

## Briggs & Stratton Master Service Technician

The Briggs & Stratton Master Service Technician Award is open to any technician, worldwide, in the air cooled gasoline engine industry. The Master Service Technician Exam is a test of a candidate's ability to efficiently service any Briggs & Stratton product.

It is intended by Briggs & Stratton to recognise only those industry professionals exhibiting superior skills in all phases of product service and support. This ensures that our customer will always receive the very best in engine service wherever there is a Master Service Technician. The Master Service Technician Award is an exhaustive, extensive test, which is the highest accolade achievable to technicians in the air cooled gasoline industry.

Master Service Technicians are the elite technicians of the field, the best of the best. To maintain their impressive credentials, Master Service Technicians must resit their examination every three years. Product design and technology is constantly changing and at a faster rate every year, thus the learning process will continually change and Master Service Technicians have to keep abreast of the latest technological advances.

The examination covers every aspect of Briggs & Stratton including mechanical terminology, mechanical theory & practice, electrical theory & practice, carburetion theory & practice, trouble shooting theory & practice, cause and effect, microfiche and online operations, single & twin cylinder service & repairs, warranty processes and much more.

There are only about 6500 Briggs & Stratton Master Service Technicians worldwide. VC Traders employs three of them, a remarkable achievement. Jason Kimm our service manager, David Sawyer who works with Jason and our Sales Manager, Ralph Goillon, a former Briggs & Stratton Territory Manager of 12 years.