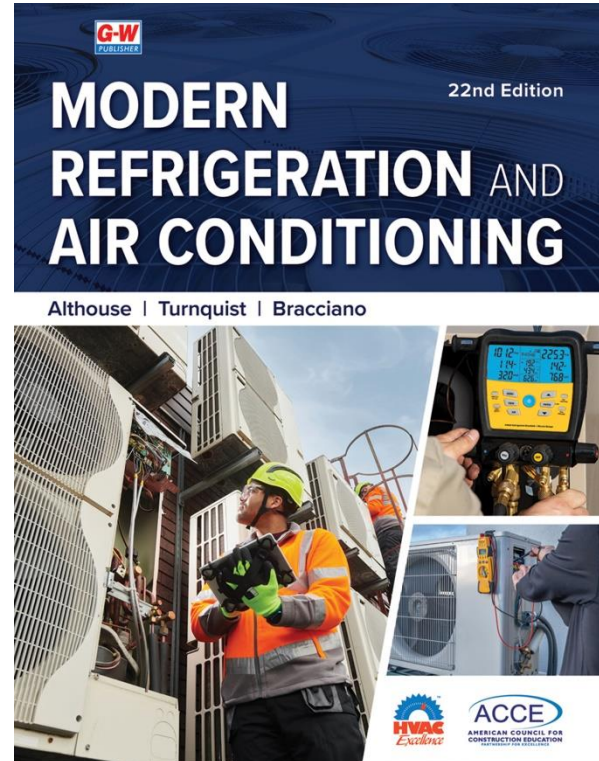


*Correlation of*  
**Modern Refrigeration and Air Conditioning, Althouse, Turnquist, Bracciano**  
**(Goodheart-Willcox Publisher ©2025)**  
to  
**AHRI Curriculum Guide XXIV. Professional Service**

Goodheart-Willcox is pleased to partner with the Air-Conditioning, Heating, and Refrigeration Institute (AHRI) and the American Council for Construction Education (ACCE) by correlating *Modern Refrigeration and Air Conditioning* to the AHRI Curriculum Guide. The following chart correlates *Modern Refrigeration and Air Conditioning* to a section of the Curriculum Guide developed by AHRI used for ACCE (formerly PAHRA) accreditation.

The chart lists the Curriculum Guide’s knowledge and task competency objectives in the left column and the corresponding chapter numbers from *Modern Refrigeration and Air Conditioning* in the right column.

For more information on the American Council for Construction Education (ACCE) and related accreditation, please visit:  
[www.acce-hq.org](http://www.acce-hq.org)



<b>XXIV.A. Customer Relations/Communication</b>	
<b>Knowledge</b>	<b>Textbook Chapter(s)</b>
1. Describe methods of dealing with irate customers.	Chapter 3
2. Describe methods of dealing with technician delays and scheduling realities.	Chapter 3
3. Describe methods of selling service agreements and replacement equipment.	Chapter 3
4. Explain service(s) performed in layman’s terms.	Chapters 3, 40
5. Explain how to obtain customer satisfaction.	Chapter 3
6. Explain service contracts.	Chapter 3

**Correlation of *Modern Refrigeration and Air Conditioning* to AHRI Curriculum Guide:  
XXIV. Professional Service—page 2**

<b>XXIV.A. Customer Relations/Communication (continued)</b>	
<b>Tasks</b>	<b>Textbook Chapter(s)</b>
1. Demonstrate professional/personal appearance and attitude.	Chapters 1, 3
2. Discuss customer telephone etiquette.	Chapter 3
3. Describe, list, calculate, and present a typical billing invoice.	Chapter 3
4. Demonstrate good customer relations.	Chapter 3