What’s new? Check out the 2020 list of new, updated, and retired courses.

*Remember to update your learning plans and curriculums, to make sure your teams are working on the latest and greatest course versions.*

### New Covid-19 Related Courses

- **Cleaning and Sanitizing – High Touch Surfaces**
  5 minutes, 4/24/2020

- **Crisis Preparedness**
  5 minutes, 3/10/2020

- **Lavado de Manos**
  3 minutes, 3/5/2020

- **IGA Crisis – Preparativos**
  5 minutes, 3/10/2020

### New Courses - English

- **2020 - Supplemental Nutrition Assistance Program (SNAP) Training**
  30 minutes, May 2020

- **Stocking – Proper Lifting**
  5 minutes, April 2020

- **Cashier 3 - Process Payment: Cash & Check**
  17 minutes, Feb 2020

- **Cashier 4 - Process Payment: Payment Cards**
  13 minutes, March 2020

- **Cashier 5 - Process Payment: Mobile Wallet**
  6 minutes, April 2020

- **Bakery Clerk 3 – Science**
  10 minutes, Feb 2020

- **Bakery Clerk 4 - Product Knowledge**
  20 minutes, Feb 2020

- **Bakery Clerk 5 - Merchandising**
  20 minutes, March 2020

- **Ransomware 1 – What is Ransomware?**
  7 minutes 7 minutes, 1/2/2020

- **Ransomware 2 – Examples of Ransomware**
  13 minutes, 1/2/2020

- **Ransomware 3 – What Can Retailers Do?**
  7 minutes – 1/2/2020

### New Courses - Spanish

- **Acoso Sexual - CT**
  5 minutes, 2/6/2020

- **Deli 5 - Exhibición del Producto y Almacenamiento**
  5 minutes, 4/27/2020

- **Deli 6 - Procedimientos para Abrir**
  8 minutes, 12/2/2020

- **Deli 7 - Operaciones Diarias**
  15 minutes, 1/8/2020

- **Deli 8 - Procedimientos de Cierre**
  15 minutes, 2/12/2020

- **Deli 9 - Servicio de Alimentos**
  15 minutes, 2/21/2020

- **Panadería 1 – Equipos**
  10 minutes, 2/14/2020

- **Panadería 2 – Mantenimiento**
  10 minutes, 2/12/2020

- **Panadería 3 - Ciencia de la Panadería**
  10 minutes, 3/31/2020

- **Panadería 4 - Conocimiento de Productos**
  20 minutes, 4/9/2020

- **Panadería 5 – Merchandising**
  20 minutes, 4/2/2020

- **Reabastecimiento - Levantar Peso Correctamente**
  5 minutes, 4/27/2020
News from the Institute Desk

Welcome! These are the newest members of our learning community:

- Bishop Orchards – Guilford, CT
- Cardiff Seaside Market – Cardiff, CA
- Harps Food Stores – Springdale, AR (117 stores)
- Mitchell Grocery Corp. – Albertville, AL (50 stores)
  - Renfroe’s Markets (6 stores)
- Piggly Wiggly – Rayne, LA
- Save-a-Lot - Moultrie, GA
- Jong’s Super Value, Lake Providence, LA

Congratulations! *My Tips* Winners 2020

January
- Devon Marrott, Broulim’s Supermarkets
- Jennifer Martinez, Mr. Special Mayagüez Balboa

February
- Melinda Charest, Laperle’s IGA
- Sarah Synder, County Market

March
- Linda Schirmers, Save More Marketplace
- Kelani Porter, Lee’s Marketplace

April
- Chelsea McDonald, Russ’s Market 33rd & Hwy 2
- Angela Whitaker, Whitaker’s Food World

Do you have a training best practice, a success story or a crazy one?

Send it to us, we want to share your experiences, comments, questions and suggestions.

Email us: info@retaillearning.org
Call us: 773-695-2611
Write to us: 8745 W. Higgins Rd., Ste. 350
Chicago, IL 60631

What is in the Pipeline?

These are the courses we are working on:

- Cashier 6 – Checkout Process: Begin the Transaction
- Meat 1 – Grading and Inspecting
- Seafood Sustainability
- Patógenos de la Sangre
- IGA Excelencia en Servicio - Escenciales
- FSS6 - Higiene Personal y la Salud del Empleado
- FSS7 - Limpieza y Desinfeccion

Do you have an idea for a course topic?
We are listening...

Updated Resources

- Course Catalog
- Course Description

Retired Courses

1. Introduction to Dairy
2. Empleado de Panadería
3. Empleado de Congelados y Lácteos