



## WHIRLPOOL TAKING STEPS TO ADDRESS THE CRITICAL SHORTAGE OF IN-HOME SERVICE PROFESSIONALS (TECHNICIANS) IN THE MAJOR APPLIANCE INDUSTRY

### Inside this issue:

Regional Training Centers	2
Training Agenda	2
Western Manger Appointed	2
Servicematters.com	3
ihsp-jobs.com	3
Skills USA	3
2005 RTC Training Schedule	4

### Special points of interest:

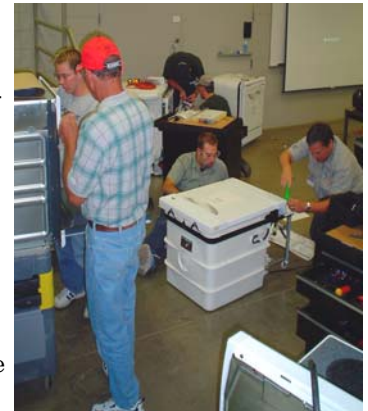
- \* Critical Shortage of In-Home Service Professionals (IHSP)
- \* Whirlpool opens 6 Regional Training Centers.
- \* Second Manager of Business and Employee Development Hired
- \* 2005 RTC Schedule released

Whirlpool Corp. leads the way once again!

Whirlpool Corporation recognizes the critical shortage of In-Home Service Professionals. Over the past couple years they have led the way addressing this by developing six Regional Training Centers around the entire Country. We provide 4 weeks of in depth training on each product category, Refrigeration, Laundry and Kitchen Products. Here a Service Professional can enhance their skills with hands on training. We also are creating an awareness of the opportunities in our industry by visiting career guidance counselors at both the high school level and the voca-

ational education level. We have two Mangers of Business and Employee Development dedicated to Industry Recruitment and our Regional Training Centers.

Another resource we are using is a recruitment booth at most of the Major Appliance Service Conventions such as, USA, PSA, Marcone World and Skills USA National Conventions. We are able to display and talk to those who attend these conventions about all that Whirlpool is doing to address this industry wide problem and raise the awareness and excitement of being an In-Home Service Professional and what a satisfying career it can be.



## Sixth Regional Training Center Opened

Whirlpool Corp. announces opening of it's Sixth Regional Training Center in La Puente, CA.

Hacienda La Puente Adult Education Center was chosen recently to be the sixth training center that Whirlpool has partnered with. We now have each geographical area of the coun-

try covered so that everyone will be within a reasonable distance to attend one of our in depth hands on training sessions.

LaPuente Adult Education Center has a full time Major Appliance Technology program with open enrollment. This program gives

adults an opportunity to train for a new career and or be retrained if they have been laid off from their current job. LaPuente also has a good track record of job placement for those who complete the course, according to instructor Mike Criss. (626-934-2936)

## Whirlpool's Regional Training Centers

*Whirlpool Corp. now has Six Regional Training Centers.*

*They include:*

*Madison Park Vocational High School / Boston, MA*

*Dunwoody College of Technology / Minneapolis, MN*

*Robert Morgan Educational Ctr. / Miami, FL*

*Tulsa Technology Ctr. / Tulsa, OK*

*Los Medanos College / Pittsburg, CA*

*LaPuente Adult Education Ctr / LaPuente, CA*



*Dunwoody College of Technology*

## Regional Training Centers Agenda

The agenda at each of our RTC's consists of four week long courses.

**Refrigeration** which includes Refrigerators and Ice Makers.

**Kitchen** which includes all Cooking products and Dishwashers

**Laundry** which includes Washers, Dryers and the Personal Valet

Due to popularity, the Refrigeration program repeats itself during the fourth week to

give more students an opportunity to attend.

Classes run 8:30 a.m. thru 5:00 p.m. Tuesday thru Thursday and 8:30 a.m. to 2:00 p.m. on Friday.

**"The cost of the class includes the Training, Hotel, Breakfast, Lunch and Transportation to and from the Hotel and RTC. As you can see it is quite a value for the cost. "**

These classes cover Whirlpool and KitchenAid products in depth with both class presentation and Hands on. Class size is limited to 12 students and there are 2 instructors to insure a good learning environment.

The cost of the class includes the Training, Hotel, Breakfast, Lunch and Transportation to and from the Hotel and RTC. As you can see it is quite a value for the cost.

For more information and a registration form, go to [www.servicematters.com](http://www.servicematters.com) and click on Educational Solutions

## Second Manager of Business Development Hired for Western US

Whirlpool appoints second Manager of Business and Employee Development.

Robert Davie was recently appointed the Western Region Manager of Business and Employee Development who will work closely with Greg Doster who has been managing the entire US for the past 2 years.

With the opening of 3 more Regional Training Centers in 2004 it became necessary to have a Manager on both coasts. The primary responsibilities of Greg and Bob are to man-

age and train at the RTC's, host recruiting booths at the major trade shows and conventions. The Whirlpool recruiting booths are to get out the awareness of the critical shortage of IHSP's in our industry for the benefit of all.

We are also working with career guidance counselors and with other Colleges to help them establish Major Appliance Technology programs. In many cases, Vocational Colleges had a (MAT) program at one time but closed it for various reasons. We have de-

veloped a curriculum, which we share with these administrators to generate a renewed interest in Major Appliance Technology as a viable and very fulfilling career.

We need your help in locating additional vocational schools that have or want to start an MAT program. LET US KNOW.....

## Http://www.servicematters.com

The accolades are pouring in for Whirlpool’s industry leading web site “Servicematters.com”.

This useful site is available to all service companies whether they are authorized or not. Here a Service Company can find all of the latest service information including but not limited to, Job Aids, Wiring Diagrams, Multimedia presentations, links to our Field Force and also a link to our six Regional Training Centers.

Recent additions to this site include IHSP News, Parts Support and a Save-A-Call link.

A Spanish version of Service matters.com was also added. It can be accessed by clicking on the link at the bottom of the English version.

Check out <http://www.servicematters.com> and let us know what you think!

**Service Matters Online**

- IHSP NEWS NEW!
- TECHNICAL REFERENCE
- TECHNICIAN'S CORNER
- FIELD SERVICE SUPPORT
- PARTS SUPPORT NEW!
- BUSINESS MANAGEMENT TOOLS
- EDUCATIONAL SOLUTIONS
- MULTIMEDIA
- SAVE-A-CALL NEW!
- WARRANTY SUMMARY
- CONTACT WEBMASTER
- TRADE PARTNERS
- IHSP-JOBS.COM
- HOMEWISER
- TECH STORE
- DOWNLOADS

TON.

SERVICE MATTERS ESPANOL
 SERVICE MATTERS USA
 SERVICE MATTERS NARGO

For more information on Service Matters please call Gary Wallace at 269-923-4250

Whirlpool © Registered Trademark™ Trademark of Whirlpool, U.S.A. All Contents © 2001 Whirlpool. All Rights Reserved.

<http://www.servicematters.com>

## Http://www.ihsp-jobs.com

Whirlpool Corporation recognizing the need for Employers and Employees to find each other and has developed a web site where employees may post their resumes and employers may post job openings.

In-Home Service Professionals and Appliance Companies now have a way to find each other. We hear everyday how companies are looking to hire more IHSP's. We hope this new tool will facilitate the search process and Companies will be able to fill some of their critical needs.

Please submit a success story if you have hired an IHSP through the ihsp-jobs web site!

**“In-Home Service Professionals and Appliance Companies now have a way to find each other.”**

Post Date	Job Title	Job Available In	Expires on
22/03/2004	APPLIANCE SERVICE TECH/Will Train	FARRBANKS, AK	21 / 01 / 2005
19/04/2004	APPLIANCE REPAIR TECHNICIAN	Boise, Idaho	18 / 01 / 2005
19/04/2004	Service Tech	Westland, MI	17 / 12 / 2004
17/04/2004	service tech	murray ny 10952	16 / 11 / 2004
13/04/2004	Delivery/Install/ Repair Technician	Austin, Texas	11 / 12 / 2004
13/04/2004	Service Technician	Austin, Texas	11 / 12 / 2004
12/04/2004	MAJOR APPLIANCE TECH	JACKSONVILLE, FLORIDA	10 / 12 / 2004
12/04/2004	SERVICE TECH	Lebanon, OH	11 / 11 / 2004
09/04/2004	APPLIANCE REPAIR TECHNICIAN/Will Train	BETWEEN WORCESTER AND NEWTON MA, ACTION CONCERNED TO DOWN SHERIDAN AVENUE	08 / 01 / 2005
06/04/2004	major appliance service	Grand Rapids, MI	08 / 11 / 2004

<http://www.ihsp-jobs.com>

## WHIRLPOOL SUPPORTS SKILLS USA NATIONAL COMPETITION

Each Year Skills USA conducts a national competition in Kansas City, Missouri during the Month of June.

The Major Appliance Technology (MAT) division includes representatives from all-over the United States. There are two divisions. There is a Kids division and an adults division. Winners are chosen in each division.

Each year Whirlpool participates by furnishing judges for the National competition.

Field Service Representatives selected from around the Country take turns representing Whirlpool Corporation as judges for the Skills competition. The two Managers of Business and Employee Development for Whirlpool also attend along with their Department Manager Mike Hall.

Whirlpool Corporation also supports Skills by having a recruiting booth each year and providing some of the awards to the winners of the competition. This competition is widely attended by competitors in dozens of Vo-Tech categories.



Skills USA / Kansas City / June 2004

# Whirlpool Corporation

Regional Training Centers  
 Robert Morgan Educational Center  
 Attn: Greg Doster  
 18180 S.W. 122nd Ave.  
 Miami, FL 33177

Phone: 786-242-0904

Email: whirlpoolmar@yahoo.com

*Everyone... Passionately Creating  
 Loyal Customers for Life*

**We're on the Web!**

[www.servicematters.com](http://www.servicematters.com)



Whirlpool Corporation realizes the need to increase the number of In-Home Service Professionals and to continue to train those who are in our industry. The Future is **NOW** and by making career guidance counselors aware of the opportunities available in the Major Appliance Industry and with Whirlpool's commitment to properly train and update In-Home Service Professionals, we can all make a difference.

**BECAUSE ONLY TOGETHER CAN WE HELP OUR CUSTOMERS RECEIVE THE SERVICE THEY EXPECT AND DESERVE!**

**(TOGETHER, WE CAN DO IT !)**

For more information about our Regional Training Centers or In Home Service Professional materials, you may contact us at our National Regional Training Office listed on this page.

## 2005 Regional Training Schedule

[http://www.servicematters.com/education/rtc\\_centers/rtc\\_main.htm](http://www.servicematters.com/education/rtc_centers/rtc_main.htm)

RTC LOCATION	TRAINING SESSION	DATES
<b>Los Medanos College</b> Pittsburg, CA <a href="#">Click here for more information</a>	Refrigeration	02/15/05 - 02/18/05
	Laundry	02/22/05 - 02/25/05
	Kitchen	03/01/05 - 03/04/05
	Refrigeration	03/08/05 - 03/11/05
<b>Robert Morgan Education Center</b> Miami, FL <a href="#">Click here for more information</a>	Refrigeration	03/29/05 - 04/01/05
	Laundry	04/05/05 - 04/08/05
	Kitchen	04/11/05 - 04/15/05
	Refrigeration	04/18/05 - 04/22/05
<b>Tulsa Technology Center</b> Tulsa, OK <a href="#">Click here for more information</a>	Refrigeration	05/03/05 - 05/06/05
	Laundry	05/10/05 - 05/13/05
	Kitchen	05/17/05 - 05/20/05
	Refrigeration	05/24/05 - 05/27/05
<b>Dunwoody College of Technology</b> Minneapolis, MN <a href="#">Click here for more information</a>	Refrigeration	08/02/05 - 08/05/05
	Laundry	08/09/05 - 08/12/05
	Kitchen	08/16/05 - 08/19/05
	Refrigeration	08/23/05 - 08/26/05
<b>Madison Park Vocational Technical High School</b> Boston, MA <a href="#">Click here for more information</a>	Refrigeration	09/20/05 - 09/23/05
	Laundry	09/27/05 - 09/30/05
	Kitchen	10/04/05 - 10/07/05
	Refrigeration	10/11/05 - 10/14/05
<b>Hacienda LaPuente Adult Education</b> La Puente, CA <a href="#">Click here for more information</a>	Refrigeration	10/25/05 - 10/28/05
	Laundry	11/01/05 - 11/04/05
	Kitchen	11/08/05 - 11/11/05
	Refrigeration	11/15/05 - 11/18/05

