



ACCELERATING LEARNING!

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2/28/2008



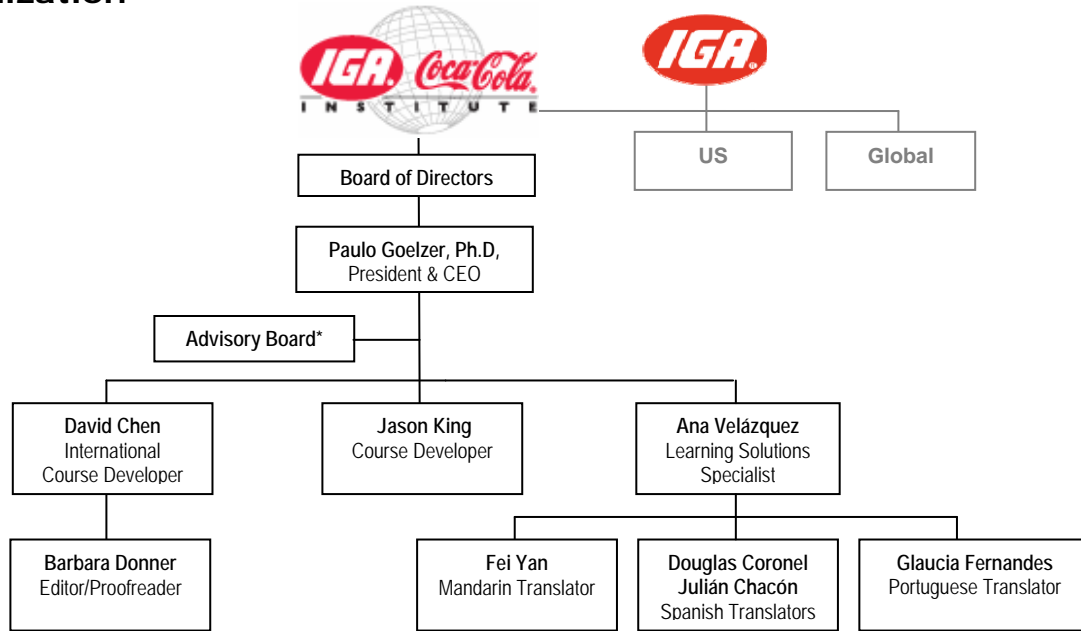
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Who Are We?

The **IGA Coca-Cola Institute** is a dynamic center for learning and research dedicated to share acquired knowledge and professional skills with independent food retailers worldwide.

The Institute is a non-profit educational foundation developed by the Independent Grocers Alliance (IGA) to provide on-line training materials, web-based certification courses, and classroom training to support the career development needs of IGA members worldwide. The Coca-Cola Company, a sponsor of the Institute, contributes its expertise and supports the mission of the Institute.

Our Organization



*The Advisory Board provides expertise and direction to the Institute programs and projects:

- Amy Blackwood, Training Mgr, Bozzuto's, Connecticut
- Donna Chen, Retail Operation Mgr, Super Plus, Jamaica
- Joan Crowl, Promo Mgr, Lake Region IGA, Pennsylvania
- Gordon Edwards, National Training & Dev. Mgr., IGA>D, Australia
- Paulo Goelzer, Ph.D., President, IGA Coca-Cola Institute, Illinois
- Jeff Grinstead, Regional Mgr, Houchens, Kentucky
- Mulyadi Haryanto, Senior VP, Matahari Supermarket, Indonesia
- Todd Martin, VP, Martin's IGA, Illinois
- Gabriel Pascual, Global Account Dir, Coca-Cola, Georgia
- Raquel Solomon, Train/Dev. Mgr, Foster's IGA, Cayman Islands
- Deanna Williams, HR Mgr, Kirby Foods/Jerry's IGA, Illinois
- Jeff Zollpriester, GM, Quality Foods IGA, Wisconsin

IGA Coca-Cola Institute

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Foundation Information

We are a 501[c][3] organization.
As a non-for-profit foundation, we accept contributions and donations. Our FEIN is 36-2269414.

Our Mission

Our mission is to *accelerate learning*. The goal of the Institute is to help our students continually improve their career, and their skills and performance at the store level.

How Do We Accomplish Our Mission?



The IGA Coca-Cola Institute provides three different types of learning opportunities: Online Training¹, Classroom Training, and Resource Center.

1. Online Training

The IGA Coca-Cola Institute offers a continually expanding selection of certification courses designed by experts to meet the needs of the independent retailers. Students can access the courses anytime-anywhere from a computer at home or at the store and work at their own pace. This innovative, flexible, and practical program supports a blended approach, allowing you to combine your store’s existing training with solid and consistent online training. The system manages the tests and scores online. Managers can generate reports on training activity in their stores.

The online courses are organized in three levels, shown below.



Entry Level	Supervisory Level
1. Welcome to Web-based Training	1. Welcome to Web-based Training for Mgrs.
2. Bakery Clerk	2. 5-Star Assessment Tutorial
3. Cashier	3. Assistant Bakery Manager
4. Courtesy Clerk	4. Assistant Deli Manager
5. Customer Service & Professionalism	5. Category Management
6. Deli Clerk	6. Cheese Specialist
7. Floral Clerk	7. Food Retail Today
8. Frozen Foods/Dairy Clerk	8. Food Safety & Sanitation
9. Grocery Stocker	9. Loss Prevention
10. Introduction to Food & Health	10. Meat Apprentice
11. Meat Wrapper	11. Non-Alcoholic Beverage Department
12. NY Tobacco Law	12. NY Food Safety & Sanitation
13. Produce Clerk	13. Promotions & Merchandising
14. Sexual Harassment	

Some courses are available in other languages (Spanish, Portuguese, Chinese, Japanese.) See the website for details.

¹ Saint Joseph’s University, Philadelphia is nationally recognized by the quality of their food marketing program. Through our partnership, the coursework at the Institute will count as credits towards their executive master degree program in Food Marketing.

a) How to Register for the Online Training?

Access the Resource Center for managers here.

Go to <http://www.igainstitute.com>.

1. Register your store/organization here. You will receive the store code and username and password within 24 business hrs.

2. Register **your employees** here. Their registrations are valid immediately.



b) How to Track Online Training Activity?

Students can track their progress in the *Gradebook*. They can view course enrollments, status, scores, completions dates and print their certificates.

Managers can run customized real-time reports such as *IGA Store Enrollment* and *IGA Store Employee Reports*. Reports can be viewed online or in Excel and can have store, student, position, course, and date data.



Store	Position	Employee	Course	Enroll	Complete	Drop
Your IGA	mgr_en_0000	John Smith	Customer Service and Professionalism	1-Jun-07		10-Jul-07
Your IGA	mgr_en_0000	John Smith	Produce Clerk	6-Jun-07	6-Jun-07	
Your IGA	mgr_en_0000	John Smith	Welcome to Web-Based Training	7-Jun-07		10-Jul-07
Your IGA	mgr_en_0000	John Smith	Customer Service and Professionalism	18-Jun-07	21-Jun-07	
Your IGA	0000_en	Maria Perez	Food Safety and Sanitation Courses 1-4	18-Jun-07		
Your IGA	0000_en	Maria Perez	Frozen Foods and Dairy Clerk	18-Jun-07		
Your IGA	0000_en	Maria Perez	FSS1 - Foodborne Illness	19-Jun-07	19-Jun-07	
Your IGA	0000_en	Bob Cousine	Grocery Stocker	1-Jun-07	1-Jun-07	
Your IGA	0000_en	Bob Cousine	Meat Wrapper	1-Jun-07		4-Jun-07
Your IGA	0000_en	Bob Cousine	Produce Clerk	1-Jun-07	1-Jun-07	

2. Classroom Training

The Classroom Training program includes the Supermarket Management Class and the International Category Management Workshop. Participants have the opportunity to learn from market experts, retailers and manufacturers, and explore the latest industry trends and discover best practices, all in a classroom setting.

a) Supermarket Management Class

The class is a 5-day hands-on immersion program focused on the independent retailer. More than 15 industry experts teach effective management to improve store operations – including store departments, financials and people performance. Store tours complement the curriculum. The class is offered twice a year – Spring and Fall.

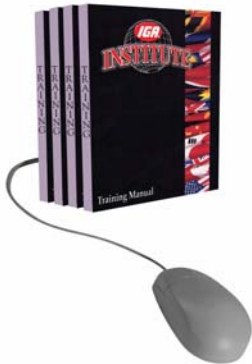


b) International Category Management Workshop

The two-day workshop is focused on analyzing the category management process and then applying it to detailed case studies. Category management is approached from the retailer's and manufacturer's perspective, as well as future trends that will affect the entire industry.

3. Resource Center

The Resource Center is an online collection of training materials, reference documentation and assessment tools available to owners and managers. This valuable resource contains more than 3,000 pages in various languages. Access is granted as part of the registration to the Institute.



a) Training Manual

The Training Manual contains information about the best operation practices for each department in a supermarket. To meet the fast-changing needs of the modern global marketplace, the Training Manual is organized into sections to permit immediate updating as new products, technologies, methods, and operating policies and procedures come into practice within the industry. Topics include: Produce Department, Meat Department, Financial Management and Industry Facts and Figures.

b) Human Resources

The IGA Coca-Cola Institute offers a broad scope of job descriptions specific to each department, including Produce Manager, Cashier–Checker, Front-End Supervisor and Store Manager. The hiring sections cover tools and tips to select the right candidate for your store. They include *Description of Employee Attitudes and Skills, Recruiting, Training and Leadership.*

c) Industry Presentations

This section has presentations from the IGA Global Summit where you can learn how to stand out among competitors, industry innovative information, consumer research (branding) and much more.



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