



## Essentials 1: Workplace = 9h 8m

## Esenciales 1 - Spanish

• Customer Service - 60m	• <b>Servicio al Cliente:</b> - Fundamentos (60m) - Interacción (60m)
• Professionalism - 60m	• Profesionalismo - 60m
• Business Ethics - 60m	• Ética en los Negocios - 60m
• Sexual Harassment - Employee - 60m	• Acoso Sexual - Empleado - 60m
• Loss Prevention I - 210m	• <b>Prevención de Pérdidas I:</b> - Apropiación Ilegal (30m) - Concepto y Ética (20m) - Asociados y Suplidores (40m) - Transacciones de Pago (30m)
• Stress Management - 90m	• Control del Estrés - 90m
• Active Shooter Awareness - 6m	• Sobreviviendo un tiroteo - 6m

## Essentials 2: Supermarket = 16h 40m

## Esenciales 2 - Spanish

• Introduction to Food Retail - 150m	• Introducción a la Industria de Venta de Alimentos - 150m
• Introduction to Food and Health - 135m	• Introducción a la Alimentación y Salud - 135m
• Category Management - 180m	• Gestión por Categoría - 180m
• Customer Service - Selling Solutions - 60m	• Servicio al Cliente - Soluciones que Venden - 60m
• Food Safety and Sanitation Basics - 60m	• Seguridad Alimentaria e Higiene Básica - 60m
• Key U.S. Supermarkets - 25m	
• Organic and Natural Foods - 15m	• Alimentos Orgánicos y Naturales - 15m
• Receiving - 105m	
• Store Safety - Cleanliness and Sanitation - 15m	• Seguridad en la Tienda - Limpieza y Saneamiento - 15m
• Store Safety - Fire Prevention - 10m	• Seguridad en la Tienda - Prevención de Incendios - 10m
• Store Safety - Floor Monitoring - 10m	• Seguridad en la Tienda - Monitoreo del Piso - 10m
• Store Safety - Reporting and Investigation - 25m	
• Store Safety - Severe Weather - 10m	• Seguridad en la Tienda - Condiciones Climáticas Severas - 10m
• Stocking - Process - 15m	• Reabastecimiento – El Proceso - 15m
• Stocking - Equipment - 15m	• Reabastecimiento – El Equipo - 15m
• Stocking - Displaying and Storing - 15m	• Reabastecimiento – Exhibición y Almacenamiento - 15m
• Store Safety - Lockout-Tagout - 15m	
• Store Safety - Articulated Ladders - 25m	• Seguridad en la tienda - Escaleras Articuladas - 25m
• Store Safety - Mobile Ladder Stands and Platforms - 15m	• Seguridad en la tienda - Escaleras Móviles - 15m
• Store Safety - Single Ladders & Extension Ladders - 22m	• Seguridad en la tienda - Escaleras Simples y Escaleras de Extensión - 22m
• Store Safety - Stepladders - 15m	• Seguridad en la tienda - Escalera de Tijera - 15m



# COMPLIANCE COURSES

## Safety

## Seguridad - Spanish

• Bloodborne Pathogens - 30m	• <i>WIP</i>
• Food Allergen Training (SFS) - 120m \$ <b>Varies by state</b>	• Entrenamiento sobre Alérgenos Alimenticios (Certificación de SFS) - 120m
• Food Handler Compliance (SFS) - 120m \$ <b>Varies by state</b>	• Tarjeta de Manipulador de Alimentos (Certificación SFS) - 120m
• Food Handler Compliance (NRFSP) - 120m \$ <b>Varies by state</b>	• Manipulador de Alimentos (Certificación NRFSP) - 120m
• Food Safety and Sanitation Basics - 60m	• Seguridad Alimentaria e Higiene Básica - 480m
• Food Safety and Sanitation (New York Certified) - 480m	
<b>• Food Safety Manager Curriculum - 8h 5m :</b> - FSS1 - Foodborne Illness Overview - 43m    - FSS6 - Personal Hygiene and Employee Health - 35m - FSS2 - The Flow of Food Products - 45m    - FSS7 - Cleaning and Sanitizing - 40m - FSS3 - Manage Product Time & Temperature - 42m    - FSS8 - Facility Management - 50m - FSS4 - Safe Food Preparation - 35m    - FSS9 - Pest Control Program - 40m - FSS5 - Cooked Foods - 35m    - FSS10 - Food Safety and Crisis Management Plan - 40m	• <i>WIP</i>
• Ransomware 1 - What is Ransomware? - 7m	
• Ransomware 2 - Examples of Ransomware - 13m	
• Ransomware 3 - What Can Retailers Do? - 7m	

## Alcohol/Tobacco

## Alcohol/Tabaco - Spanish

• Alcohol Sales - 180m	• Venta de Bebidas Alcohólicas - 180m
• Alcohol Sales (Montana Certified) - 180m	
• Alcohol Server/Seller Training (SFS) - 120m \$ <b>Varies by state</b>	• Entrenamiento de Servidor de Alcohol (Certificación de SFS) - 120m
• Tobacco Sales - 105m	• Venta de Tabaco - 105m
• Tobacco Sales - California - 105m	
• Tobacco Sales (New York Certified) - 155m	

## Sexual Harassment

## Acoso Sexual - Spanish

• Sexual Harassment - Employee - 60m	• Acoso Sexual - Empleados - 60m
• Sexual Harassment - Supervisors - 45m	• Acoso Sexual - Supervisores - 45m
• Sexual Harassment - Employees - California - 60m	• Acoso Sexual - Empleados - California - 60m
• Sexual Harassment - Supervisors - California - 165m	• Acoso Sexual - Supervisores - California - 165m
• Sexual Harassment - Employees - New York - 60m	• Acoso Sexual - Empleados - Nueva York - 60m
• Sexual Harassment - Supervisors - New York - 35m	• Acoso Sexual - Supervisores - Nueva York - 35m
• Sexual Harassment - Connecticut - 120m	• Acoso Sexual - Connecticut - 120m

## Other/Free

## Otros/Gratis - Spanish

• Cashier - WIC Training - 60m	• Cajero - WIC Básico - 60m
• Cashier - WIC Training Administrative Procedures - 60m	• Cajero - WIC Procedimientos Administrativos - 60m
• OSHA Hazard Communication Standards - 60m	• <i>WIP</i>
• SNAP Program Compliance Training - 25m	• Programa Snap - 25m



# GROCERY TRACKS

## Bakery = 5h 19m

## Panadería - Spanish

• Bakery Clerk - 60m	• Empleado de Panadería - 60m
• Bakery Clerk 1 - Equipment - 10m	• Panadería 1 - Equipos - 10m
• Bakery Clerk 2 - Maintenance - 10m	• Panadería 2 - Mantenimiento - 10m
• Bakery Clerk 3 - Science - 10m	• Panadería 3 - Ciencia - 10m
• Bakery Clerk 4 - Product Knowledge - 20m	• WIP
• Bakery Clerk 5 - Merchandising - 20m	• Panadería 5 - Merchandising - 20m
• Bakery - Manager - 150m	

## Deli = 12h 38m

## Deli - Spanish

• Assistant Deli Manager - 210m	• Asistente del Gerente del Deli - 210m
• Cheese Specialist - 210m	
• Deli Clerk - Product Knowledge - 45m	
• Deli Clerk 1 - Food Slicer - 5m	• Deli 1 - Rebanadora - 5m
• Deli Clerk 2 - Equipment - 4m	• Deli 2 - Equipos - 4m
• Deli Clerk 3 - Display Cases - 5m	• Deli 3 - Exhibidores (Vitrinas) - 5m
• Deli Clerk 4 - Prepared Foods - 8m	• Deli 4 - Alimentos Preparados - 8m
• Deli Clerk 5 - Product Display and Storage - 5m	• Deli 5 - Exhibición del Producto y Almacenamiento - 5m
• Deli Clerk 6 - Opening Procedures - 8m	• Deli 6 - Procedimientos para Abrir - 8m
• Deli Clerk 7 - Day Procedures - 15m	• Deli 7 - Operaciones Diarias - 15m
• Deli Clerk 8 - Closing Procedures - 15m	• Deli 8 - Procedimientos de Cierre - 15m
• Deli Clerk 9 - Food Service - 15m	• Deli 9 - Servicio de Alimentos - 15m

## Front End = 10h 7m

## Área de cajas - Spanish

• Bagging - 30m	• Empacado - El Procedimiento - 30m
• Cashier - 180m	• Cajero - 180m
• Cashier 1 - Job Overviews - 8m	
• Cashier 2 - Shift Procedures - 14m	
• Cashier 3 - Process Payment: Cash & Check - 21m	
• Cashier - Alcohol Sales Compliance - 75m	• Venta de Bebidas Alcohólicas - 60m
• Cashier - Produce Identification - 30m	• Cajero - Identificación de Frutas y Vegetales - 30m
• Cashier - Tobacco Sales Compliance - 60m	• Venta de Tabaco - 105m
• Cashier - Self Checkout - 5m	
• Cashier - WIC Training - 60m	• Cajero - WIC Básico - 60m
• Cashier - WIC Administrative Procedures - 60m	• Cajero - WIC Procedimientos Administrativos - 60m
• Courtesy Clerk - 30m	• Empacador (Bagger) - 30m
• SNAP Program Compliance Training - 25m	• Programa Snap - 25m

## Produce = 24h 22m

## Frutas y Vegetales - Spanish

• Produce Clerk - 30m	• Empleado de Frutas y Vegetales - 60m
• Produce Clerk - Product Knowledge - 30m	• Frutas y Vegetales: - Conocimiento de Frutas (45m) - Conocimiento de Vegetales (45m)
• Floral Clerk - 120m	• Empleado de Florería - 120m
• Apples - 60m	• Manzanas - 60m
• Avocados - 60m	• <i>WIP</i>
• Bananas - 45m	• Plátanos - 45m
• Beans and Pods - 45m	
• Berries - 30m	
• Blueberries - 30m	
• Cabbages - 30m	
• Cherries - 60m	
• Citrus - 90m	
• Cucumbers - 45m	
• Grapes - 30m	• Uvas - 30m
• Leafy Greens - 60m	
• Lettuce - 30m	• <i>WIP</i>
• Melons - 45m	• Melones - 45m
• Mushrooms - 60m	
• Nuts - 75m	
• Onions - 45m	
• Pears - 60m	• Peras - 60m
• Peppers - 75m	
• Potatoes - 45m	• <i>WIP</i>
• Potatoes - Varieties - 7m	
• Potatoes - Harvesting and Packing - 10m	
• Potatoes - Marketing Strategy - 10m	
• Potatoes - Nutrition - 6m	
• Potatoes - Storage and Handling - 10m	
• Potatoes - Varieties - 7m	
• Root Vegetables - 45m	
• Squash - 60m	
• Stalks - 45m	
• Stone Fruits - 30m	
• Strawberries - 30m	• Fresas - 30m

• Tomatoes - 30m

• Tomates - 30m

• Tropical Fruits - 75m

## Meat = 9h 22m

## Carnes - Spanish

• Meat Wrapper - 180m	• Empacador de Carne - 180m
• Meat Apprentice - 300m	
• Meat - Beef Basics and Cuts - 24m	
• Meat - Beef Nutrition and Health - 17m	
• Meat - The Modern Beef Consumer - 12m	
• Meat - Raising Beef - 20m	

## Wine = 50m

## Vino - Spanish

• Wine - Basics - 20m	Vino - Conceptos Básicos - 20m
• Wine - Selling - 30m	Vino - Mercadeo y Ventas - 30m



# FOOD MANAGER CERTIFICATION TRAINING

8h 5m

Spanish

• FSS1 - Foodborne Illness Overview - 30m	• <i>WIP</i>
• FSS2 - The Flow of Food Products - 35m	• <i>WIP</i>
• FSS3 - Manage Product Time and Temperature - 23m	• <i>WIP</i>
• FSS4 - Safe Food Preparation - 25m	• <i>WIP</i>
• FSS5 - Cooked Foods - 25m	• <i>WIP</i>
• FSS6 - Personal Hygiene and Employee Health - 25m	• <i>WIP</i>
• FSS7 - Cleaning and Sanitizing - 30m	• <i>WIP</i>
• FSS8 - Facility Management - 40m	• <i>WIP</i>
• FSS9 - Pest Control Program - 30m	• <i>WIP</i>
• FSS10 - Food Safety and Crisis Management Plans - 30m	• <i>WIP</i>



# LOGISTICS

18h

Spanish

• Food Logistics I - 60m	
• Food Logistics II - 120m	
• DC Food Policy - 120m	
• DC Information Technology - 105m	
• DC Inventory Management - 120m	
• DC Loading and Shipping - 120m	
• DC Order Selection - 150m	
• DC Receiving - 75m	
• DC Risk Management - 120m	
• DC Storage and Replenishment - 145m	



# TIME MANAGEMENT

1h

Spanish

• Time Management - Getting Control - 7m	
• Time Management - Mastering Time Mgt - 11m	
• Time Management - Beating Procrastination - 8m	
• Time Management - Prioritizing - 9m	
• Time Management - Actions for Max. Productivity - 12m	
• Time Management - Adopting a Growth Mindset - 7m	



# MANAGEMENT

21h 51m

LEADERSHIP AND MANAGEMENT

Administración y Liderazgo - Spanish

• Emotional Intelligence - 40m

• WIP

• The Leadership Challenge - 45m

## PEOPLE MANAGEMENT

Administración de Personal - Spanish

• Managing People - 150m

• Administración de Personal - 150m

• Retention and Turnover - 75m

• Retención y Pérdida de Empleados - 75m

• Hiring and Training - 20m

• Sexual Harassment - Supervisors - 35m

• Acoso Sexual - Supervisores - 35m

• Introduction to Supervisory Skills I - 60m

• Introduction to Supervisory Skills II - 75m

• Engagement 1 - What is Employee Engagement? - 4m

• Engagement 2 - How does IT Improve Business Results? - 6m

• Engagement 3 - Hiring and Corporate Culture - 8m

• Engagement 4 - Job Resources and Demands - 11m

• Engagement 5 - Building Employee Engagement - 8m

• Learning Leader Series - Strategies to Improve Retention - 15m

• Learning Leader Series - The Learning Process - 20m

• Learning Leader Series - Training Formats - 12m

• Líder de Aprendizaje - Formatos de Capacitación - 12m

## OPERATIONS

Operaciones - Spanish

• Loss Prevention II - 120m

• Prevención de Pérdidas II - 120m

• Supermarket Finance - 120m

• Finanzas de Supermercado - 120m

• Store Safety - Fire Prevention - 10m

• Seguridad en la Tienda - Prevención de Incendios - 10m

• Store Safety - Promotions and Committees - 15m

• Store Safety - Reporting and Investigation - 25m



# MARKETING

8h 5m

Spanish

• Shopping Occasions - 135m

• Ocasiones de Compra - 135m

• Multicultural Marketing - 30m

• What is Social Media? - 30m

• Social Media and Company Case Studies - 30m

• Social Media and the Digital Shopper - 30m

• Promotions and Merchandising - 210m

• Promociones y Mercadeo - 210m

# EXCLUSIVE COURSES

## IGA 5 COURSES

- IGA Exclusive Brands - 45m

*In this course, you will look at the IGA Store Brand and the place of store brands in today's food retail stores. This course will help you address consumer questions appropriately while on the floor. You will learn about the industry and history of IGA Exclusive Brands, so you are more able to provide your consumers with brand knowledge.*

- IGA Way to Care - Essentials - 30m

*At IGA, we treat our customers like the friends and neighbors they are. That means exceeded shopper expectations every time they come into your store. In this course, you'll learn the simple steps you can take to provide that extraordinary service, the IGA Way to Care.*

- IGA Way to Care - Elective - 30m

*When should our customers receive excellent service? Always. That is why everyone's role in achieving an IGA Way to Care culture in the store is so important. Only when we all provide exceptional service—which means taking personal responsibility for your interactions with customers—can we ensure an extraordinary shopping experience for every shopper, every time.*

- IGA Way To Care - Program Resources - 35m

- IGA Way to Lead - 30m

*The IGA Way to Lead course is about establishing the leadership required to cultivate a total store service culture.*

- WIP

- IGA Excelencia en Servicio - Comportamientos Opcionales - 30m

*¿Cuándo deben recibir nuestros clientes un servicio de excelencia? Siempre. De ahí la importancia tiene crear y consolidar una cultura de Excelencia en Servicio (IGA Way to Care) en la tienda. Solo cuando todos logremos brindar un servicio excepcional –lo cual significa asumir la responsabilidad personal de nuestras interacciones con los clientes– es que podremos garantizar una experiencia de compra extraordinaria en todo momento para cada cliente.*



## OTHER CATALOGS

- **Administrator:** This catalog has the courses relevant to the online training administrators.
- **College Credit:** This catalog has the learning plans approved for college credit validation.
- **Practice Test:** The retrieval courses are identified by the RT suffix. These courses have only the tests, no content. They are used to systematically retrieve information from memory.
- **RLI Learning Paths:** These are recommended learning paths for on-boarding, management and supporting roles within grocery retail.
- **Free Retail Training:** This catalog has 9 free courses available to the general public.



## 2020: UPGRADE YOUR TOOLKIT!

### Make Your Program More Robust, Consistent and Easy to Manage

- **Learning Plans** – create custom curriculums for your teams
- **Course Imports** – courses with your own training materials (videos, ppt, etc.)
- **Course Customizations** – change our courses to meet your needs
- **Custom Catalog** – reorganize and tailor the courses to make your own.
- **Custom Homepage** – redefine the student’s navigation, set priorities.
- **Corporate University** – brand the system to with your logo and URL
- **Classroom Management** – manage your classroom training from the LMS
- **Automated Enrollments** – have the system automatically enroll students in courses based on their job position.
- **HRIS Integrations** – import new users, update current users, deactivate them, all with an automated daily import from your HRIS.
- **Single Sign-On** – give students direct access to the training from your intranet, without having to login.
- **Coach & Share** – use channels to create conversational forums for user groups, share information, materials, ask expert advice and crowd-source.



## CERTIFICATIONS

### Food Retail Essentials

GS Essentials 1,2, 3 \$200/40h 38m

### Food Retail Associate Certification

Essentials 1, 2, 3 + All Department Tracks = \$400/85h 40m

### Food Retail Manager Certification

Manager, Time Management and Food Safety Manager Series = \$175 / 29h 56m

### All Courses Access

All Courses = \$600

### Pay per Certification

Available to individuals through Grocery Start





# NOTES



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## PRIVATE CORPORATE UNIVERSITIES

