

Mr. Appliance® Academy

Especially designed by Master Samurai Tech
For Mr. Appliance® franchisees

Training Fact Sheet

What: Online technical training courses (Fundamentals of Appliance Repair, Refrigerator Repair, Advanced Troubleshooting)

Where: MrAppliance.tech (note: *not* our original Master Samurai Tech site)

When: Anytime! The courses are self-paced and available on-demand.

How long: You've got a **full year to complete the courses**. The average student studying part-time will complete them in a few months, assuming they keep at it.

How much: The Full-Support Bundle of 3 technical courses, a \$1195 value, is \$395.

Who: Our training works well for **novices as well as veterans of the trade**. Use it to “create” a tech out of an inexperienced new hire, or sharpen the skills of your existing crew so they can keep up with modern appliance technology.

Why: Our training is **effective, convenient, and a great value**. Master Samurai Tech are experts at teaching cutting-edge appliance repair skills in a clear and engaging way. Customers are happier, profits are maximized, and techs are more satisfied with their jobs.

Contact Us

Go to MrAppliance.tech and click “Contact” in any of the menus.

What is Master Certification?

A student can earn “Master Certification” by completing all 3 technical courses and earning 90% or higher on EACH quiz and exam in the course. They will receive a personalized printed certificate from us, and are then eligible to wear the special Master uniform and patches.



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Master Samurai Tech
LEADING APPLIANCE EXPERTS

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Owners: Help Your Techs Succeed!

Some techs stick with the training, working hard to excel, and others fizzle out and abandon their studies. **What makes the difference?**

Supervision and Communication

We see it time and again: the more employers are involved in the training, the more likely their tech will excel. Here's what to do to **optimize your tech's training**:

1. **Get the lay of the land.** Take the time to understand how the courses work and what the requirements are for Certification. **Ideally, take the courses yourself.**
2. **Communicate.** Before your tech begins the courses, sit down with him/her and **clearly define your expectations.**
 - Do you expect them to earn Master Certification?
 - How many hours per week do you expect them to study?
 - When do you expect them to complete the courses?
 - Are there incentives and/or consequences related to completion?
3. **Monitor. Check your tech's progress on a regular basis.** At a minimum, log into their account once a week and check in.
4. **Getting help.** If your tech seems to be struggling with their studies, strongly encourage them to **ask for help from Team Samurai in the "Ask the Teacher Forums"**. We have helped many students have "aha!" moments there. (Bundle 1 Full-Support courses only)
5. **Academic honesty.** If you have multiple techs taking our training, make sure they understand the importance of our **Honor Code**. Some business owners take the precaution of having their techs take the Exams (Module, Midterm, Final) in the office, to remove temptation.



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Learn More

For more details on how to supervise your techs' training, go to MrAppliance.tech/employer