



Professional Service Association

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For Immediate Release

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LOCAL BUSINESS PERSON GAINS NATIONAL RECOGNITION

Bill Cummins achieves recognition as a Certified Service Manager

Bill Cummins is among a select group of managers in the United States to be certified as a Certified Service Manager.

To achieve this status, Cummins has taken and passed a comprehensive examination, that measure the individual's skills in consumer relations, management techniques and the ability to successfully manage employees giving them guidance and direction.

The Certified Service Manager rating is the highest available level of recognition for managerial expertise given by the independent service industry.

Service Managers that make the effort to maintain the high level excellence necessary to become a Certified Service manager are proud of their skills and deserve to be recognized by their profession.

Certification is strictly voluntary and only those who possess extraordinary skills in the field of service management will attempt the rigorous testing procedure.

The Professional Service Association (PSA) is a not-for-profit National Trade Association representing independent appliance and electronic service centers. The Certification programs developed by PSA are designed to encourage excellence and pride in our industry.