

Hoshizaki Service School Invitation

Thursday March 23, 2017

Hosted By: Automatic Ice Maker Company



February 27, 2017

Ladies and Gentlemen,

I am pleased to announce that we will once again be conducting our Hoshizaki Service training seminars, on Thursday, March 23rd, at Snuffy's Pantagis, 250 Park Ave (Rt 22 East), Scotch Plains, New Jersey.

Because we have such a mix of both experienced mechanics and those new to our equipment, we have found it best to "segregate" our customers into two groups and run two service schools on the same day, with each school being catered towards different levels of experience.

The afternoon school (from 2:00 p.m. to 5:00 p.m.) will be focused towards those who are new or unfamiliar to our equipment, with the evening seminar (from 6:00 p.m. to 9:30 p.m.) for those that are more familiar with our equipment, targeting advanced troubleshooting procedures and maintenance on our KM cubers. – We will also "throw in" a small dose of flaker troubleshooting and maintenance, as well as updates on our ever growing Hoshizaki Commercial series refrigeration products.

A full hot buffet dinner will be held at 5:00 p.m. (SHARP!) for those from the first school who want to stay for dinner, and, to welcome those coming for the evening session.

Unfortunately, in running seminars of this style, scope, and size, there are a few logistical guidelines that the Hoshizaki factory insists upon, as we usually have more dealers who want to attend than we have space for. Additionally, if you have attended one of our seminars in the past, you'll remember that, especially when it comes to "feeding" time, we spare no expense in making our customers feel comfortable, give away great door prizes, and do everything we can to make the learning process of how to service our equipment as enjoyable as possible. However, our experience in doing these seminars and NEW STRICT FACTORY GUIDELINES dictate that:

1. We must limit the amount of technicians attending each session (afternoon or evening) to three (3) per company. Special requests for sending more than 3 technicians **must be cleared by our office in advance only AFTER we have given all our customer's ample time to respond.** Renee in our office will keep a list of these requests, and clearance given on a first asked, first received basis, again, **after** we have given all customers a chance to respond to us.
2. Our service seminars, service manuals, and dinner are all provided to you by Automatic Ice and Hoshizaki at no charge. However, as we serve a full hot buffet dinner, we require a \$50.00 per technician **REFUNDABLE RESERVATION DEPOSIT**, to insure your place at the seminar. "Reservation Deposit" checks will be returned to attendees at the registration desk at the seminar. We have in the past, had occasions where we have had to pay for well over fifty (50)

dinners that were “no shows” to the seminars. Not only is this, to be blunt, a costly waste, but, it created lots of “ill will” as it prohibited 50 other technicians from being able to attend the seminar, as we had reserved space for the “no show” people, turning away others who wanted to come. Therefore, please note - your simple response to the seminar by email or phone does NOT reserve your space – you MUST send in the appropriate **REFUNDABLE** “Reservation Deposit”.

3. Please R.S.V.P to Renee in our office either by phone, 1-800-423-4787, or by email, autoice03@aol.com no later than March 16th. Reservations are on a “first come, first serve basis”. Please respond as soon as possible, as space fills up QUICKLY!!!!
4. Hoshizaki Tech Support has told us specifically that they do not want attendees going to both seminars, as they feel individuals cannot possibly retain the amount of information that both the seminars present. Therefore, we must abide by the Hoshizaki factory’s guidelines and state that we can’t accept reservations for technicians attending both schools.

SEMINAR SCHEDULE REVIEW:

R.S.V.P NO LATER THAN MARCH 16, 2017

Hoshizaki Introductory Seminar:

Thursday, March 23rd – 2:00 p.m. to 5:00 p.m.

Hoshizaki Cuber Advanced Troubleshooting Seminar:

Thursday, March 23rd – 6:00 p.m. to 9:30 p.m.

DINNER FOR BOTH SEMINARS SERVED AT 5:00 P.M. SHARP!

Should any of you have any questions or concerns, please feel free to contact us at
1-800-423-4787

Snuffy's Pantagis

250 Park Avenue (Route 22 East)
Scotch Plains, NJ 07076

IMPORTANT NOTE!!!!!!

Snuffy’s Pantagis is in a very high traffic area – please allow for this in your travel plans!

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