

INTRODUCTION

The CFESA certified company program, created in 2002, requires a Re-certification such that all CFESA certified companies can (externally and internally) ensure their business processes are valid, meaningful and applicable to the entire food and service industry. With this commitment in mind our Trade Association has assembled the requirements and standard for the CFESA Re-certification process and program. This re-certification encourages all certified companies to re-validate themselves while continuing to improve themselves and our industry.

***CFESA Certified
Company***

MISSION

The Mission of the CFESA Company certification process is to provide a benchmark for all service companies, regardless of size, to strive to achieve. In meeting the qualifications of CFESA Certification, the service company will create a discipline for all its employees to focus on professionalism and customer service.

This will ultimately increase customer satisfaction and awareness, and therefore, create demand. In addition, this certification conveys to the foodservice industry that a CFESA Certified Company continually raises the standards for achieving excellence and quality customer service.

The re-certification process ensures that CFESA Certified companies continue to improve themselves by bringing their already achieved industry standards to an even higher level of competence.

<i><u>Areas of Re-Certification Criteria</u></i>	<i><u>Total Points Achievable</u></i>
Training	40
Participation	23
Industry Relations	31
Professionalism	19
<i>TOTAL</i>	<hr/> 113

Must attain at least 100 points in order to become a CFESA Re-Certified Company.

PREQUISITES

There are no points awarded toward the CFESA Company Re-Certification process for the following six prerequisites. Prior to beginning the Company's efforts to accomplish the training, participation, professional and industry relation goals, these mandatory prerequisites must be documented accordingly.

Prerequisites in order to seek CFESA Company Re-Certification	Minimum Standards	Documentation Process
1. Must attend at least one National conference the year of application	1. Attendance of at least one CFESA National Conference during the year of application.	1. Provide proof of attendance with packet
2. Insurance Coverage	2. Have insurance coverage as follows: a) \$1,000,000 General Liability b) \$1,000,000 Auto Liability c) \$1,000,000 Umbrella d) Worker's Compensation e) Disability	2. Have insurance carriers Mail/fax this coverage directly to CFESA Headquarters

<p>3. Corporate, Partnership or sole proprietor entity for at least 72 months</p>	<p>3. Be a recognized business entity for at least 72 months with no Chapter #7 or Chapter #11 Bankruptcy filings</p>	<p>3. Submit proof of business entity document to CFESA Headquarters testifying to existence under current title for at least 72 months using CFESA Standardized Form. (PRE – 032005) This form will include a written denial of any Chapter #7 or Chapter #11 Bankruptcy filings</p>
<p>4. Be a foodservice equipment service entity</p>	<p>4. Have at least 75% of your sales volume derived from commercial parts and service</p>	<p>4. Provide a notarized statement using CFESA Standardized Form (PRE – 042005) that 75% of your sales volume is derived from commercial parts and service</p>

<p>5. Provide service on commercial gas, steam, electric, electronic and/or refrigeration equipment</p>	<p>5. Advertise, promote and conduct gas, steam, electric, electronic and/or refrigeration services to your customer base</p>	<p>5. Submit line card, advertising literature and notarized Statement using CFESA Standardized Form (PRE – 052005)</p>
<p>6. Current CFESA Voting Member in good standing</p>	<p>6. Have all CFESA finances totally current with CFESA Headquarters and be in continuous business for the last 72 months</p>	<p>6. CFESA Headquarters will review, research and account for all open invoices with each company seeking to become CFESA Re-Certified</p>

TRAINING GOALS

<u>Training Goals</u>	Minimum Standards	Requirements	Points Awarded
7. TNG CFESA Members	7. TNG Have at least <u>one employee</u> from your company attend the CFESA Management Program within the past 72 months	7. TNG CFESA Headquarters will verify all attendees from all CFESA companies seeking re- certification	6 (Six) Points
8. TNG Two Certifications per Technician	8. TNG Have at least two CFESA certifications per individual technician who has been in the industry 2 or more years and responsible for the repair of commercial	8. TNG Forward certificates of completion for CFESA Technician Certification with CFESA Company re- Certification packet	12 (Twelve) Points

	cooking and/or refrigeration equipment.		
9. TNG Two training course completions per technician	9. TNG Have at least two completion certificates per individual technician from either CFESA training schools or manufacturer training schools within three years of application.	9. TNG Forward course completion certificate(s) from manufacturer training schools or CFESA training schools with CFESA Company re-certification packet	10 (Ten) Points
	10. TNG Have 25% of your technicians, who have three years of field experience or more, become CFESA Master Technicians	10. TNG Forward a roster of all company technicians indicating name, "time in field," and Master Technician Certification with CFESA Company Certification using	12 (Twelve) Points

		CFESA Standardized Form (TNG 102005)	
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PARTICIPATION GOALS

<u>Participation Goals</u>	Minimum Standards	Requirements	Points Awarded
11. PAR Appropriate use and display of CFESA logo	11. PAR Have CFESA logo on all of the following: a)Company letterhead, business cards and invoices; b)Web site (with a CFESA link) and; c)Company service vehicles and technician uniforms	11. PAR Submit photographs or copies of literature depicting use and display of the CFESA Logo to CFESA Headquarters in the packet to become a CFESA Re-Certified Company	4 (Four) Points
12. PAR Attendance at CFESA Regional Meetings and/or CFESA Manager	12. PAR Attend at least one CFESA Regional Meeting and/or CFESA Manager Training Class in the year of	12. PAR Verify with CFESA Headquarters that, at least one attendee, per company, has attended at least one CFESA Regional	5 (Five) Points

Training Class	application	Meeting and/or Manager Training Class in the year of application	
13. PAR Direct CFESA participation	13. PAR Publish an article in On Target within the past 36 months	13. PAR Verify Company participant's name with CFESA Headquarters.	2 (two) Points
14. PAR Direct CFESA participation	14. PAR <i>Actively</i> participated on a CFESA committee for 12 months or chair/co-chaired a CFESA committee within the past 36 months	14. PAR Verify Company participant's name with CFESA Headquarters. If qualifying as "actively participating" on a committee, obtain a letter of participation from the respective chair of that committee	4 (four) Points

<p>15. PAR Direct CFESA participation</p>	<p>15. PAR Have been a CFESA board member within the past 36 months</p>	<p>15. PAR Verify Company participant's name with CFESA Headquarters</p>	<p>2 (two) Points</p>
<p>16. PAR CFESA Representation</p>	<p>16. PAR Represent CFESA in any of the following ways in the past 48 months; a. by coordinating a CFESA regional meeting/workshop b. by acting as an invited CFESA guest speaker (after having been recommended by CFESA) at a CFESA Conference or at an allied association</p>	<p>16. PAR Verify company participation with CFESA Headquarters</p>	<p>6 (six) Points</p>

	meeting such as MAFSI or FEDA		
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INDUSTRY RELATIONS GOALS

<u>Industry Relations Goals</u>	Minimum Standards	Requirements	Points Awarded
17. IND Pre-planned or preventative maintenance programs (PM Programs)	17. IND Must have an active and current standardized PM Program in place and available to your customer base	17. IND Submit written standardized PM Program with packet seeking CFESA Company Re-Certification	8 (Eight) Points

<p>18. IND Customer Feedback System</p>	<p>18. IND Must have an active and current standardized Customer Feedback System in place</p>	<p>18. IND Submit written Customer Feedback results depicting a current system being utilized to CFESA Headquarters in packet seeking CFESA Company Re-Certification</p>	<p>8 (Eight) Points</p>
<p>19. IND Company warranty of parts and service</p>	<p>19. IND Must warrant your service work to your central customer base for at least 90 days, along with the parts you sell and/or install, according to the manufacturer's parts warranty</p>	<p>19. IND Submit your written verification of these minimum standards using CFESA Standardized Form (IND – 192005) to Headquarters in packet seeking CFESA Re-Company Certification</p>	<p>12 (Twelve) Points</p>

<p>20. IND Be a CFSP, a Top Achiever award winner, a Board Member or an <u>active</u> Committee Member of an allied association</p>	<p>20. IND Must be or have been a CFSP, a Top Achiever, a Board Member or an <u>active</u> Committee Member of any allied association either nationally or regionally within eight years of application.</p>	<p>20. IND Submit written verification of these minimum standards in a notarized statement using CFESA Standardized Form (IND 202005)</p>	<p>3 (Three) Points</p>
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PROFESSIONAL GOALS

<u>Professional Goals</u>	Minimum Standards	Requirements	Points Awarded
<p>21. PRO Company Mission Statement</p>	<p>21. PRO Have a current company mission statement posted in all company locations</p>	<p>21. PRO Provide a copy of the company mission statement to CFESA Headquarters with packet seeking CFESA Company Re-Certification</p>	<p>4 (Four) Points</p>

<p>22. PRO Must have current written personnel policy manual</p>	<p>22. PRO Have a current written personnel policy, signed by the president, which contains a drug testing policy Special Note: This requirement must be in conformance to the local/regional legal environment in the company's jurisdiction</p>	<p>22. PRO Submit written notarized statement that your company meets the minimum standard using CFESA Standardized Form (PRO – 222005)</p>	<p>3 (Three) Points</p>
<p>23. PRO Each and every full time staff member completes one course of study, outside the immediate service</p>	<p>23. PRO Each full time employee (non-tech) on average must complete a continuing education course or seminar within the past 12</p>	<p>23. PRO Provide a roster of office/administration personnel indicating which courses/seminars they have completed and submit list and certificates of completion in the CFESA Company Re-Certification packet</p>	<p>12 (Twelve) Points</p>

industry's purview, in year 2002 or after	months, on computers, administration, finance and accounting, marketing, sales, purchasing, supervision, technical fields, public relations, leadership, safety, personnel management, etc. (i.e. 10 full time employees must all together, complete 10 courses and/or seminars		
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EXTRA POINT AWARD CRITERIA

7 TNG - Receive two (2) additional points award if two or more current employees, attend the CFESA Management Program.

9 TNG – Receive six (6) additional points award if your technicians complete four (4) manufacturer or CFESA Training Schools within five years of application.

10 TNG – Receive six (6) additional points award if 6% or more of your technicians, who have had three (3) or more years of field experience, are CFESA Master Technicians.

12 PAR – Receive two (2) additional points award if your company has been present at both the CFESA Spring and Fall Conferences in the prior three years of application. This totals 6 conferences.

14 PAR – Receive two (2) additional points if your company provides a trainer for a national or regional CFESA training class within the last 3 years.

***CFESA RECERTIFIED COMPANY
STANDARDIZED FORM IND – 192005***

_____ CORPORATION WARRANTS ALL SERVICE WORK PERFORMED FOR AT LEAST 90 DAYS, TO ITS ENTIRE CUSTOMER BASE, AND THE PARTS SOLD AND OR INSTALLED WARRANTIED ACCORDING TO MANUFACTURER’S REQUIREMENTS. THIS MINIMUM GUARANTEE IS PROMOTED AND MADE PUBLIC ON A REGULAR BASIS TO OUR ENTIRE CUSTOMER BASE.

_____ CORPORATION

_____ PRESIDENT

_____ DATE

***CFESA COMPANY RECERTIFICATION
STANDARDIZED FORM IND – 202005***

_____ OF _____ CORPORATION IS OR HAS
BEEN A CFSP. PLEASE SEE THE ATTACHED CERTIFICATE, WHICH SO STATES THIS. OR:

_____ OF _____
CORPORATION WAS SELETED AS A TOP ACHIEVER AWARD WINNER IN THE YEAR
_____. PLEASE SEE THE ATTACHED CERTIFICATE, WHICH SO STATES THIS. OR:

_____ OF _____
CORPORATION IS CURRENTLY A NATIONAL OR REGIONAL BOARD MEMBER OR AN ACTIVE
COMMITTEE MEMBER OF ANY ALLIED ASSOCIATION.

Submitted and sworn before me this day, _____ by _____.

Notary Public

NOTE: THIS NOTARIZED STATEMENT MUST BE SUBMITTED WITH PACKET.

CFESA COMPANY RECERTIFICATION

STANDARDIZED FORM PRE-032005

_____ Corporation has officially been in the foodservice industry as a legal entity for the past 72 months. This legal entity is neither currently filing for, nor has ever filed for, Chapter 7 or Chapter 11 bankruptcy.

_____ Corporation

_____ President

_____ Date

Submitted and sworn before me this day, _____ by _____.

Notary Public

Note: THIS NOTARIZED STATEMENT MUST BE SUBMITTED WITH PACKET.

***CFESA COMPANY RECERTIFICATION
STANDARD FORM PRE-042005***

_____ Corporation attests to the following sales history without exception:

At least seventy-five percent (75%) of our business sales volume has been achieved through commercial food equipment service and/or commercial parts sales every year for the past six (6) years.

_____ Corporation

_____ President

_____ Date

Submitted and sworn before me this day, _____ by _____.

Notary Public

Note: THIS NOTARIZED STATEMENT MUST BE SUBMITTED WITH PACKET.

CFESA COMPANY RECERTIFICATION

STANDARDIZED FORM PRE-052005

_____ Corporation provides service on commercial gas, steam, electric, electronic and/or refrigeration equipment to our entire customer base. These services are advertised and promoted as seen on the attached company literature.

_____ Corporation

_____ President

_____ Date

Submitted and sworn before me this day, _____ by _____.

Notary Public

Note: THIS NOTARIZED STATEMENT MUST BE SUBMITTED WITH PACKET.

CFESA COMPANY RECERTIFICATION

STANDARDIZED FORM PRO - 222005

_____ Corporation has a current written personnel policy (see attached), signed by the president, which contains a drug testing policy. This requirement is in conformance with local and regional legal jurisdictions.

Submitted and sworn before me this day, _____ by _____.

Notary Public

Note: THIS NOTARIZED STATEMENT MUST BE SUBMITTED WITH PACKET.

***CFESA COMPANY RECERTIFICATION
STANDARDIZED FORM TNG – 102005***

I certify the technician status of (company name)
_____ as follows:

<u>Technician Full Name</u>	<u>SSN</u>	<u>Months in Field</u>	<u>CFESA Master Tech</u>