



# **CFESA Certified Company Recertification Packet**

**Revised 2020**

## **INTRODUCTION**

**The CFESA certified company program, created in 2002, requires a Re-certification such that all CFESA certified companies can (externally and internally) ensure their business processes are valid, meaningful and applicable to the entire food and service industry. With this commitment in mind our Trade Association has assembled the requirements and standard for the CFESA Re-certification process and program. This re-certification encourages all certified companies to re-validate themselves while continuing to improve themselves and our industry.**

## **MISSION**

**The Mission of the CFESA Company certification process is to provide a benchmark for all service companies, regardless of size, to strive to achieve. In meeting the qualifications of CFESA Certification, the service company will create a discipline for all its employees to focus on professionalism and customer service.**

**This will ultimately increase customer satisfaction and awareness, and therefore, create demand. In addition, this certification conveys to the foodservice industry that a CFESA Certified Company continually raises the standards for achieving excellence and quality customer service.**

**The re-certification process ensures that CFESA Certified companies continue to improve themselves by bringing their already achieved industry standards to an even higher level of competence.**

Mailing Address for all submitted materials:

CFESA  
Attention: Heather Price  
3605 Centre Circle  
Fort Mill, SC 29715

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[Hprice@cfesa.com](mailto:Hprice@cfesa.com)

| <b><u>Areas of<br/>Re-Certification Criteria</u></b> | <b><u>Total Points<br/>Achievable</u></b> |
|------------------------------------------------------|-------------------------------------------|
| <b>Training</b>                                      | <b>45</b>                                 |
| <b>Participation</b>                                 | <b>34</b>                                 |
| <b>Industry Relations</b>                            | <b>31</b>                                 |
| <b>Professionalism</b>                               | <b>15</b>                                 |
| <b>Extra Points</b>                                  | <b>33</b>                                 |
| <b><i>TOTAL</i></b>                                  | <b><u>158</u></b>                         |

**Must attain at least 120 points in order to become a CFESA Re-Certified Company.**

## **PREREQUISITES**

There are no points awarded toward the CFESA Company Re-Certification process for the following six prerequisites. Prior to beginning the Company's efforts to accomplish the training, participation, professional and industry relation goals, these mandatory prerequisites must be documented accordingly.

| <b><u>Prerequisites in order to seek CFESA Company Re-Certification</u></b>    | <b><u>Minimum Standards</u></b>                                                                                                                                                                 | <b><u>Documentation Process</u></b>                                                     |
|--------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|
| <b>1. Must attend at least one National conference the year of application</b> | <b>1. Attendance at the CFESA National Conference during the year of application.</b>                                                                                                           | <b>1. Provide proof of attendance with packet</b>                                       |
| <b>2. Insurance Coverage</b>                                                   | <b>2. Have insurance coverage as follows:<br/>a) \$1,000,000 General Liability<br/>b) \$1,000,000 Auto Liability<br/>c) \$1,000,000 Umbrella<br/>d) Worker's Compensation<br/>e) Disability</b> | <b>2. Have insurance carriers Mail/fax this coverage directly to CFESA Headquarters</b> |

|                                                                                                                |                                                                                                                                      |                                                                                                                                                                                                                                                                                            |
|----------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>3. Corporate, Partnership or sole proprietor entity for at least 6 years</b></p>                         | <p><b>3. Be a recognized business entity for at least 6 years with no Chapter #7 or Chapter #11 Bankruptcy filings</b></p>           | <p><b>3. Submit proof of business entity document to CFESA Headquarters testifying to existence under current title for at least 6 years using CFESA Standardized Form. (PRE – 032017) This form will include a written denial of any Chapter #7 or Chapter #11 Bankruptcy filings</b></p> |
| <p><b>4. Be a foodservice equipment service entity</b></p>                                                     | <p><b>4. Have at least 75% of your sales volume derived from commercial parts and service</b></p>                                    | <p><b>4. Provide a notarized statement using CFESA Standardized Form (PRE – 042017) that 75% of your sales volume is derived from commercial parts and service</b></p>                                                                                                                     |
| <p><b>5. Provide service on commercial gas, steam, electric, electronic and/or refrigeration equipment</b></p> | <p><b>5. Advertise, promote and conduct gas, steam, electric, electronic and/or refrigeration services to your customer base</b></p> | <p><b>5. Submit line card, advertising literature and notarized Statement using CFESA Standardized Form (PRE – 052017)</b></p>                                                                                                                                                             |

|                                                        |                                                                                                                              |                                                                                                                                            |
|--------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| <b>6. Current CFESA Voting Member in good standing</b> | <b>6. Have all CFESA finances totally current with CFESA Headquarters and be in continuous business for the last 6 years</b> | <b>6.CFESA Headquarters will review, research and account for all open invoices with each company seeking to become CFESA Re-Certified</b> |
|--------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|

## **TRAINING GOALS**

| <b><u>Training Goals</u></b>                    | <b><u>Minimum Standards</u></b>                                                                                                                                                                                                      | <b><u>Requirements</u></b>                                                                                                      | <b><u>Points Awarded</u></b> |
|-------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| <b>7. TNG CFESA Members</b>                     | <b>7. TNG Have at least <u>one employee</u> from your company attend the CFESA Management Program within the past 7 years</b>                                                                                                        | <b>7. TNG CFESA Headquarters will verify all attendees from all CFESA companies seeking re-certification</b>                    | <b>6 (Six) Points</b>        |
| <b>8. TNG Two Certifications per Technician</b> | <b>8. TNG Have at least 2 CFESA certifications per individual technician who has been employed by your company for at least 5 or more years and responsible for the repair of commercial cooking and/or refrigeration equipment.</b> | <b>8. TNG Forward certificates of completion for CFESA Technician Certification and use CFESA Standardized Form (TNG 82017)</b> | <b>12 (Twelve) Points</b>    |

|                                                                |                                                                                                                                                                                       |                                                                                                                                                                                                              |                                                                                                                                                                                                                                 |
|----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>9. TNG Two training course completions</b>                  | <b>9. TNG Have at least 2 completion certificates from any CFESA training school within 5 years of application.</b>                                                                   | <b>9. TNG Forward course completion certificate(s) with CFESA Company re-certification packet</b>                                                                                                            | <b>7 (Seven) Points</b>                                                                                                                                                                                                         |
| <b>10. TNG four Training course completions per technician</b> | <b>10. TNG Have at least 4 completion certificates per individual technician with 2 or more years' experience from any Manufacturer training school within 5 years of application</b> | <b>10. TNG Forward course completion certificate(s) from manufacturer training schools and complete CFESA Standardized Form (TNG 102017)</b>                                                                 | <b>8 (Eight) Points</b>                                                                                                                                                                                                         |
| <b>11. TNG 25% of technicians Master Certified</b>             | <b>11. TNG Have 25% of your technicians, who have 5 years of field experience or more, become CFESA Master Technicians</b>                                                            | <b>11. TNG Forward a roster of all company technicians indicating name, "time in field," and Master Technician Certification with CFESA Company Certification using CFESA Standardized Form (TNG 112017)</b> | <b>6 (Six) Points Received if 25% of technicians with 5 years experience are Master Certified</b><br><u><b>OR</b></u><br><b>12 (Twelve) Points Received if 35% of technicians with 5 years' experience are Master Certified</b> |

## **PARTICIPATION GOALS**

| <b><u>Participation Goals</u></b>                                    | <b><u>Minimum Standards</u></b>                                                                                                                                                                                                                             | <b><u>Requirements</u></b>                                                                                                                                                                                       | <b><u>Points Awarded</u></b> |
|----------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| <b>12. PAR<br/>Appropriate use<br/>and display of<br/>CFESA logo</b> | <b>12. PAR Have CFESA logo on all<br/>of the following:<br/>a) Company letterhead, business<br/>cards and invoices;<br/>b) Web site (with a CFESA link)<br/>and;<br/>c) Company service vehicles and<br/>technician uniforms</b>                            | <b>12. PAR Submit<br/>photographs or copies<br/>of literature depicting<br/>use and display of the<br/>CFESA Logo to CFESA<br/>Headquarters in the<br/>packet to become a<br/>CFESA Re-Certified<br/>Company</b> | <b>6 (Six) Points</b>        |
| <b>13. PAR<br/>Attendance at<br/>CFESA Regional<br/>Meetings</b>     | <b>13. PAR Attend at least 4 CFESA<br/>Regional Meetings in the past 5<br/>years<br/><i>(**Note: recertification in 2018 would<br/>require 1 regional meeting,<br/>recertification in 2019 would require 3<br/>regional meetings to achieve 8 pts.)</i></b> | <b>13. PAR Submit to<br/>CFESA Headquarters,<br/>proof of attendance at<br/>four (4) CFESA<br/>Regional Meetings in<br/>the past 5 years</b>                                                                     | <b>8 (Eight) Points</b>      |
| <b>14. PAR Direct<br/>CFESA<br/>participation</b>                    | <b>14. PAR Publish an article in<br/>CFESA Magazine or similar<br/>Industry Publication (CFESA<br/>must be promoted in article)<br/>within the past 5 years</b>                                                                                             | <b>14. PAR Verify<br/>Company participant's<br/>name and publication<br/>with CFESA<br/>Headquarters.</b>                                                                                                        | <b>6 (Six) Points</b>        |

|                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                            |                        |
|-------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| <b>15. PAR Direct CFESA participation</b> | <b>15. PAR <i>Actively</i> participated on a CFESA committee or ad hoc committee for 12 months or chair/co-chaired a CFESA committee within the past 5 Years</b>                                                                                                                                                                                                                                                                                                      | <b>15. PAR Verify</b> Company participant's name with CFESA Headquarters. If qualifying as "actively participating" you have attended at least 2/3rds of scheduled meetings as verified by obtaining a letter of participation from the respective chair of that committee | <b>4 (Four) Points</b> |
| <b>16. PAR Direct CFESA participation</b> | <b>16. PAR Have been a CFESA board member within the past 5 Years</b>                                                                                                                                                                                                                                                                                                                                                                                                 | <b>16. PAR Verify</b> Company participant's name with CFESA Headquarters                                                                                                                                                                                                   | <b>4 (Four) Points</b> |
| <b>17. PAR CFESA Representation</b>       | <b>17. PAR Represent CFESA in any of the following ways in the past 5 Years;</b> <ul style="list-style-type: none"> <li><b>a. by coordinating a CFESA regional meeting/workshop</b></li> <li><b>b. by acting as an invited CFESA guest speaker (after having been recommended by CFESA) at a CFESA Conference or at an allied association meeting such as MAFSI or FEDA</b></li> <li><b>c. By providing a trainer for a national CFESA Training course</b></li> </ul> | <b>17. PAR Verify</b> company participation with CFESA Headquarters                                                                                                                                                                                                        | <b>6 (six) Points</b>  |

## **INDUSTRY RELATIONS GOALS**

| <b><u>Industry Relations Goals</u></b>                                        | <b><u>Minimum Standards</u></b>                                                                                     | <b><u>Requirements</u></b>                                                                                                                                               | <b><u>Points Awarded</u></b> |
|-------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| <b>18. IND Pre-planned or preventative maintenance programs (PM Programs)</b> | <b>18. IND Must have an active and current standardized PM Program in place and available to your customer base</b> | <b>18. IND Submit written standardized PM Program with packet seeking CFESA Company Re-Certification</b>                                                                 | <b>8 (Eight) Points</b>      |
| <b>19. IND Customer Feedback System</b>                                       | <b>19. IND Must have an active and current standardized Customer Feedback System in place</b>                       | <b>19. IND Submit written Customer Feedback results depicting a current system being utilized to CFESA Headquarters in packet seeking CFESA Company Re-Certification</b> | <b>8 (Eight) Points</b>      |

|                                                                                                                                            |                                                                                                                                                                                                       |                                                                                                                                                                                                 |                                  |
|--------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|
| <p><b>20. IND Company warranty of parts and service</b></p>                                                                                | <p><b>20. IND Must warrant your service work to your central customer base for at least 90 days, along with the parts you sell and/or install, according to the manufacturer's parts warranty</b></p> | <p><b>20. IND Submit your written verification of these minimum standards using CFESA Standardized Form (IND – 202017) to Headquarters in packet seeking CFESA Re-Company Certification</b></p> | <p><b>12 (Twelve) Points</b></p> |
| <p><b>21. IND Be a CFSP, a Top Achiever award winner, a Board Member or an <u>active</u> Committee Member of an allied association</b></p> | <p><b>21. IND Must be or have been a CFSP, a Top Achiever, a Board Member or an <u>active</u> Committee Member of any allied association within 10 years of application.</b></p>                      | <p><b>21. IND Submit written verification of these minimum standards in a notarized statement using CFESA Standardized Form (IND 212017)</b></p>                                                | <p><b>3 (Three) Points</b></p>   |

## **PROFESSIONAL GOALS**

| <b><u>Professional Goals</u></b>                                                                                                      | <b><u>Minimum Standards</u></b>                                                                                                                                                                                                                   | <b><u>Requirements</u></b>                                                                                                                  | <b><u>Points Awarded</u></b> |
|---------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| <b>22. PRO Company Mission Statement</b>                                                                                              | <b>22. PRO Have a current company mission statement posted in all company locations</b>                                                                                                                                                           | <b>22. PRO Provide a copy of the company mission statement to CFESA Headquarters with packet seeking CFESA Company Re-Certification</b>     | <b>4 (Four) Points</b>       |
| <b>23. PRO Must have current written personnel policy manual</b>                                                                      | <b>23. PRO Have a current written personnel policy, signed by the president, which contains a drug testing policy Special Note: This requirement must be in conformance to the local/regional legal environment in the company's jurisdiction</b> | <b>23. PRO Submit written notarized statement that your company meets the minimum standard using CFESA Standardized Form (PRO – 232017)</b> | <b>3 (Three) Points</b>      |
| <b>24. PRO Each and every full time staff member completes one course of study, outside the immediate service industry's purview,</b> | <b>24. PRO Each full-time employee (non-tech) must complete a continuing education course or seminar within the past 3 years on computers, administration, finance and accounting, Marketing, sales, purchasing,</b>                              | <b>24. PRO Provide a roster of office/administration personnel indicating which courses/seminars they have completed</b>                    | <b>8 (Eight) Points</b>      |

|                              |                                                                                                        |                                                                                                    |  |
|------------------------------|--------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|--|
| <b>in year 2002 or after</b> | <b>supervision, technical fields, public relations, leadership, safety, personnel management, etc.</b> | <b>and submit list and certificates of completion in the CFESA Company Re-Certification packet</b> |  |
|------------------------------|--------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|--|

### **EXTRA POINT AWARD CRITERIA**

**7 TNG - Receive two (2) additional points award if two or more current employees, have attended the CFESA Management Program in the past 7 Years**

**9. TNG – Receive three (3) additional points award if you have at least 4 completion certificates from any CFESA training school within 5 years of application.**

**10. TNG – Receive Three (3) additional points award if you have at least 6 completion certificates per individual technician with 2 or more years' experience from any Manufacturer training school within 5 years of application**

**11 TNG – Receive six (6) additional points award if 50% or more of your technicians, who have had 5 or more years of field experience, are CFESA Master Technicians.**

**12 PAR – Receive two (2) additional points award if your company has been present at all the CFESA National Conferences for the 5 years since your last certification.**

**15 PAR Receive two (2) additional Points if your company Actively served on a CFESA Committee for 36 or more months in the past 5 years (terms do not need to be consecutive)**

**16 PAR – Receive two (2) additional points if you have served more than 1 term (2 years) on the CFESA BOD, or held an Officer position on the BOD**

**17 PAR(a) – Receive Five (5) additional points if your company Coordinated more than one Regional Meeting in the past 7 years.**

**17 PAR(c) – Receive two (2) additional points if your company provided a trainer for more than one national or regional CFESA training class within the last 5 years.**

**\*\* Receive Four (4) additional points if you have the CFESA logo as part of your booth display during any convention or trade show.**

**\*\* Receive two (2) additional points if a member of your team served as an ambassador at 3 or more national conferences in the past 5 Years.**

# Company Re-Certification Forms

(This form applies to #3 of the Prerequisite Section)

## CFESA COMPANY RECERTIFICATION STANDARDIZED FORM PRE-032017

\_\_\_\_\_ Company has officially been in the foodservice industry  
as a legal entity for the past 6 Years. This legal entity is neither currently filing for, nor has  
ever filed for, Chapter 7 or Chapter 11 bankruptcy.

\_\_\_\_\_ Company

\_\_\_\_\_ Company Officer  
(Print Name)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_ Date

**Note: THIS NOTARIZED STATEMENT MUST BE SUBMITTED WITH PACKET.**

Notary Signature: \_\_\_\_\_

Date: \_\_\_\_\_

(This form applies to #4 of the Prerequisite Section)

**CFESA COMPANY RECERTIFICATION  
STANDARD FORM PRE-042017**

\_\_\_\_\_ **Company attests to the following sales history  
without exception:**

**At least seventy-five percent (75%) of our business sales volume has been achieved through  
commercial food equipment service and/or commercial parts sales every year for the past six  
(6) years.**

\_\_\_\_\_ Company

\_\_\_\_\_ Company Officer  
(Print Name)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_ Date

**Note: THIS NOTARIZED STATEMENT MUST BE SUBMITTED WITH PACKET.**

Notary Signature: \_\_\_\_\_

Date: \_\_\_\_\_

(This form applies to #5 of the Prerequisite Section)

## **CFESA COMPANY RECERTIFICATION STANDARDIZED FORM PRE-052017**

\_\_\_\_\_ **Company provides service on commercial gas, steam,  
electric, electronic and/or refrigeration equipment to our entire customer base. These services  
are advertised and promoted as seen on the attached company literature.**

\_\_\_\_\_ Company

\_\_\_\_\_ Company Officer  
(Print Name)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_ Date

**Note: THIS NOTARIZED STATEMENT MUST BE SUBMITTED WITH PACKET.**

Notary Signature: \_\_\_\_\_

Date: \_\_\_\_\_

(This form applies to #8 & #11 of the Training Section)

(Print as many forms as needed)

**CFESA COMPANY CERTIFICATION STANDARDIZED FORM TNG – 082017/112017**  
(Combine the required information for both TNG -8 and TNG -11)

**I certify the technician status of (company name) \_\_\_\_\_ as follows:**

**(Please print or type)**

[illegible]

(This form applies to #10 of the Training Section)

(Print as many forms as needed)

**CFESA COMPANY CERTIFICATION STANDARDIZED FORM TNG – 102017**

**(Please Print or type)**

[illegible]

(This form applies to #20 of the Industry Relations Section)

**CFESA COMPANY RECERTIFICATION  
STANDARDIZED FORM IND – 202017**

\_\_\_\_\_ **COMPANY WARRANTS ALL SERVICE WORK PERFORMED FOR  
AT LEAST 90 DAYS, TO ITS ENTIRE CUSTOMER BASE, AND THE PARTS SOLD AND OR  
INSTALLED WARRANTIED ACCORDING TO MANUFACTURER’S REQUIREMENTS. THIS  
MINIMUM GUARANTEE IS PROMOTED AND MADE PUBLIC ON A REGULAR BASIS TO OUR  
ENTIRE CUSTOMER BASE.**

\_\_\_\_\_ Company  
\_\_\_\_\_  
(Print Name) Company Officer  
\_\_\_\_\_  
(Signature)  
\_\_\_\_\_  
Date

**Note: THIS NOTARIZED STATEMENT MUST BE SUBMITTED WITH PACKET.**

Notary Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

(This form applies to #21 of the Industry Relations Section)

***CFESA COMPANY CERTIFICATION STANDARDIZED FORM IND – 212005***

(Name)\_\_\_\_\_OF \_\_\_\_\_COMPANY

☐ **IS OR HAS BEEN A CFSP WITHIN THE PAST 10 Years. PLEASE SEE THE ATTACHED CERTIFICATE, WHICH SO STATES THIS.**

**OR:**

☐ **WAS SELETED AS A YOUNG LION or TOP ACHIEVER AWARD WINNER IN THE YEAR \_\_\_\_\_. (WITHIN THE PAST 10 YEARS) PLEASE SEE THE ATTACHED CERTIFICATE, WHICH SO STATES THIS.**

**OR:**

☐ **CORPORATION IS CURRENTLY A NATIONAL OR REGIONAL BOARD MEMBER OR AN ACTIVE COMMITTEE MEMBER OF ANY ALLIED ASSOCIATION.**

**Note: THIS NOTARIZED STATEMENT MUST BE SUBMITTED WITH PACKET.**

Notary Signature: \_\_\_\_\_

Date: \_\_\_\_\_

(This form applies to #23 of the Professional Section)

## CFESA COMPANY RECERTIFICATION STANDARDIZED FORM PRO - 232017

\_\_\_\_\_ Company has a current written personnel policy (see attached), signed by the president, which contains a drug testing policy. This requirement is in conformance with local and regional legal jurisdictions.

\_\_\_\_\_ Company

\_\_\_\_\_ Company Officer  
(Print Name)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_ Date

**Note: THIS NOTARIZED STATEMENT MUST BE SUBMITTED WITH PACKET.**

**Notary Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_