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NOVEMBER - DECEMBER 2016
volume 32 / issue 6

CFESA PRIDE
~GARY POTVIN

**MEMBERS VISIT
CFESA HQ**
~HEATHER PRICE

**TECH TOOLS AT YOUR
FINGERTIPS**
~TINA REESE

**KNOWLEDGE IS POWER,
BUT ONLY WHEN SHARED**
~DON PURSER



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THE PRESIDENTS GAVEL 4
“CFESA PRIDE”
BY GARY POTVIN

EXECUTIVE DIRECTOR’S MESSAGE 5
“MEMBERS VISIT CFESA HQ”
BY HEATHER PRICE

NEW CFESA MEMBERS 7

FER AWARD WINNERS 8

CFESA TRAINING REVIEW 9

2016 FALL CONFERENCE PHOTOS 10 & 11

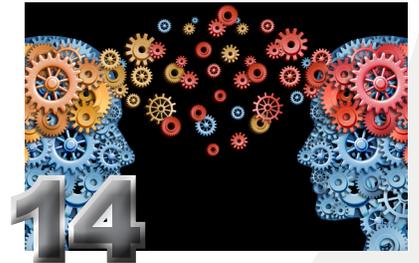
REGIONAL NEWS 12

TECH TOOLS AT YOUR 13
FINGERTIPS
BY TINA REESE

KNOWLEDGE IS POWER, 14
BUT ONLY WHEN SHARED
BY DON PURSER

COMPANY SPOTLIGHT: 16
BROMLEY PARTS & SERVICE

COMPANIES WITH TECHNICIAN 18
CERTIFICATIONS



Advertisers Index



Page 2



Page 6



Page 7



Page 7



Page 15



Page 19



Page 20

For advertising or article submission information contact

Stephen Medlin at CFESA Headquarters: Toll Free 877-414-4127 or via email at smedlin@cfesa.com.

Commercial Food Equipment Service Association

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With a very successful conference wrapped up, highlighted by a wonderful reception at CFESA World Headquarters & Global Training Facility, we need to give ourselves a big round of applause! Wow! How far we've come in such a short period. The CFESA membership came through and produced a great training facility that we can all be proud of. Our CFESA team did another fantastic job in organizing the conference and making our association a showcase for CFESA pride.

Now we need to roll up our sleeves and maximize the use of the training facility and our new Director of Training Dan Reese to the fullest potential.

Our CFESA committees are at work contributing and collaborating to take our Organization to the next level. The Business Technology Committee is working on apps and online training. The Education and Training Committee is considering obtaining UL approval for our installation training course. The Membership Services and Marketing Committees are working together on creative ways to market CFESA to all segments of the foodservice industry and to heighten awareness of our training facility. If you have any suggestions on the utilization of the facility please share them with a board member. Crazy ideas spawn great ideas that eventually bring greatness.

Upon receiving Steve Sliter's permission to sit in on the young executive council, I was in awe of the great ideas from these young professionals. One great suggestion was to exhibit at FFA shows. They mentioned that many companies looking for mechanics find them at this venue. Mike Rowe was recommended as a speaker. He is known for helping to cultivate career interest for unknown industries. These ideas are creative and we need to dive in with the same CFESA pride that got us a world class training facility. The energy is contagious and spreading to the entire industry. We are leading and the industry has noticed. Let's all work together with our other industry partners to make Food Service a First Career option.



Gary Potvin



Committee meetings started the conference off with a few action plans that were full of items and others that had completed their tasks and were looking for new projects to tackle. The board members explained the new committee process that is now in effect. The committees will have two co-chairs that are not board members in addition, each committee will be comprised of 20 members. If you are interested in joining a committee, please visit the CFESA website to complete and submit your committee member application.

The CFESA Board and team members had a wonderful time hosting the fall conference attendees during the opening reception held at the CFESA Global Training Facility. Attendees had a chance to tour the four training rooms, the conference room, and the headquarter offices. This was the first time members had a chance to visit headquarters and see the sponsorship wall honoring all those who helped create this facility. CFESA board members were stationed in each of the training rooms and provided an overview of the courses offered and the potential yet to come as the curriculums continue to grow. We want to thank Vulcan again for hosting the opening reception and Rob Taylor with Southbend for providing us with an evening of great music.

The second day of the conference hosted the membership meeting at which a vote was taken and passed to move the incorporation of CFESA from Michigan to South Carolina. Returning speaker Bryan Dodge of Dodge Development provided the 7 steps to double your business, and how to find and keep people. Rotating workshops covering changing employment laws, workplace safety and standard ethics filled the afternoon. CFESA's YEC (Young Executive Council), was tasked with developing a CFESA scholarship program to compliment the CFESA Cares program.

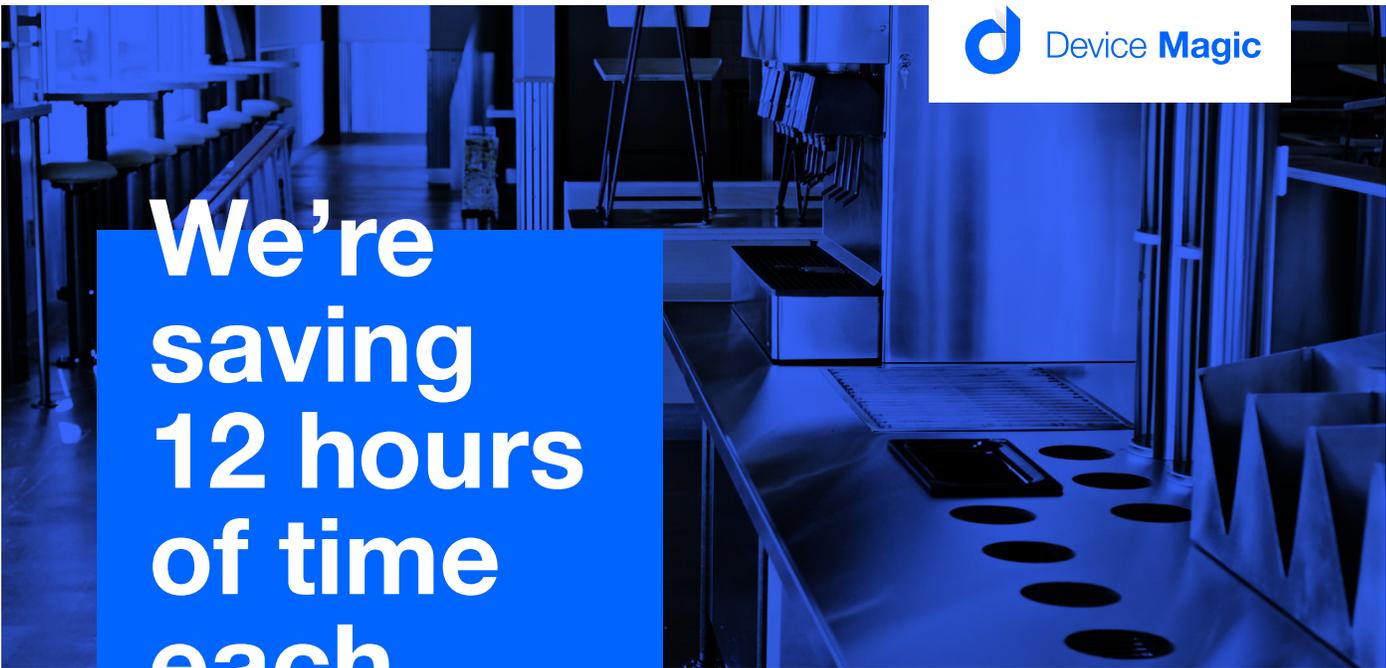
New Equipment Regulations and their impact on the service network was presented by Charlie Souhrada of NAFEM to kick off the last day of the conference. We then transitioned into a Regional workshop in which all the attendees were broken out into their CFESA regions and were assisted with planning 2017 regional meetings. The dates and locations are listed in this publication. You may also check the CFESA website for further details. The event ended with the President's reception and one last chance to network with friends.

The next CFESA conference is scheduled for October 16-18, 2017 in Austin, TX. Watch for more details to come.

I wish everyone a very Healthy and Happy Holiday Season!



Heather Price



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Cassidy Martin, General Parts LLC Named Foodservice Equipment Reports' 2017 Young Lion-Service Agent



Cassidy Martin, Manufacturer Program Coordinator for General Parts LLC, Westminster, Colo., has been selected as the winner of Foodservice Equipment Reports' 2017 Young Lion Award in the Service Agent category.

This award recognizes and honors younger professionals who have already made a significant impact on the foodservice equipment and supplies industry. "The future of any industry or market is dependent on the energy, expertise and commitment of its emerging leaders," said FER Publisher Robin Ashton, in announcing the award. We believe our Young Lions' dedication, vitality, creativity and intelligence will serve as an example that will help inspire others in the business.

FER made the selection in conjunction with the Commercial Food Equipment Service Association, CFESA. Martin will be honored at FER's Industry Awards Dinner, Feb. 10, 2017, at the Hyatt Regency Orlando, Orlando, Fla., and will be profiled in the magazine in December 2016 along with Young Lion Award winners from other foodservice industry segments and operations.

All of us at Foodservice Equipment Reports congratulate Cassidy on receiving this well-deserved recognition from colleagues in the industry. For further details on the awards selection process or other winners of the Young Lion Award for 2017, contact Robin Ashton at rashon@fermag.com or Beth Lorenzini, Editor in Chief at blorenzini@fermag.com

**CFESA
CONGRATULATES
FER AWARD WINNERS**



Paul Toukatly, Duffy's Equipment Service Awarded Foodservice Equipment Reports' 2017 Industry Service Award-Service Agent

Paul Toukatly, Service Manager for Duffy's Equipment Service, Sauquoit, N.Y., has been selected as the winner of the Industry Service Award sponsored by Foodservice Equipment Reports magazine in the Service Agent category.

This award was created by FER in 2005 to honor those who have made substantial contributions not just to their firms and associations, but to the equipment and supplies industry as a whole. "Paul's dedication of time, energy and intelligence to this business has made a significant impact and we believe his example will help inspire others," said FER Publisher Robin Ashton. Toukatly, immediate past president of the Commercial Food Equipment Service Association, continued CFESA's active participation in the "meeting of the minds" of the presidents of five major industry associations, NAFEM, FEDA, CFESA, FCSI and MAFSI. Their ongoing communication has resulted in the associations' working together toward common goals, including cross-channel education and attracting young people to the industry.

FER, assisted in the selection by the Board of Directors of CFESA, will honor Toukatly at FER's Industry Excellence Awards Dinner, Feb. 10, 2017, at the Hyatt Regency Orlando, Orlando, Fla. He also will be profiled in the magazine in the February 2017 issue of FER along with Industry Service Award winners from other foodservice industry segments and operations.



"We congratulate Paul on receiving this well-deserved expression of esteem from his peers and from all of us at FER," Ashton said.

EGSW Course Recap Oct 17 – 22, 2016 Linda Riley

The Fall EGSW class was well attended by 18 technicians from 14 different companies, including one manufacturer. It was also the first training that Dan Reese participated in as CFESA's Director of Training. We were fortunate to also have Paul Pumputis from Duffy's Equipment Services, David Duckworth from Commercial Kitchen Parts and Service, Frank Gorman from Manitowoc, Steve Craig from Everpure and Keith Pennison from Aquion here at different times during the week to work with Dan. Once again, the evaluations completed at the end of the week were positive with comments such as, "The instructors were very knowledgeable." "Lots of sharing ideas with other techs/instructors." "Great teachers. Learned more in 2 days of electrical than 3 months in HVAC school." There were also constructive suggestions, which we take to heart. We appreciate everyone who participated in the training and is willing to share their experience.



Refrigeration Course Recap Oct 31 - Nov 4, 2016 Linda Riley



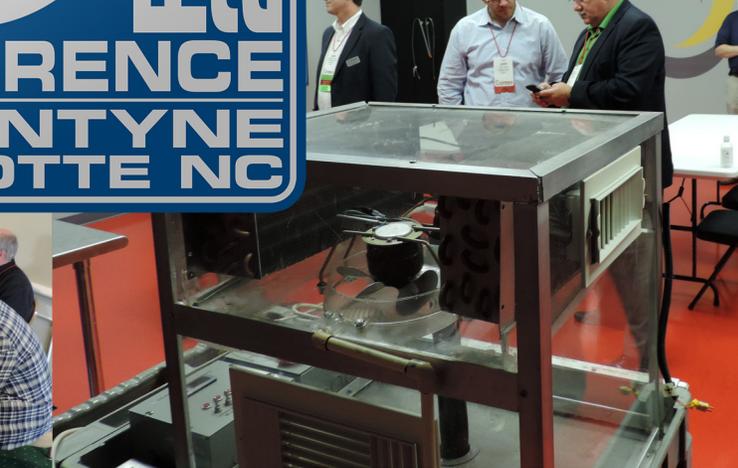
The Fall Refrigeration course hosted 17 technicians from 10 companies during the week of Oct 31 – Nov 4, 2016. As always, John Orr presented the subject of Refrigeration in a progressive manner, beginning with basic thermodynamics and ending the week with a look into the future, featuring the HACCP regulations. We appreciate John's long-time commitment to CFESA and training. Thanks go to RSI, Inc for allowing John to train for us on a regular basis.





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STAIR - EVERPURE
A'S RESTAURANT
COMPANY INC
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UPCOMING REGIONAL MEETINGS

REGION 1

Location: Las Vegas

Date: April 18 - 19, 2017

**Contact: Ken Beasley
ken.beasley@keyfood.ca**

REGION 2

Location: Illinois

Date: May 18, 2017

**Contact: TJ Coker
tj@cokerservice.com**

REGION 3

Location: Dallas, TX

Date: April 24 - 25, 2017

**Contact: Jonathan Riffe
jonathan@hagarrs.com**

REGION 6

Location: Quebec City

Date: May 5 - 6, 2017

**Contact: Stephanie Dubeau
stephanie@choquette-cks.com**

REGION 5

Location: Fort Wayne, IN

Date: April 2017

**Contact: Joe Birchhill
joe.birchhill@heritageparts.com**

REGION 4

Location: Chick-fil-a

Headquarters / Atlanta

Date: April 21 - 22, 2017

**Contact: Nick Cribb
cribb@samserviceinc.com**

CFESA members are invited to attend meetings in any region. All listed dates and locations are tentative and subject to change. For the most current information on CFESA regional meetings please visit the website at <http://cfesa.com/regions.asp>.

TECH TOOLS AT YOUR FINGERTIPS

With the changing world of technology and the invention of mobile apps available from Goggle or Apple, technicians have tools at hand using their tablets or smart phones. Some of these applications provide easy use without the monetary outlay nor space needs in trucks or toolboxes.

CamScanner is a free download that enables a tech to take pictures, copy work-orders or any paperwork and send it to the office or manufacturer. Many companies' software allows for this to happen through their portal. However, for those who do not have the capability this is a great tool to bill on the same day as the service was provided. It also provides an avenue to send startup forms, pictures etc to the manufacturer.

- WhatsApp- this can be used to take videos and /or chat rooms amongst techs at the same company.
- Goggle Translate- Allows a technician to communicate with a customer who speaks a different language.

There are also many technical apps that are available.

- OHM's law calculator
- PT calc-refrigeration calculator
- Bubble Level- leveler
- Dan Foss Slider and troubleshooter
- Dan Foss KoolCode (alarm codes, errors and parameters)
- Tecmseh Compressors
- Copeland Compressors

In today's world, you can YouTube almost anything to educate oneself on equipment. Be sure that you are using manufacturer/expert lead videos, not just self-help gurus.

There are also several websites that offer training and educational tools to advance your knowledge.

<https://edx.org/course/circuits-electronics-1-basic-circuit-mitx-6-002-1x#> is a free online circuit and analysis course. www.metricconversation.org is also a valuable tool.

There is so much that is right at our fingertips. If you can ask it, you can Google it!

Tina Reese
Commercial Appliance Parts & Service Inc

KNOWLEDGE IS POWER, BUT ONLY WHEN SHARED

Equipment uptime is critical. There may not be a chain where this is more emphasized than Subway, mainly because there is very little equipment redundancy in any of the 30,000 restaurants in the US and Canada.

Recent surveys have told us that the typical maintenance and repair spend for each store each year is almost \$3,500. In addition, Subway owner/operators report an average 3% business loss is due to critical equipment being down. Much of this can be avoided, but it requires a simple strategy with maintenance and training being central to the message.

Each Subway location is owned and operated by a franchisee. There are many multi-unit owners with three or more stores, but there are more single and two-unit owners that depend on high traffic rates to offset the low margin business. The lion's share of these restaurants are run by families who are new to this industry and are now faced with the task of keeping their expensive equipment asset running so they can serve customers. The problem is that many don't know what is required of them to ensure their equipment doesn't continuously fail.

What we are communicating to our franchisee base is not to focus solely on the purchase cost of equipment, but the costs associated with operating and keeping the equipment running. It is imperative for any restaurant operator to devote resources to clean and maintain appliances. How to perform these maintenance routines requires education and that's where CFESA has helped tremendously.

IPC (purchasing co-op for Subway) developed a week-long training session for up to 30 Subway attendees at a time to receive instruction on when and how to perform maintenance on each appliance in their restaurant. This equipment training is provided by Subway manufacturing partners. Instruction is given on how to perform simple and intermediate equipment maintenance, but also when to hand the job over to a professional. The training has proven to be a great success for attendees and for helping cut down some of the "nuisance" service calls that many CFESA members may have gotten from Subway in the past. The kind of calls that aren't covered in warranty and/or those that are difficult to collect payment. Another part of the message is to establish a scheduled maintenance program with a trusted local service company.

We have used the CFESA facility several times in 2016 after struggling to find appropriate facilities throughout the US and Canada for years. The new facility is beautiful and perfectly suited for any type of equipment training that we may consider providing our franchisee base in the future.

As someone in one of our classes put it, "knowledge is power, but only when shared". I would like to extend my appreciation to CFESA members and the amazing CFESA staff for providing the means to make this to happen.

-Don Purser
IPC (Independent Purchasing Cooperative)



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Bromley Parts & Service began as a small appliance repair shop located in downtown Little Rock, Arkansas in the late 1950's. My father, Bill Findlay, purchased this company from one of two brothers with the last name of Bromley in the spring of 1971. It was a well-known place in town to get all your small appliances repaired, so my father elected to keep the company name of Bromley. I remember as a young girl asking my Dad why he didn't change the name to our last name. He told me it was because he didn't want to get calls at home at night. Little did any of us know at that time that we would develop this small appliance repair shop into the 24 hour a day, industry leading commercial food service company for Arkansas that we are today.



In the fall of 1973, a gentleman, Ed Lane with General Electric Commercial came into our business offering us our first commercial line. With a hand shake and a smile our commercial parts & service division began. In the mid 1980's, while dabbling with major appliance parts, installing ceiling fans, working with power tools, vacuum cleaners and household microwaves, our commercial division had grown to the point that we elected to phase out everything to focus completely on the commercial food service side. Letting go of the small appliance division was a bit scary. This proved to be a good direction as the commercial side of our business grew rapidly, clearly establishing Bromley today as the market leader for Factory Authorized Parts & Service for the state of Arkansas, representing well over 60 commercial equipment manufacturers.

It was in 1992 that I purchased the business from my Father as he retired and passed in 1995. Being the youngest of 4 siblings and a "girl" I don't think this was what he expected, but I'd like to think he's happy with it today. I am proud to say I am coming up on my 40th anniversary here. We have a 10,000 sq foot building in downtown Little Rock stocked with well over a quarter of a million dollars in inventory. We are a CEFSA Certified Company and have been a member of CFESA since 1975. Our motto is "We Keep Your Kitchen Cookin" and we do our best every day to meet the challenges of our ever-changing industry, taking care of our customers with the latest training and the newest of technology, but still the southern way, with a hand shake and a smile.

CFESA teamed up with The National Restaurant Association Educational Foundation (NRAEF) to create the CFESA Service Excellence Scholarship. This scholarship was awarded to the following two individuals:



Caitlyn Baylie – Attending Johnson and Wales University and plans on receiving a Bachelor in Food Service Management and Associates in Baking and Pastry. She aspires to be a Pastry Chef and someday open her own bakery.

Mollie Wedekind – Attending Johnson and Wales University this fall to study Baking and Pastry Arts as well as Food Service Management and aspires to eventually own and operate her own bakery.

New Changes to CFESA Company Recertification Program

The CFESA BOD has voted to change the CFESA Company Recertification time from 3 years to 5 years to coincide with the CFESA technician recertification time frame. This change will take effect immediately and all current CFESA Certified companies recertification dates will be retroactive. Those completing recertification's this year (2016), may have an extension of 2 years added for a total of 5 years, or complete the recertification by Dec.31, 2016 and have the new 5-year recertification date apply. If you have any questions about your company recertification please contact Linda Riley (LRiley@cfesa.com).

2017 Membership Investment

Every year at the CFESA Fall board meeting the board discusses membership dues and rates for the following year. This Fall, the CFESA Board of Directors voted to approve a 5% increase in membership investment for 2017. This increase will help move forward projects on the strategic plan, such as evolving the training program, and updating the marketing of CFESA to potential new candidates for the foodservice industry. The association has made great strides over the past few years and will continue to keep the Mission and Vision of CFESA in the forefront of every decision. It is the boards intention to keep membership dues affordable while maintaining a fiscally strong association. If you have questions or concerns regarding this action or any other related to your association's finances, please feel free to reach out to your CFESA Treasurer at wstoutner@cfesa.com

Sincerely,
Wayne Stoutner, Treasurer

REMINDERS & UPCOMING EVENTS

INDUSTRY CALENDAR

The NAFEM Show 2017
February 9 - 11, 2017
Orange County Convention Center
Orlando, Florida
Booth #2838

RFMA Annual Conference
March 5 - 7, 2017
Gaylord Palms Resort
& Convention Center
Orlando, Florida
Booth #401

NRA Show
May 20 - 23, 2017
McCormick Place
Chicago, Illinois

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

www.cfesa.com/training.asp

Management Level 1
May 2 - 4, 2017

Management Level 2
September 26 - 27, 2017

Combi Training
April 3 - 8, 2017
August 21 - 26, 2016

EGS&W Training
March 20 - 25, 2017
September 11 - 16, 2017

Refrigeration Training
March 6 - 10, 2017
Oct 2 - 6, 2017

2016 CFESA TRAINING

COMPANIES WITH TECHNICIAN CERTIFICATIONS IN SEPTEMBER & OCTOBER 2016

AMERICAN KITCHEN MACHINERY & REPAIR COMPANY INC	EMR SERVICE	MARINI COMMERCIAL APPLIANCE INC
BAK-RE-PAIR INC	FESCO (FOOD EQUIPMENT SERVICE COMPANY)	MIDWEST FOOD EQUIPMENT SERVICE INC
CLARK SERVICE & PARTS	GARY'S EAST COAST SERVICE INC	NORWOOD'S COMMERCIAL APPLIANCES INC
COMMERCIAL APPLIANCE PARTS & SERVICE	GENERAL PARTS GROUP	PARTS TOWN
COMMERCIAL APPLIANCE SERVICE INC	GOODWIN TUCKER GROUP	REMCO INC
COMMERCIAL KITCHEN PARTS & SERVICE	HAGAR RESTAURANT SERVICE	RSI - REFRIGERATION SPECIALISTS INC
CSI - COKER SERVICES INC	HAWKINS COMMERCIAL APPLIANCE	SERVICE SOLUTIONS GROUP
DAN CONE GROUP	HORIZON BRADCO	TECH 24
ECOLAB EQUIPMENT CARE	K&N MANAGEMENT	TWC SERVICES INC
ELMER SCHULTZ SERVICES INC	KEY FOOD EQUIPMENT SERVICE LTD	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.

RE-CERTIFIED COMPANIES



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	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



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