

Class List for ASTI 2022



Seas the Moment
and reconnect
ASTI 2022 | St. Pete Beach, FL

Classes will run Sunday, January 16, 2022, 8:00 am - Thursday, January 20, 2022.

The Trade Show will be held Tuesday, January 18, 2022 5:00 pm - 9:00 pm & Wednesday, January 19 7:00 am - 11:00 am.

*Classes subject to change.

CLASS	DATE	START TIME	INSTRUCTOR
Breakfast	01/16/2022	6:30 AM	
ASTI 101	01/16/2022	8:00 AM	Dave Smith, Brannon Harris, Sarah Brown
Know Your Numbers – The Cost of Doing Business	01/16/2022	8:00 AM	James Dolbeare
ServiceDesk - Introduction to	01/16/2022	8:00 AM	Karie Sevigny
Hisense Dishwasher	01/16/2022	10:00 AM	Tim Burdick Jr.
Wrenches To Riches: The 3 Keys of Transforming from a Technician to a REAL Business Owner	01/16/2022	10:00 AM	Don Harris
Lunch	01/16/2022	11:30 AM	
Customer Service - A Practical Approach to Communicating With Today's Customer	01/16/2022	1:00 PM	Renee Galioto
Peer Group Informational Sessions	01/16/2022	1:00 PM	Fred Holbrook, Corrine Caruso
ServiceDesk - Updates & New Features	01/16/2022	1:00 PM	Glade Ross
Hisense Refrigeration	01/16/2022	3:00 PM	Tim Burdick Jr.
ServiceDesk Users Group Tips & Tricks Part 1/2	01/16/2022	3:00 PM	Jeff Micelli
Are Your Employees Stealing From You?	1/16/2022	3:00 PM	Angela Sticca Snyder
Early Morning Brainstorming	01/17/2022	6:00 AM	
Breakfast	01/17/2022	6:30 AM	
Opening/Welcome - Keynote: Fifteen Things All Successful Companies Have In Common	01/17/2022	7:00 AM	Bill Kinnard
Beko Refrigeration	01/17/2022	8:00 AM	John Oliver, Matt Bridgeman
CSR Business Accelerator	01/17/2022	8:00 AM	Jeremiah Webb
Frigidaire 17cf French Door Bottom Freezer	01/17/2022	8:00 AM	
Hisense Dishwasher	01/17/2022	8:00 AM	Tim Burdick Jr.
Overcoming Pricing Objections/Complaints	01/17/2022	8:00 AM	James Dolbeare
ServiceDesk - Developer Q & A	01/17/2022	8:00 AM	Glade Ross
Growth Crisis and Growing Pains	01/17/2022	8:00 AM	Jeremy Davis, Phil Whiteford, Linley Dew, Matt Janowiecki
Frigidaire Gallery 4 Door Refrigerator	01/17/2022	10:00 AM	
Hisense TV	01/17/2022	10:00 AM	Tim Burdick Jr.
How to Get the Most out of Each Service Call	01/17/2022	10:00 AM	Stuart Pyburn
r-600A Servicing & Handling	01/17/2022	10:00 AM	Jeremie Hedges
Warranty Tips & Managing ARs	01/17/2022	10:00 AM	Krystle McConnell, Morgan Galioto
The Price Is Right...or Is It?	01/17/2022	10:00 AM	Bill Kinnard
Lunch	01/17/2022	11:30 AM	
Beko Refrigeration	01/17/2022	1:00 PM	John Oliver, Matt Bridgeman
Brainstorming to Generate Top-Notch Technicians	01/17/2022	1:00 PM	Heather Dyer, Chris Yoder

Frigidaire Top Load Laundry Center	01/17/2022	1:00 PM	
Owner Transition – Insights into Four distinct options when planning to retire	01/17/2022	1:00 PM	Dean Landers
ServiceDesk Mobile - For Technicians	01/17/2022	1:00 PM	Stephen Abrahamsen
Sub Zero Classic Refrigeration	01/17/2022	1:00 PM	Tyler Verri, Kenny Santiago
Mobile-First: How (and why) to Modernize Your Communication and Marketing	01/17/2022	1:00 PM	Christina Kraker
Electrolux Double Wall Oven	01/17/2022	3:00 PM	
Responding to Negative Reviews	01/17/2022	3:00 PM	Fred Holbrook
ServiceDesk Mobile - Developer Q & A	01/17/2022	3:00 PM	Stephen Abrahamsen
Working with Family - Discussion/Brainstorming	01/17/2022	3:00 PM	Renee Galioto
Profit Is Important but Cash Flow Is Critical	01/17/2022	3:00 PM	Bill Kinnard
Early Morning Brainstorming	01/18/2022	6:00 AM	
Breakfast	01/18/2022	6:30 AM	
Fundamentals of Refrigeration	01/18/2022	8:00 AM	Eric Hollister
Beko Dish	01/18/2022	8:00 AM	John Oliver, Matt Bridgeman
Electrolux Double Wall Oven	01/18/2022	8:00 AM	
Faber Ventilation	01/18/2022	8:00 AM	Matthew Avery
Warranty Work - What's It All About?	01/18/2022	8:00 AM	Corrine Caruso
ServicePower Profile & Claims Processing	01/18/2022	8:00 AM	Wendell Vicente
5 Tricks for Writing Google Ads that Stand Out From Your Competitor on a Busy SERP	01/18/2022	8:00 AM	Mark Irvine
How to Create a Perfect Service Company	01/18/2022	8:00 AM	Randy Whitehead
Insurance - What You Need and The Do's & Dont's	01/18/2022	10:00 AM	Neal McConnico, Rod Murphy
Hestan Outdoor Cooking	01/18/2022	10:00 AM	Harry Whitehouse
How to Fire an Employee	01/18/2022	10:00 AM	Suzi Lemen
r-600A Servicing & Handling	01/18/2022	10:00 AM	Jeremie Hedges
Frigidaire Top Load Laundry Center	01/18/2022	10:00 AM	
The Future of Smart Technology in Appliances	01/18/2022	10:00 AM	Panel Discussion - Facilitator: Steve Zimmerschied; Panel: Chrissy German (Whirlpool), Matt Faber (Electrolux), Brooks Zweifel (Miele),
How to Avoid an IRS Audit	1/18/2022	10:00 AM	Angela Sticca Snyder
Lunch	01/18/2022	11:30 AM	
Address to Group- Aquant	01/18/2022	12:00 PM	Sindey Lara
Bertazzoni Cooking	01/18/2022	1:00 PM	Mike Krieger
Beko Dish	01/18/2022	1:00 PM	John Oliver, Matt Bridgeman
Creative Ways To Find and Hire Employees - Panel Discussion	01/18/2022	1:00 PM	Tom Kissane, Scott McConnell, George Dempsey, Bob Dougherty
Frigidaire 17cf French Door Bottom Freezer	01/18/2022	1:00 PM	
GLEEPS and the Real Value of Customer Service	01/18/2022	1:00 PM	Dean Landers
ServicePower Profile & Claims Processing	01/18/2022	1:00 PM	Wendell Vicente
Whirlpool Commercial Laundry - The Key to Your Success	01/18/2022	1:00 PM	Christopher Vasconcellos

Running a Better Operation & Increasing Revenue Through CX	1/18/2022	1:00 PM	Joe Lucido
Liebherr Refrigeration	01/18/2022	3:00 PM	Robert Marriott, Mike Pullano, Tiffany Phillips
Workplace Culture and Retention	01/18/2022	3:00 PM	Doug Scheer
Frigidaire Gallery 4 Door Refrigerator	01/18/2022	3:00 PM	
Protecting your Assets: Avoid Lawsuits, Save on Taxes & Prepare for the Future	01/18/2022	3:00 PM	Larry Oxenham
Trouble Shooting Dishwashers and Laundry Performance – Is it something other than the Machine?	01/18/2022	3:00 PM	Diane Hoffmann
Whirlpool Dishwasher	01/18/2022	3:00 PM	
Trade Show	01/18/2022	5:00 PM	
Early Morning Brainstorming	01/19/2022	6:00 AM	
Breakfast	01/19/2022	6:30 AM	
Trade Show	01/19/2022	6:30 AM	
Liebherr Refrigeration	01/19/2022	8:00 AM	Robert Marriott, Mike Pullano, Tiffany Phillips
Beko Range	01/19/2022	8:00 AM	John Oliver, Matt Bridgeman
Miele G5000 series Dishwashers	01/19/2022	8:00 AM	Miele, Brooks Zweifel
Owner/Operator - Next Steps to Professionalize Your Business Operations & Take It To The Next Level	01/19/2022	8:00 AM	Dean Landers
ServiceDesk -Taxes and Tax Reports	01/19/2022	8:00 AM	Karie Sevigny
Inventory Management	01/19/2022	8:00 AM	Michael Noe
Whirlpool Refrigeration (Repeat)	01/19/2022	8:00 AM	
Customer Service - A Practical Approach to Communicating With Today's Customer	01/19/2022	8:00 AM	Renee Galioto
Bertazzoni Cooking	01/19/2022	10:00 AM	
Managing the Dynamics in a Family Business	01/19/2022	10:00 AM	Corrine Caruso
Protecting your Assets: Avoid Lawsuits, Save on Taxes & Prepare for the Future	01/19/2022	10:00 AM	Larry Oxenham
ServiceDesk - Stocking Inventory	01/19/2022	10:00 AM	Karie Sevigny
ServiceDesk Users Group Tips & Tricks Part 2/2	01/19/2022	10:00 AM	Jeff Micelli
Sub Zero Classic Refrigeration	01/19/2022	10:00 AM	Tyler Verri, Kenny Santiago
Trouble Shooting Dishwashers and Laundry Performance – Is it something other than the Machine?	01/19/2022	10:00 AM	Diane Hoffmann
Lunch	01/19/2022	11:30 AM	
Beko Range	01/19/2022	1:00 PM	John Oliver, Matt Bridgeman
Growing Your Team - Recruiting and Hiring in 2022	01/19/2022	1:00 PM	Chris Igou, Career Plug
Hestan Outdoor Cooking	01/19/2022	1:00 PM	Harry Whitehouse
Hisense Refrigeration	01/19/2022	1:00 PM	Tim Burdick Jr.
Miele G5000 series Dishwashers	01/19/2022	1:00 PM	Miele, Brooks Zweifel
ServiceBench Mobile App	01/19/2022	1:00 PM	
ServiceDesk - Special Order Parts #1	01/19/2022	1:00 PM	Karie Sevigny
The Big Shift: Pay, Hiring, etc.	01/19/2022	1:00 PM	Suzi Lemen

The Future of Claims Handling	01/19/2022	1:00 PM	Janice Salmon
Whirlpool Dishwasher (Repeat)	01/19/2022	1:00 PM	
Faber Ventilation	01/19/2022	3:00 PM	Matthew Avery
Hisense TV	01/19/2022	3:00 PM	Tim Burdick Jr.
Running A Small Service Company	01/19/2022	3:00 PM	David Oliva
ServiceBench – New Features and Best Practices	01/19/2022	3:00 PM	Kevin Dougherty, Chana Flieg
ServiceDesk - Special Order Parts #2	01/19/2022	3:00 PM	Karie Sevigny
Trouble Shooting Dishwashers and Laundry Performance – Is it something other than the Machine?	01/19/2022	3:00 PM	Diane Hoffmann
Whirlpool Commercial Laundry - The Key to Your Success	01/19/2022	3:00 PM	Christopher Vasconcellos
Expensive Business Mistakes to Avoid	1/19/2022	3:00 PM	Angela Sticca Snyder
Banquet and Award Dinner	01/19/2022	6:00 PM	
Early Morning Brainstorming	01/20/2022	6:00 AM	
Breakfast	01/20/2022	6:30 AM	
Anti-Sales Method - Get Rid of Hard Sales and Double or Triple Sales Volume	01/20/2022	8:00 AM	Jeremiah Webb
Fundamentals of Gas	01/20/2022	8:00 AM	Eric Hollister
Benefits of UASA// Are you interested in joining the board and the requirements?	01/20/2022	8:00 AM	Maggie Wolfe, Manny Ortega, Renee Galioto
Maximizing The Value of Your Business at Sale	01/20/2022	8:00 AM	Terry Kelm
Peer Group Informational Sessions	01/20/2022	8:00 AM	Fred Holbrook & Corrine Caruso
ServiceDesk - Zone Management	01/20/2022	8:00 AM	Karie Sevigny
Whirlpool Refrigeration	01/20/2022	8:00 AM	
Running a Better Operation & Increasing Revenue Through CX	1/20/2022	8:00 AM	Joe Lucido
Employee Theft	01/20/2022	10:00 AM	Debbie Klintworth
ServiceDesk - Routing & Optimization	01/20/2022	10:00 AM	Karie Sevigny
Wrenches To Riches: The 3 Keys of Transforming from a Technician to a REAL Business Owner	01/20/2022	10:00 AM	Don Harris
Lunch	01/20/2022	11:30 AM	