

AGENDA

PSOC 55TH ANNUAL CONVENTION

MAY 12TH THROUGH MAY 15TH 2010

KONA KAI RESORT - SAN DIEGO

Wednesday - May 12, 2010

TIME	CLASSES	<i>INSTRUCTOR</i>
10:00 - 12:00	Registration - Point Loma Ballroom Area	Charlene Moreno
8:00 - 12:00	Rossware: Users meeting - Increasing profit through better use of Service Desk	Glade Ross
8:00 - 12:00	Swiftlink: Users meeting	Jeremy Ketchum
9:00 - 10:00	Bureau of Electronics and Appliance Repair Public Meeting	Rick Diamond
1:30 - 2:30	1st Timer and Membership Meeting	Jim Rushton and Don Erwin
2:45 - 4:30	Round Table Meeting - Various Industry Issues	Jim Rushton
6:30 - 9:30	Vendor Reception - come meet the various vendors	

Thursday – May 13, 2010

TIME	CLASSES	INSTRUCTOR
7:45 - 8:45	Breakfast	
9:00 - 11:00	Sharp - LE700 Series Troubleshoot To Board Level	Barry Kokot
9:00 - 11:00	Haier - Full Size Front Load Laundry Products	Paul O'Neil
9:00 - 11:00	Harnessing Technology	Glade Ross
11:15 - 1:15	P & F USA	Rob Kiehna
11:15 - 1:15	Electrolux - French Door Refrigerator	Ross Mobbley
11:15 - 1:15	Effective Internet Marketing	Sam Sieben
1:30 - 2:30	Lunch	
2:45 - 4:45	LG Electronics - Wireless LCD Television	Roger Greenhaw
2:45 - 4:45	LG - Electric and Gas Cooktop	Mike Renaldi
2:45 - 4:45	The Challenge of Change	Charlene Moreno
	Open Evening	

Friday – May 14, 2010

TIME	CLASS	INSTRUCTOR
7:45 - 8:45	Breakfast	
9:00 - 11:00	Panasonic - 2010 Plasma Troubleshooting	Herb Chin
9:00 - 11:00	Wolf - Duel Fuel	Al Bufkin
9:00 - 11:00	Financial Statements - How To Read and How To Use Them	John Bjeldanes
11:15 - 1:15	Mitsubishi - 2009-2010 Product Line Technical Training V41 (DLP) and VLP41 (LCD) Chassis	Daniel Newman
11:15 - 1:15	Whirlpool - Maytag Bravos Laundry	Don Dellario
11:15 - 1:15	Driving Excellent Service	Dave Velasquez
1:30 - 2:30	Lunch	
2:45 - 4:45	Haier - 2010 LED LCD TV Training	Tom Knizner
2:45 - 4:45	Sub-Zero - Wine Units/400 Series	Al Bufkin
2:45 - 4:45	IRS and Your Business - Get Answers You Need	Katie Williams
6:00 - 7:00	Cocktail Hour	
7:00 - 8:00	Dinner/Beach Party	
8:00 - 10:00	Entertainment	

Saturday – May 15, 2010

TIME	CLASS	INSTRUCTOR
8:00 - 9:00	Breakfast	
9:15 - 11:15	Sony - Basic LCD Panel Troubleshooting	Peter Zellmann
9:15 - 11:15	Bertazzoni - Introduction and troubleshooting gas ranges	Jim Rushton and Larry Chatfield
9:15 - 11:15	Targeting Your Cost	Eloy Fierro
11:30 - 1:30	BSH Home Appliances	Scott Connole
11:30 - 1:30	Vizio - Troubleshooting Vizio LCD and Plasma Televisions	Steve McNeil

Rev. 04-10