

Subject: 2nd half 2023 Tech Training Calendar

Date: May 31st, 2023

Region: US and Canada

Technical Training

Class Schedule 2nd Half 2023

It's hard to believe the year is almost half over already, but here we are with the release of our 2nd half technical training calendar. With this said, we're excited to continue with our level structure and to offer two additional new in-person classes for Sam's club ovens and F5 / LOV 300 fryers. Below is our calendar of training events, course description and instructions on how to register. Please register soon, as classes fill up fast:

DATES	CLASS TITLE	HOW TO ATTEND	PRE-REQUISITES	SESSION TIMES (EASTERN TIME ZONE)
Aug 8 - 10	2023 New Product Technical Training Sam's Club 20 pan Max and F5 / LOV3	In-person	No	8:30am – 4:30pm Eastern Time
Aug 17	Level 3 – Certified Master Technician Proctored Exam	Assigned on Cyber Cafe	Yes	2-hour exam starting at 2pm Eastern time
September	Release of Q3 quarterly update training on Cyber Café 24/7	Cyber Café 24/7 on-demand course	No	Launch the 2023 Quarterly Update Learning Path to complete
Sep 12 – 14	Level 2 Technician Training	In-person	Yes	8:30am – 4:30pm Eastern Time
Oct 3 - 5	2023 New Product Technical Training Sam's Club 20 pan Max and F5 / LOV3	In-person	No	8:30am – 4:30pm Eastern Time
Oct 19	Level 3 – Certified Master Technician Proctored Exam	Assigned on Cyber Cafe	Yes	2-hour exam starting at 2pm Eastern time
Nov 7 - 9	Level 2 Technician Training	In-person	Yes	8:30am – 4:30pm Eastern Time
Nov 10	Certified Trainer	In-person	Yes	8:30am – 4:30pm Eastern Time
December	Release of Q4 quarterly update training on Cyber Café 24/7	Cyber Café 24/7 on-demand course	No	Launch the 2023 Quarterly Update Learning Path to complete
Dec 14	Level 3 – Certified Master Technician Proctored Exam	Assigned on Cyber Cafe	Yes	2-hour exam starting at 2pm Eastern time

Course Descriptions

Level 1

Online – Cyber Café 24/7

Technician Level

This level is for new service technicians or technicians new to Henny Penny – Henny Penny service technicians should start working on these Learning Paths immediately. We recommend technicians have basic gas and electric knowledge as well as gas and electric safety training before starting training.

Description

This level is an online level made of your service manager's recommendation of learning paths as noted in "Complete the following to meet level 1 requirements." The learning paths that make up this course provide an understanding of the systems and service calls that apply to Henny Penny open fryers, pressure fryers and Flex Fusion combi ovens.

Complete the following to meet level 1 requirements:

Technicians must complete **(3)** Learning Paths on Cyber Café 24/7:

- (1) from either Velocity, 4-head, or 8-head
- (1) from either LOV or EE
- The Flex Fusion learning path

NOTE: We recommend that the service manager decide which learning paths a new technician complete from these three.

Level 2

In-Person – Eaton, Ohio (*formerly known as Keystone open and pressure / Keystone Combi*)

Technician Level

This is recommended for technicians who have completed level 1 requirements and have a minimum 6 months reactive troubleshooting field experience.

- *Technicians with 5+ years' experience as a Henny Penny Service Technician have the option to test out of this level (contact techtraining@hennypenny.com for more info).*
- *Technicians who have completed the former Keystone open, pressure and combi courses, meet level 2 requirements.*

Description

This hands-on course continues with the learnings from level 1. It focuses on a systems-based understanding of Henny Penny open fryers, pressure fryers and Flex Fusion combi ovens, how to efficiently troubleshoot most service calls and how to perform more complex procedures on this equipment. Attendees will be required to take pass a written exam at the end of this course with a score of 80% or greater to become certified level 2. Quarterly update trainings must be completed annually to maintain this certification. **Completion of this level is required for technicians pursuing the Certified Master Technician certification*

Prerequisites:

- Basic gas and electric knowledge along with gas and electric safety knowledge.
- Level 1 completion
- Recommended to have 6+ months reactive troubleshooting field experience prior to attending.

Class capacity: 8

Level 3 – Certified Master Technician

Proctored online exam – Cyber Café 24/7 (formerly known as CMT Capstone open, pressure and Capstone combi)

Technician Level

Expert level Service Technicians who meet the requirements as stated in the Certified Master Technician Qualifications course found in the course library on Cyber Café 24/7.

Description

This is the online proctored exam to become a CMT (Certified Master Technician). Technicians are required to have webcams on during this test must pass with a score of 80% or greater to become certified. Upon certification, technicians will receive a certificate along with Henny Penny Certified Master Technician wearables. Quarterly update trainings must be completed annually to maintain certification.

Prerequisites

Completion of the requirements as stated in the Certified Master Technician Qualifications course on Cyber Café 24/7.

2023 New Product Technical Training

Technician Level: Level 1 recommended

Description: This in-person course focuses on the F5 / LOV3 fryer and the Sam's Club 20 pan Max oven.

Prerequisites: Basic gas and electric knowledge along with gas and electric safety training.

Quarterly Updates

Online – Cyber Café 24/7 – or in-person as required

Technician Level

Any experience levels. **NOTE:** Annual completion of quarterly updates is required to maintain level 2 and level 3 certification.

Description

This quarterly series of online training highlights changes and updates to Henny Penny equipment, service-related programs, and processes. Updates are typically online but can be in-person to prepare for new product launches.

Prerequisites

Basic gas and electric knowledge along with gas and electric safety training.

Certified Trainer Certification

In-Person

Attendee Level

Attendees for this class should be experienced technicians, strong communicators, with an electrical and mechanical understanding of Henny Penny equipment.

Description

This course is required for your trainer(s) to perform Certified Henny Penny equipment trainings. In this course, attendees will learn the process to prepare and deliver Henny Penny equipment trainings for groups of technicians, end users of Henny Penny equipment and how to manage your team of technicians on Cyber Cafe. This course focuses on how to prepare and access Henny Penny training materials, for both in-person and **virtual** classes. Attendees will be required to submit an organized short form training presentation to complete this class. *Classes your Certified Trainers conduct apply toward the training bonus on the Annual Technical Survey.*

Prerequisites

Must be a level 2 technician or above, must be a good communicator, not afraid to speak in front of a group and peers and approved to be the team leader on Cyber Cafe.

How to Register

In-person and online live streaming Technician Training

1. Log into your Cyber Café 24/7 account.
2. Click **Live Sessions**.
3. Scroll to the session you want to attend and register.
 - If you need assistance registering for a session, [The CyberCafe24/7 Navigation Course for Learners](#) walks you through the steps.
 - If you are a Team Leader / Admin on Cyber Café 24/7 and want to register your Service Technicians for a session, please see [CyberCafe 24/7 Navigation Course for Team Administrators](#).

Travel Arrangements

Please see the attached travel arrangement document.

Lastly

We look forward to seeing you online or in-person at the next event! For questions, please contact: TechTraining@hennypenny.com