

# AGENDA – PSOC 2009 CONVENTION – SAN DIEGO, CALIFORNIA

## THE LEADING EDGE

### Wednesday – May 13th

8:00 – 12:00	Rossware User's Group: Increasing fun and profit through better use of Service Desk	Point Loma 1	Glade Ross
9:00 – 11:30	Registration	Point Loma Foyer	Charlene Moreno
9:00 – 10:00	Bureau of Electronics and Appliance Repair	LaJolla Room	Rick Diamond
8:00 – 12:00	Swiftlink	Coronado Room	Jeremy Ketchum
1:30 – 2:30	1 <sup>st</sup> Timer Meeting/Membership Meeting	Point Loma 1	Jim Rushton
3:00 – 5:30	Sharp – Servicing 2009 Aquos	Coronado Room	Barry Kokot
3:00 – 5:30	The Chemistry of the Dishwasher	Point Loma 1	Diane Hoffmann
3:00 – 5:30	Shop Talk	LaJolla Room	Panel Discussion
6:30 – 9:30	Vendor Reception	Point Loma Ballroom	

### Thursday – May 14th

7:15 – 8:15	<b>Breakfast</b>	<b>Point Loma Ballroom</b>	
8:30 – 10:30	LG Plasma/LCD	Coronado Room	Roger Greenhaw
8:30 – 10:30	LG Appliance	Point Loma 1	Mike Renauldi
8:30 – 10:30	"Wow" Your Customers with Great Service	La Jolla Room	Dave Velasquez
10:45 – 12:45	Mitsubishi – LaserVue, Model L65-A90	Coronado Room	Daniel Newman
10:45 – 12:45	GE Appliance	Point Loma 1	Mark Kesner
10:45 – 12:45	Why We Do This	La Jolla Room	Jeff Diamond
1:00 – 2:00	<b>Lunch</b>	<b>Point Loma Ballroom</b>	
2:15 – 4:15	P&F USA	Coronado Room	Rob Kiehna
2:15 – 4:15	Wolf Duel Fuel Range	Point Loma 1	Al Bufkin
2:15 – 4:15	IRS Dos and Don'ts	La Jolla Room	Katie Williams/Regina Lauridsen
4:30 – 6:30	JVC – LCD/Lead Free Solder/HDM	Coronado Room	Rob Latimer
4:30 – 6:30	Sub-Zero Wine Refrigeration System	Point Loma 1	Al Bufkin
4:30 – 6:30	Doing Business in California	La Jolla Room	Eloy Fierro/Rick Diamond

### Friday – May 15th

7:15 – 8:15	<b>Breakfast</b>	<b>Point Loma Ballroom</b>	
8:30 – 10:30	Panasonic Class	Coronado Room	Jean Magliore
8:30 – 10:30	LaComue	Point Loma 1	Mike Tregub
8:30 – 10:30	On Site Service Solutions	La Jolla Room	Jim Rushton
10:45 – 12:45	Haier America (Electronics)	Coronado Room	Tom Knizner
10:45 – 12:45	Whirlpool – Steam Machines	Point Loma 1	Patrick Leonard/Don Dellario
10:45 – 12:45	Harnessing the Latest Technologies to Build a Modern Service Office	La Jolla Room	Glade Ross
1:00 – 2:00	<b>Lunch</b>	<b>Point Loma Ballroom</b>	
2:15 – 4:15	Haier America (Appliance)	Point Loma 1	Paul O'Neil
2:15 – 4:15	Dealing With Difficult People	La Jolla Room	Charlene Moreno
4:30 – 6:30	Troubleshooting Toshiba LCD TV's	Coronado Room	Jim LeClair
4:30 – 6:30	Electrolux – French Door Refrigerator	Point Loma 1	Ross Mobbley
4:30 – 6:30	Targeting Your Cost	La Jolla Room	Eloy Fierro/Bert Miles
7:30 – 8:00	Cocktail Hour	Point Loma Foyer	
8:00 – 9:00	Dinner	Point Loma Ballroom	
8:45 – 10:00	Entertainment	Point Loma Ballroom	

### Saturday – May 16th

8:30 – 9:30	<b>Breakfast</b>		
9:45 – 12:30	Home Theatre Installation Boot Camp	Point Loma 1	Steve Honig
9:45 – 11:00	Scratch Be Gone	Coronado Room	Barry Feinman
11:15 – 1:15	BSH	Coronado Room	Scott Connole

Vendors will be torn down by 1:00