



ANNOUNCEMENT

2019 *On the Road With*



Peppermill Resort
2707 South Virginia Street
Reno, Nevada 89502
800.648.6992
[Book Room at Peppermill](#)

Regional Meeting

Meeting Date: Wednesday, June 26, 2019

Take a road trip with CETA and PWNA out west for a Regional Meeting June 25th and 26th, 2019 at The Peppermill Resort-Spa-Casino Hotel. Certification, Seminars, Keynote Speaker, Round Tables, Lunch and more that will prove to be beneficial to all who attend.



Our keynote speaker Charles Marshall is one of the most popular humorous motivational speakers speaking today and has over 20 years' experience speaking to audiences all over the United States.

He is the author of several books including *The Serve Method*, where Charles examines common business blunders and questionable customer-service practices that prevent companies from growing. In an often hilarious but always insightful examination of businesses of all sizes. Charles looks at what makes good customer service work, and what makes bad customer service disastrous. Dare to dazzle your customers by engaging "The Wow Factor!"

Thanks to our Sponsors, signed copies of "The Serve Method" will be provided complimentary to all attendees.



CETA Technical Chairman, Jimmy Welch will provide a technical update on industry regulations including update information on California Prop 65, UL 1776 being replaced with UL 60335-2-79 and 2020 Carb Standard changes.

This is a free event. (There is a fee for PWNA's OSHA and Environmental Certification) Anyone in the cleaning equipment industry is welcome and encouraged to attend. This event will count as 3 hours of credit for CETA Certified Distributor Program for all who attend.

A random drawing will result in one attendee (it could be you!) receiving a two-night stay at the Embassy Suites Hotel connected to the Charleston Convention Center in Charleston, SC during the CETA 2019 PowerClean Convention and Trade Show, compliments of CETA.

For more information or to sign up, see the attached registration form. Feel free to reach out to the CETA office at info@ceta.org or 800-441-0111.

Sincerely,

CETA Board of Directors and Staff



Attendee Registration Form



Regional Meeting

PWNA Events: Tuesday, June 25, 2019

CETA Events: Wednesday, June 26, 2019

Tentative Agenda: Starting at 10:00am – 5:00pm

Tuesday: PWNA

- Environmental Certification – \$150 Register on pwna.org
- OSHA 1910 with Michael Draper – \$150 Register on pwna.org

Wednesday: CETA

- Electrical 101
- Burner 101: Oil Burner

Wednesday: CETA & PWNA

- Welcome from CETA President Jim O’Connell
- Charles Marshall (Humorous Speaker)
- Technical Update on Prop 65, UL 1776 and other topics
- Lunch (provided)
- Round Tables
- Closing CETA comments
- Drawing for two-night stay in Charleston (must be present to win)

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[Peppermill Video](#)



[Click Here to Add to Your Calendar](#)

Click here to register for PWNA certification and seminar or visit www.pwna.org



Humorous Motivational Speaker

Charles Marshall

The SERVE Method™
 Creating Success with
 Extraordinary Customer Service



Sign me up!

Business Name: _____ Phone: _____

Address: _____

City: _____ State: _____ Zip Code: _____ Email: _____

Attendee Names: _____

More Attendee Names: _____

I am a CETA Member Type of Membership: _____

I am not a CETA Member I am interested in information on becoming a member

I need help in reserving a room at the Peppermill Resort for \$109 a night.

Please complete form and send to info@ceta.org