scheduled dates for your 2017 meeting, so you will be ahead of the pack, and we can help you concentrate on the agenda for your meeting.

The goal of the session is to walk out of the room with each region having a slated date, time, location, host/regional leader(s), and agenda in place for their 2017 meeting. In addition to a template to plan out future regional meetings. CFESA HQ will also be gathering information from each region to use for topics and workshops at future conferences. This will allow CFESA HQ to help promote these meetings to the allied groups and allow for more diversity in the meetings. We want input from the dealers, reps, consultants and manufacturers in each region and to continue to build those local relationships.

The Region Leaders are the ones who offer to host the meeting and help coordinate the logistics, food, speakers, agenda and registrations for the meeting. Before the end of each regional meeting a new member should offer to host the meeting thus making them the new Region Leader for the next meeting. CFESA HQ is always here to provide any support the Regional Leaders require in putting together the meeting. Keep in mind that even though your company is assigned to a particular region; you are allowed to attend any CFESA regional meeting. Please be thinking of ideas/topics that you might like to bring forward to this session.

I want to thank those sponsors who stepped up and helped create a wonderful homecoming conference! We look forward to seeing all of you in SC.



Heather Price



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LETTER FROM A MEMBER

As most of you know, I was diagnosed with Parkinson's four years ago and have been dealing with it ever since. It's finally come time for me to retire after 35+ years. There are a lot of things I still want to do and see and spend as much quality time with my family as I can. As of August, 31, 2016 I am officially retiring from RSI. I will be leaving the construction and installation departments in very capable hands with Chris Akins who you have all been working with the last few years.

Marvin and Scott will always be there for assistance with all service, ice machines, beer and hot side questions and quotes.

I have been blessed to have met so many great people in the industry, made so many friends and had so many loyal customers.

Thanks again to you all and wish you all the best,
George Knight
Refrigerated Specialist Inc.
3040 East Meadows Blvd.
Mesquite, TX 75150



Millennials: Off the Couch and into the Office

by Katie Blum

Many of you have probably encountered a Millennial at one point or another, be it they inhabited your couch, you saw them guzzling down caffeine while “studying” at your local coffee shop, or you’ve been lucky enough to witness their work habits first hand in the office. If these encounters weren’t enough to show you how different this generation is from any of those preceding, I am here to help define what it is you will need to do to recruit and retain the best of the millennial generation, as well as (hopefully) show you that this generation isn’t the end of the economy as we know it.

Whether society likes it or not, Millennials are becoming a more relevant piece of the corporate puzzle as they begin to enter the work force and take over positions previously held by baby-boomers and generation x. While this might not be a favorable idea, it’s one that every company has to face at one point or another. In order to facilitate corporate growth, changes must be made to ensure that the best talent is looking to join your team and remain there for years to come.

As Millennials begin to enter the workforce, companies that attract and retain the best young talent on the market, such as Google and Apple, know how to capitalize on the generation gap. By acknowledging the preferences of Millennials and knowing that change is inevitable, these companies have been able to tailor their recruitment processes to best catch the attention of their future leaders (scary, I know).

Having gained some insight to the commercial food equipment service industry as a summer intern at RG Henderson, I have listed a few things employers can do to attract Millennials into their offices, tailored to this industry.

1. Create Industry Awareness

In order for Millennials to consider the commercial food equipment service industry they need to know it exists, and what it has to offer. Many students rely on campus recruitment staff and university/college specific job postings for guidance, and this is a great way to reach potential hires directly out of school. Information sessions, both on campus and at your office, are a great way to meet young talent, introduce them to the industry, and show them why they want to work for you.

2. Clientele

Every firm should capitalize on their biggest, and most known clientele. Millennials are all about brand recognition and this is an industry that has just that. Working with clients such as McDonalds, Tim Horton’s (for all my fellow Canadians),

and other every day names is something all Millennials will appreciate. The opportunity to work with these names shows every potential employee just how big and important the industry is.

3. Continual Growth

Millennials are looking to continuously develop both personally and professionally by adding new skills to their toolbox. As opposed to landing a job and staying in one position for years, Millennials are looking to expand their knowledge and dabble in different areas of business. This could be done using department rotations, designation programs, and secondments. By allowing employees to develop and experiment within the company you are retaining employees while encouraging a well-rounded work experience. Really, it's a win-win situation.

4. Real-time Feedback

You might not believe me when I say this, but Millennials really do want to perform to the best of their abilities and in order to do this they look for current feedback. Instead of having bi-weekly or monthly meetings, sharing thoughts in the moment allows for continual development and no delay in necessary change. Mentorships are a great way to bring together different levels of management, helping to engage new associates and create an open corporate culture between employees of different experience levels.

5. Flexibility

Millennials don't want to feel confined by the classic 9-5 work schedule, and would rather have the flexibility to create a schedule that keeps them at their highest level of productivity. If the work is getting done, why not let your employees define how and where they complete their work. As much as we love clear instructions and strict deadlines, should it matter how we meet them? Knowing that every individual works best at different times of the day and in different environments, you are allowing for individuality while also ensuring your employees are performing at their best.

6. Work/Life Balance

While Millennials do understand that their lives at the office matter, they value their lives outside of the cubicle just as much. Previous generations might have been willing to compromise their lives outside the office, but Millennials are looking for balance. This topic somewhat relates to flexibility, as it is important to know that the work will get done, but it might not be in the traditional way. In order to facilitate a well-balanced lifestyle for employees, socials and recreational clubs are a great way to bring people together within the office.

Millennials are a generation of young adults best known to spend their time finding the perfect lighting for selfies, watching Netflix and chilling, living at home to take advantage of free food and laundry, and purchasing goods they really can't afford with money that, let's be honest, probably isn't theirs (thanks mom and dad). While I cannot deny these to be somewhat true, I hope I've shown you that the silly things making this generation different from those prior aren't going to be the end of your company, but if addressed correctly will facilitate growth in the years to come.

A TRUE PASSION FOR SERVICE BY JOHN SAPPO

The Foodservice industry just gets in my blood and I have a hard time leaving the work at the office.

After a brief career as a Service Manager with Abbott Currency Counting Machines in Stamford Connecticut, where I resided, I needed to make a change when my employer was forced out of the business due to the advent of foreign manufacturers offering very competitive electronic currency counting packages.

So in 1985, I accepted a customer service position with F.A.S.T. (Food Automation Service Techniques) in Stratford, Conn., and over the next four years developed a true appreciation for the foodservice equipment industry. I learned a lot about the close relationships between the different segments of our industry and how gratifying they can be.



In 1989, I joined Blodgett Combi as their National Service Manager. In this position I created a Combi Service Manual and a National Technician Training Program, which consisted of numerous photographs and engineering work that allowed me to develop an intimate knowledge of how this equipment functions. I also had to identify which of the Blodgett Oven Company Service Agencies could service this product line and recruit others to establish a National Network for Blodgett Combi. Back then it was hard to get people to work on a highly specialized piece of equipment like a Blodgett Combi Oven.

And in the process I really started to like the Independent Service companies.

At that time, I sensed the industry was changing and decided I wanted to settle in a region where I could continue to work in foodservice.

As a result, in 1999 I joined Daubers Inc., a family held service agency (one of the first founders of CFESA in 1963), and moved to Virginia. In my role as Operations Manager and self-proclaimed “fun coordinator,” I work with all levels of staff helping them to enhance their business skills to better serve our customers and grow the company’s business. As part of these efforts, I coordinate most of the training and marketing programs in which Daubers’ employees participate to remain up-to-date with the latest technologies and techniques.

When I develop a training initiative I first approach it by illustrating how to properly operate the piece of equipment and then show the participants the location of the critical parts. With these sections completed, I then present the theory of operation behind how the equipment works and discuss troubleshooting and preventative maintenance. I pay a lot of attention to structure and take into account how service agents have evolved since I first entered the industry.

A service agent is not the “the rag man” anymore. These people are highly trained and when they are out in the field they are our eyes and ears. So you have to respect what they say.

I also work closely with area manufacturers’ reps and dealers to facilitate live cooking demonstrations in each of the Daubers “test kitchens”. I particularly enjoy working with the demonstrating chefs, the ones that take pride in what they do.

Our return for hosting these events is in the strong relationships we build with the customers. And as they get more familiar with us, hopefully when they need service they will remember Daubers.



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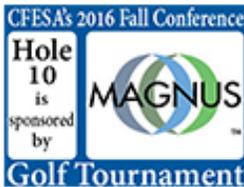
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Region 2 held their annual meeting at Partstown in Addison, IL on Thursday August 11th. There were 21 CFESA companies represented by 37 participants. The meeting started off with breaking up into 6 groups for a team building activity to get everyone up and moving. After the activity, we divided into two groups and Partstown took us on a tour of their office and warehouse. (Very impressive!!!) During the tour, they showed us where they were just a couple years ago and what is in store for their future.



This year we changed things up a bit. Instead of having speakers and feeling like you were in a classroom setting, we had a lot of open discussion. Everyone took part and we had some really positive feedback. Before the meeting was adjourned, everyone was asked if they would like to volunteer for the position of Regional leader since I have already served for 4 years. We had 2 members volunteer. Instead of going through the trouble of having signs made, town hall meetings, debates and digging up dirt on each other, we decided to make them co-leaders. Congratulations to TJ Coker and Justin Eichenauer. They will be meeting somewhere in the Caribbean this fall to discuss where the next Region 2 meeting will be held.

Thanks again to everyone in Region 2 for participating the last 4 years I was leader and making every meeting larger than the one prior.

-Craig Szczuka
Falcon Service Inc.
St. Louis, MO

REGIONAL MEETINGS UPDATE

The CFESA Region 1 meeting that was tentatively scheduled for November 16th 2016 has been canceled and will be rescheduled for 2017.

Regional meetings for 2017 will be scheduled during the “Regional Roundup” at CFESA’s 2016 Fall Conference.

OVERTIME REGULATIONS RULE EFFECTIVE DECEMBER 1, 2016 ARE YOU READY?

THE DEPARTMENT OF LABOR RELEASED ITS FINAL RULE THIS YEAR CONCERNING CHANGES WHICH GOVERN OVERTIME EXEMPTIONS UNDER THE FAIR LABOR STANDARDS ACT (FLSA).

THE EFFECTIVE DATE OF THE FINAL RULE IS DECEMBER 1, 2016. THIS MEANS THAT THE INITIAL INCREASES TO THE STANDARD SALARY LEVEL (FROM \$455 TO \$913 PER WEEK) AND HIGHLY COMPENSATED EMPLOYEES (HCE) TOTAL ANNUAL COMPENSATION REQUIREMENT (FROM \$100,000 TO \$134,004 PER YEAR) WILL BE EFFECTIVE ON THAT DATE.

THE FINAL RULE FOCUSES PRIMARILY ON UPDATING THE SALARY AND COMPENSATION LEVELS NEEDED FOR EXECUTIVE, ADMINISTRATIVE, AND PROFESSIONAL WORKERS TO BE EXEMPT.

SPECIFICALLY, THE FINAL RULE:

1. SETS THE STANDARD SALARY LEVEL AT THE 40TH PERCENTILE OF EARNINGS OF FULL-TIME SALARIED WORKERS IN THE LOWEST-WAGE CENSUS REGION, CURRENTLY THE SOUTH (\$913 PER WEEK; \$47,476 ANNUALLY FOR A FULL-YEAR WORKER);
2. SETS THE TOTAL ANNUAL COMPENSATION REQUIREMENT FOR HIGHLY COMPENSATED EMPLOYEES (HCE) SUBJECT TO A MINIMAL DUTIES TEST TO THE ANNUAL EQUIVALENT OF THE 90TH PERCENTILE OF FULL-TIME SALARIED WORKERS NATIONALLY (\$134,004); AND
3. ESTABLISHES A MECHANISM FOR AUTOMATICALLY UPDATING THE SALARY AND COMPENSATION LEVELS EVERY THREE YEARS TO MAINTAIN THE LEVELS AT THE ABOVE PERCENTILES AND TO ENSURE THAT THEY CONTINUE TO PROVIDE USEFUL AND EFFECTIVE TESTS FOR EXEMPTION.
4. THE FINAL RULE AMENDS THE SALARY BASIS TEST TO ALLOW EMPLOYERS TO USE NON-DISCRETIONARY BONUSES AND INCENTIVE PAYMENTS (INCLUDING COMMISSIONS) TO SATISFY UP TO 10 PERCENT OF THE NEW STANDARD SALARY LEVEL.

EMPLOYERS SHOULD IDENTIFY EXEMPT WORKERS EARNING UNDER THE NEW MINIMUM SALARY AND CONSIDER THE FOLLOWING ACTION ITEMS:

1. EXAMINE OPTIONS FOR EMPLOYEE CLASSIFICATION AND COMPENSATION
2. DETERMINE WHETHER TO INCREASE SALARY TO RETAIN EXEMPT STATUS OR CLASSIFY EMPLOYEES AS NON-EXEMPT
3. CONSIDER RAMIFICATIONS ON EMPLOYEES INCLUDING EQUITY IN COMPENSATION FOR OTHER STAFF AND MORALE FOR THOSE WHO MAY HAVE A STATUS CHANGE
4. ENSURE ALL STAFF CLASSIFIED AS NON-EXEMPT STAFF COMPLETE RECORDS OF HOURS WORKED
5. ENSURE ALL STAFF CLASSIFIED AS EXEMPT MEET THE DUTIES TESTS FOR THEIR CLASSIFICATION
6. REVIEW POLICIES AND PROCEDURES FOR UPDATING INCLUDING: TIMEKEEPING, REMOTE WORK, AND TRAVEL PAY
7. COMMUNICATE CHANGES TO EMPLOYEES

FOR MORE INFORMATION OR IF YOUR BUSINESS NEEDS ASSISTANCE EVALUATING THE EFFECT OF THE NEW RULES READ THE FULL ANNOUNCEMENT AT THE US DOL'S WEBSITE: WWW.DOL.GOV/WHDOVERTIME/FINAL2016

**By ANITA KRIEG
KMA CONSULTING LLC**

August 1 – 6, 2016 was a milestone week for CFESA as we hosted our first Combi Ovens Class with three different manufacturers in house. The week was a success with 39 technicians in attendance from 15 Canadian and US companies.

The instructors for each manufacturer brought in samples of their combi ovens so the technicians were able to get an overview of both the gas and electric models. This meant not just watching a power point presentation, or completing a workbook, but the technicians were also able to put their hands on the machines and ask specific questions regarding their personal experiences. I heard many positive comments about the classes from the technicians and their appreciation for being able to attend three different manufacturer classes in the same week.

A special thanks goes to our pioneering companies that were willing to take a chance on a new idea, as well as to their excellent trainers that held the sessions.

Alto-Shaam Inc – Matt Payment

Electrolux Professional Inc – Mark Kaercher

Rational USA - Claude Rancier

-Linda Riley
Testing Administrator



HEADQUARTERS NEWS



CFESA is Pleased to Welcome a new Team Member!

Daniel Reese

I started my career, repairing commercial food equipment in March of 1979, hard to believe 37 years later I'm still here. Through the years many people have helped me grow as a technician, manager and owner in this incredible industry. I'm excited and honored to become part of CFESA's hard working team, as the Director of Training. Together, we can take "OUR" training program to new heights.

I look forward to working with all of you and may be reached at Dreese@cfesa.com or 336-346-4700.



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COMPANY SPOTLIGHT: ECOLAB EQUIPMENT CARE

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Equipment Care was created in 1999 when Ecolab acquired GCS and a few other commercial kitchen service and parts companies. Being a part of such a large, global, well known company provides Equipment Care with so many opportunities. In 2003, we created our centralized Customer Care Center in Indianapolis, IN. This became the hub of our national business. PartsXpress was launched in 2012 to help us expand our parts business, both for our technicians and our customers. With 11 convenient retail store locations and two distribution centers, we provide nationwide distribution and local availability.

Ecolab Equipment Care is committed to being the leader in ensuring every commercial kitchen in America is ready to serve. Recognizing the importance of that commitment to our customers, Equipment Care continues to invest in technician training. One way we are doing this is by partnering with CFESA to provide training for all our technicians. We currently have 288 CFESA certified technicians and 36% of our technicians hold the title of CFESA Master Technician. Our technicians take pride in their CFESA certification and are always striving for the next level.



Another way we are improving our training is with the opening of our National Training Center in Indianapolis, Indiana. This will further ensure that Ecolab Technicians continue to lead the industry in equipment insights. Located in Indianapolis, IN, currently home to one of our PartsXpress stores, the center provides a complimentary backdrop to training the next generation of Equipment Care Technicians.

This new training center has a conference area that can accommodate classes of up to 30 technicians, as well as a fully operational commercial kitchen with equipment from some of our top OEM partners. This hands-on training will provide the most realistic atmosphere for technicians to repair equipment outside of customer operations.

Ecolab Equipment Care's new National Training Center, and our continued partnership with CFESA, will bring us into the future of commercial kitchen equipment service and parts.

Along these same lines, I play a key role in company hosted social events. I enjoy coordinating the events, planning the menus and I am passionate about cooking for the events in our test kitchen for our families and friends.

In fact, my passion about cooking with Combi's runs so deep that I have one installed in my home and one of my hobbies is regularly preparing meals and canning vegetables using this specialized piece of equipment.

Looking to the future, I feel the industry would benefit through more formalized training initiatives on a much broader level. We are looking for people that have gas plumbing backgrounds and electrical backgrounds so that we can bring them all together at once. It's tough to find someone that matches all of our criteria. You have to be prepared to bring in the younger blood and get them trained before the existing workforce begins to retire.

I have been an active member of CFESA since 1985 and I participate in the annual Membership Services Committee, CFESA Region 5 meetings and have served two terms on the CFESA board of directors.

I would like to recognize several people as having a lasting impact on my career including Ben Koether and Marion Ceste of F.A.S.T. They both have taught me the importance of implementing careful strategic planning and market planning in our industry.

Another person that has had an impact on my career is Charles Eiwen, President and owner of Daubers Inc. Chuck has taught me many lessons in our daily service business as a friend and as one of the kindest business owners that I know. At Daubers, it's like a lifestyle that is both fun and rewarding.

I feel like I have a one day contract and I try to do the very best that I can everyday with what I have in front of me. I feel that the reward rests in relationships. This industry is sincerely all about relationships and I really enjoy that.

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WHALEY FOODSERVICE

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.

REMINDERS & UPCOMING EVENTS

INDUSTRY CALENDAR

IBIE 2016 Conference

Oct. 8 - 11, 2016
Las Vegas Convention Center
Las Vegas, NV
Booth #2409

CFESA Fall 2016 Conference

Oct. 26 - 28, 2016
Ballantyne Hotel & Lodge
Charlotte, NC

Manitowoc Training

Sept. 26 - 30
CFESA World Headquarters
& Global Training Facility
Ft. Mill SC

To register for any of our training classes please visit our website at:

**[www.cfesa.com
/training.asp](http://www.cfesa.com/training.asp)**



PROUD SPONSOR OF
CFESA'S
2016 TECHNICIAN
TRAINING CLASSES

EGS&W Training

October 17 - 22, 2016

Refrigeration Training

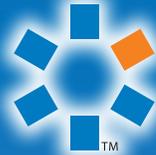
Oct 31 - Nov 4, 2016

Management Level 2

October 4 - 5, 2016

2016 CFESA TRAINING

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

"Blodgett"
Total Number of records: 18742
1-10 of 18742 parts shown

IMAGE	DESCRIPTION			
	REGULATOR ASSY, PRESSURE LP, DIE Mfg: Blodgett Mfg Pt #: 110441			
	DIAL, FAHRENHEIT, FDO Mfg: Blodgett Mfg Pt #: 110564			Add to Cart
	FUSE, 20A, 500V, CLASS CC Mfg: Blodgett Mfg Pt #: 11476	11476	800 808	In Stock Add to Cart
	RELAY, 3PDT, 120 VAC Mfg: Blodgett Mfg Pt #: 16241	16241	800 808	In Stock Add to Cart
	SCREW, MACH, 10-24X1/2 SS TRUSS Mfg: Blodgett Mfg Pt #: 16384	16384	800 808	In Stock Add to Cart



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#	Login Name	Auth#
TST	866174	Service Repair IL, NE, WI, MN, IN, KS, IA, AZ	5940923001	David Beay	95725310
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	29857487
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

2017 User Conference
May 7-10, 2017
Eaglewood Resort & Spa - Itasca, IL
#2017DaviswareUC



Member **CFESA**

Davisware.com

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Why Whaley?

- *Superior, Personalized Customer Service*
- *Access to the Industry's Largest Inventory*
- *70+ Years of Industry Experience*
- *Long Standing Manufacturer Relationships*



Whaley...Where People
Make the Difference.