

To: APAC Distributors

From: Sally Christianson & Jay Chen

Subject: Regional Technical Training Invitation – Suzhou Training Centre, China

Date: July 18th, 2023

Dear Principals and Service Managers,

We would like to invite you to our next APAC Regional Technical Training Session at Henny Penny's Office Suzhou Training Centre, China, which will be centered on:

- **Pressure Fryers**
- **Open Fryers**

Technical training will be held from October 17th to 19th, 2023

We will focus on operating and working on the units, controls and general troubleshooting.

Additional areas of focus:

- **Pro-active efforts** in the kitchen from the technician or engineer standpoint
- **Understanding** of the units to be able to improve troubleshooting and instore training
- **Practice** HOW to identify issues and best way to address them
- Position your technician or engineer as an **Expert**

Remember that this training is compulsory, and points earned by attending will count toward your technical DPE scores. But, more importantly, making sure your team is trained and ready to support your customers with better phone and first-time fix rates, and expert service calls will help customer satisfaction, and ultimately, your business in the long run!

The class agenda will be:

October 17th	09:00 to 17:00 (Afternoon Factory Tour)
October 18th	09:00 to 17:00
October 19th	09:00 to 17:00

The products covered will be:

- **Open Fryers** EEE/GVE07x/OFE-14x/OFE51x (F5)
- **PF500 and 590 Pressure Fryers**
- **PXE/OXE100 Velocity**

Henny Penny will cover the following expenses during the three-day course:

- Hotel accommodation from **16th to 20th Oct**
- Hotel accommodation for Distributor's employees – 2 attendees per company
- Breakfast and Lunch for each training day



Additional expenses, such as extra nights and transportation from and to the airport, are not covered by Henny Penny.

Any members of your staff or subcontractors who would be interested to attend the training, will need to register via Cyber Café

No later than August 8th, 2023

We have a limit of 20 people first served basis for the technical training.

Henny Penny will provide an invitation letter for your visa application once you have registered via Cyber Café.

**If you have any questions, please send your response by email to Sally Christianson
schristianson@hennypenny.com**

Yours Sincerely from the Training Team,

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