



# Service Leaders Network

**VIRTUAL  
CONFERENCE**  
May 13-14, 2021

*All Times Listed in Central Time Zone.*

## **DAY ONE - THURSDAY, MAY 13**

*Designed for Owners and Service Managers for greater efficiency and profitability*

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|-------------------|---|
| 2:00 PM – 2:10 PM | Welcome & Kickoff – Service Leaders Network Team  |
| 2:10 PM – 5:50 PM | Networking Lounge Open  |
| 2:10 PM – 3:00 PM | GE OEM Roundtable – LIVE  |
| 2:10 PM – 3:00 PM | Field Service Management Software System – Reliable Softworks                                   |
| 2:10 PM – 3:00 PM | Cost of Doing Business – Mark Pollitz, NMG  |
| 2:10 PM – 3:00 PM | Averaging 10 Service Calls Per Day Per Tech – Fred’s Academy                                    |
| 3:05 PM – 3:55 PM | Whirlpool OEM Roundtable – LIVE   |
| 3:05 PM – 3:55 PM | Intro to the Residential & Commercial Appliance Technology Educational Organization – SkillsUSA |
| 3:05 PM – 3:55 PM | Field Service Management Software System – Rossware   |
| 4:05 PM – 4:55 PM | Electrolux OEM Roundtable - LIVE  |
| 4:05 PM – 4:55 PM | How to Build an Appliance Technician – Master Samurai   |
| 4:05 PM – 4:55 PM | Advanced Appliance Diagnostic Tools – GE  |
| 4:05 PM – 4:55 PM | Field Service Management Software System – Epass  |

5:00 PM – 5:50 PM	Take Control of Your Local Search Visibility & Reputation- Fluid Local/Fred's Academy
5:00 PM – 5:50 PM	Field Service Management Software System – Service Power
5:00 PM – 5:50 PM	Field Service Management Software System – Corrigo/Intuit
5:00 PM – 5:20 PM	Parts Management is a Complex Part of Service – Marcone
5:25 PM – 5:45 PM	A Nationwide Reliable Parts & Service Network – Reliable Parts
5:50 PM – 6:00 PM	Closing Session & Prize Drawing for a FREE 3-Night Stay at Nationwide PrimeTime

## **DAY TWO - FRIDAY, MAY 14**

### *Technician Training Sessions*

2:00 PM – 2:10 PM	Welcome – Service Leaders Network Team
2:10 PM – 3:00 PM	The Troubleshooting Ten-Step Tango – Master Samurai
2:10 PM – 3:00 PM	Samsung Care Technical Training – Samsung
2:10 PM – 3:00 PM	Whirlpool Dishwashers – Whirlpool
3:05 PM – 3:55 PM	GEA Top Mount Refrigerator with R600
3:05 PM – 3:55 PM	Electrolux Front Load Washer
3:05 PM – 3:55 PM	Speed Queen's NEW Sanitizing Dryers
4:05 PM – 4:55 PM	R600a Sealed System Process & Techniques – Whirlpool
4:05 PM – 4:55 PM	French Door Bottom Freezer Electronic Systems – GE
4:05 PM – 4:55 PM	The New Bosch Main Line Dishwasher – Bosch
5:00 PM – 5:50 PM	Frigidaire Top Mount Refrigeration – Electrolux
5:00 PM – 5:50 PM	Vulkan Lokring – A Revolutionary Flameless Connection Product
5:50 PM – 6:00 PM	Closing Session & Prize Drawing for a FREE 3-Night Stay at Nationwide PrimeTime

\*Please note – All sessions will be available on-demand for 30 days, through June 11, 2021.