Convention

			tney are to appear on the registr	r on the regisn
Firm NameAddress			Teck Box II	
City		State		
Zip	Phone		Badge Name	
Email Address			Full Name Badge Name	
Number of Parti	Number of Participants/Length of Registration		Full Name	
# Adults Full:	# Adults Daily:	Total No. of Days:	Badge Name	
# Children Full:	# Children Daily:	Total No. of Days:	Full Name Badge Name	
Make your c	Make your check payable to NSDA		Full Name	
□ Visa	□ MasterCard □ Discover		Badge Name	
No.		Exp.	NOTE: Special Registration Rates are valid deadlines listed. Children age 17 and under per person (ages 18 and up):	Rates are valid e 17 and under
Signature:			If registered and fully paid by	Full Convention Registration
REFUND PC you have	REFUND POLICY: If you register in advance and later find that you have to cancel — any time prior to convention — all	Vance and later find that vior to convention — all	At NPSC 2018 October 31, 2018 March 15, 2019 After March 15/At the door	\$300 \$350 \$390 \$440
money pre per registel	money prepaid will be refunded except a 15% processing fee per registered person less any other amounts owed to NSDA.	money prepaid will be refunded except a 15% processing fee per registered person less any other amounts owed to NSDA.	* Any non-member of NSDA who has NOT I for 2018 convention registration will also r	who has NOT ation will also

CHECK ALL THAT APPLY

# THE NATIONAL PROFESSIONAL SERVICE CONVENTION & PROFESSIONAL SERVICE TRADE SHOW

# SHERATON DFW AIRPORT HOTEL • IRVING, TX

The Annual Event For Service Professionals

Convention: April 1-5, 2019 (Monday-Friday)

— Welcome Reception April 1; 6-8 p.m. — Trade Show: Wednesday, April 3, 2019; 12-3 p.m.; 5-7 p.m.

Sponsored by: National Service Dealers Association (NSDA) & International Society of Certified Electronics Technicians (ISCET)

Technical/Management Seminars • Diversification Classes • Certification **Industry Meetings • Sponsored Events • Industry Trade Show** 

Whether you are a servicer/business owner, or offer something the service community needs to know about, you NEED to be there!

NSDA Membership/NPSC Special Offer: Join NSDA now, pay for a full registration for NPSC 2019 and receive ONE year complementary membership in NESDA/NSDA. This represents a savings of at least \$300. (Offer limited only to those who have never been a member of NSDA. Does not include hotel registration, travel expenses or incidentals.)

## **2018 TRADE SHOW EXHIBITORS**

**CDA Software** Electro Parts

**Encompass Supply Chain** Solutions Inc. JustPressOne Marcone National Service Alliance (NSA) **Ness Electronics** New Vision Communications

PlusOne Solutions PTS Electronics Rossware Computing Samsung Electronics America ServiceBench LLC Service Power Union Electronics

### NSDA SERVICE MANAGEMENT COLLEGE



You like running your own business. But do you sometimes feel as though your business is running you? You may already be a great tech, but great techs need to learn how to become great business owners! How can we create a culture of change within our business without creating confusion?

During NSDA Service Management College classes, you will work on your business by developing new skills and creating specific action plans that will immediately improve your own business. Your business will see immediate improvement because you attended the NSDA Service Management College at NPSC!

At NSDA Service Management College you will learn:

- The skills to run your business profitably
- How to make your business valuable
- How to enjoy time off and still have your business make money
- How to keep from being chained to your business

NSDA Service Management College is NOT a series of 2-hour "pep talks" that will be forgotten when you get back home. Rather, the courses are intensive workshops where you will learn essential skills and be provided with the tools required to identify the improvements you need to make in your business.

You will also walk away with a detailed action plan that will enable you to implement those changes when you return



#### The 2019 NSDA Service Management College classes and tentative schedule are as follows:

Process Improvement Secrets Tuesday morning Customer Interaction Wednesday morning How to Get Into Appliance Repair Tuesday morning Relationship Marketing Wednesday/Thursday







## SHERATON DFW AIRPORT HOTEL • IRVING, TX

4400 W. John Carpenter Freeway, Irving, TX 75063

Convention: April 1-5, 2019 • Trade Show: April 3, 2019

Sponsored by: National Service Dealers Association (NSDA) & International Society of Certified Electronics Technicians (ISCET)

No resort fee, Complimentary high-speed Internet, complimentary self-parking, and airport shuttle

**Special Room Rates:** Room rates at the Sheraton DFW Airport Hotel in Irving are only \$135 single or double. Children 17 years and under stay free with parents. Rates do not include room tax. A special block of rooms has been set aside for NPSC attendees. Rooms are subject to availability after the entire block is sold or after the block expires at 5 p.m. Friday, March 8, 2019. To be sure that you get a room and avoid a higher rate, reserve early. **To reserve a room by phone, call 888-627-8190. To reserve online, visit this link: Group Rate For NPSC 2019** 

### **TENTATIVE 2019 SCHEDULE\***

For the most up-to-date schedule, please visit the NSDA website Convention page at https://nesda.wildapricot.org/event-2984591

Red italics denotes NSDA Service Management College (more management classes to be added)

MOND	AY—April 1, 2019	9-10:30 a.m.:	MANAGEMENT SEMINAR:	12 Noon-1 p.m.:	LUNCHEON, sponsored by
Registration Desk Open 11 a.m.–6 p.m.			Relationship Marketing for	1.00 4.00	NSDA/ISCET
1:30-6 p.m., 6-8 p.m.:	NSDA Board Meeting Welcome Reception		the Small Servicer SEMINAR: LG Appliances Diagnostics Training	1:00-4:00 p.m.:	Sharp - Induction Cook Top - Wall Oven - Microwave Drawer
•	(Cocktails & Appetizers)	9 a.mNoon:	MANAGEMENT SEMINAR: NSMC Customer	!:00-3 p.m.:	Samsung GSPN Training Class
TUESDA	AY—April 2, 2019	0 10 N	Interaction	1:30-3 p.m.:	Service Summit
Registration De	sk Open 7:30 a.m.–6 p.m.	9 a.m12 Noon:	Samsung 2019 DTV Technology	2:30-3:30 p.m.	NSDA Financial Benefit Programs
		12 Noon-3 p.m.:	TRADE SHOW FIRST HALF	2:30-3:30 p.m.:	SEMINAR: Customer
7:30-8 a.m.:	First Timer Orientation **door prizes**		with Lunch Noon-1 p.m.		Service Representative
8-9 a.m.:	BREAKFAST, sponsored by	3-5 p.m.:	SEMINAR: LG Panel Diagnostics		(CSR)
0 / 0.111	Mitsubishi	3-5 p.m.:	EXHIBITOR BREAKOUT:	3:30-5:30 p.m.:	Samsung GSPN Training
9 a.m12 Noon:	MANAGEMENT SEMINAR:	о о ратпа	CDA Software User	0.00 0.00 p.i/ii.	Class
	Process Improvement	3-4 p.m.:	Group EXHIBITOR	5:30-7 p.m.:	NSDA Town Hall/Annual
9 a m -12 Noon	Secrets for Small Servicer SEMINAR: Philips TV training		BREAKOUT: Encompass		Membership Meeting/
7 0.111. 12 110011.	on 55,65,& 75PFL5903/F7	3-4 p.m.:	Supply Chain Solutions, Inc.	7-7:30 p.m.:	Election of Officers NSDA Incoming Board
9 a.m12 Noon:	SEMINAR: Samsung Home	3-5 p.m.:	EXHIBITOR BREAKOUT:	7 7.50 p.m.	Meetina Board
0 1011	Appliance Technology		Best Practices by Service	7:30-11 p.m.:	DINNER, Night on the
9 a.m12 Noon:	Sharp - Induction Cook Top - Wall Oven -	0.5	Bench and Asurion		Town—Dinner on Your
	Microwave Drawer	3-5 p.m.:	Samsung 2019 DTV Technology		Own
12 Noon-1 p.m.:	LUNCHEON, sponsored by		recririology	FRIDA	Y—April 5, 2019
	ServiceBench/NSDA		l		sk Open 7:30 a.m.–6 p.m.
1:15-4:15 p.m.:	SEMINAR: Samsung Home Appliance Technology	5-7 p.m.:	TRADE SHOW CONTINUES;	Registration De	sk open 7.50 d.m0 p.m.
1:15-4:15 p.m.:	SEMINAR: CET (Certified		COCKTAIL PARTY IN TRADE SHOW AREA	8-9 a.m.:	BREAKFAST, sponsored by
oo p	Electronics Technician)		IKADE SHOW AKEA	0.10	NSDA/ISCET
	Prep Class	THURSD	AY—April 4, 2019	9-10 a.m.	Hall of Fame Honoree Meeting (Private)
1:15-4:15 p.m.:	SEMINAR: Philips TV training		sk Open 7:30 a.m.–6 p.m.	9 a.m12 p.m.:	ISCET Board/Annual
4:30 p.m.:	on 55,65,& 75PFL5903/F7 KEYNOTE ADDRESS	. <b>3</b>			Membership Meeting
5:15 p.m.:	INDUSTRY ANGEL	7:30-8 a.m.:	First Timer Orientation		LUNCH - ON YOUR OWN
	RECOGNITION		**door prizes**	9 a.m12 Noon:	SEMINAR: How to Get Into

#### WEDNESDAY—April 3, 2019

**RECOGNITION** 

DINNER, Sponsored by

Encompass, NSA, OnPoint

(An Event to Remember)

**COCKTAILS** 

6-7 p.m.:

7 p.m.:

Registration Desk Open 7:30 a.m.-6 p.m.

7:30-8 a.m.: First Timer Orientation

\*\*door prizes\*\*

8-9 a.m.: BREAKFAST, sponsored by

Panasonic

\* (changes may occur, as required)

7:45.-8:45 a.m.: BREAKFAST, sponsored by

9:10-10:15 a.m.: Servicer Information

10:30-11:35 a.m.: Servicer Information

Warrantech/NSDA

of Companies)

of Companies)

Symposiums (First Half

Symposiums (Second Half

**Appliance Repair** 

COCKTAIL PARTY

NSDA/ISCET

NSDA/ISCET Awards

1:30-5 p.m.:

1:30-5 p.m.:

6-7 p.m.:

7 p.m.:

SEMINAR: HDMI, Plasma

and Wi-Fi, Dan Mundy

**CERTIFICATION TESTING** 

FOR CET, CSM, MST, CSR

Banquet, sponsored by