



# Florida Petroleum Marketers and Convenience Store Association's **EDUCATION ON-REQUEST MENU**



## **COMPLIANCE ISSUES**

- Environmental
- Tanks Schools (on-line and workshops)
- Legal

## **CUSTOMER SERVICE**

- Be Our Guest!
- Merchandising For Success
- Techniques of Alcohol Management
- We Card – Tobacco Sales

## **FINANCE/BUDGETING**

- Accounting Profit & Loss 101
- Loss Management
- Property

## **FOOD SERVICE**

- Food Safety & Sanitation
- C-Store Food Budget Management
- Activity Based Costing
- Profitable Growth in Prepared Food Industry
- Satisfying Changing Appetites

## **HUMAN RESOURCES**

- 101 Ways to Reward Employees
- ABC of Convenience Stores-*Why Work Here?*
- Containing Costs
- Hire and Keep the Best
- Making the Most of Store Managers Time
- Operations & HR: *Working Together to Impact the Bottom Line*
- Responsibility, recognition, and rewards
- Risk Management – Employee Orientation
- Risk Management – Rewarding Safety
- Safety Policies
- Sexual Harassment Policy
- Wage and Hour Issues
- Why People Behave the Way They Do

## **LEADERSHIP/CEO**

- C-Store Security in the new Millennium
- Roadmap for Independent Retailers and Wholesalers
- New competitors: Motor Fuel at Hypermarkets
- New trends in marketing strategies
- Financing Options In Today's Market

## **REAL WORLD MARKETING**

- Signage
- Display
- Media Coordination
- Special Events

## **TRAIN THE TRAINER**

- Hazmat certification
- Security On and Off the Road
- Management Front to Back

## **INTERNET RESOURCES**

- Advertising on the Internet
- E-Commerce 101 and beyond
- Food Handling 101
- How to create/maintain Web Site
- Internet Communications
- Is It Worth Your Life? (Crime Prevention)
- On-line conferences
- On-line education programs
- On-line PowerPoint Presentations
- Online, CD or Videos:
- Safety Refreshers--Responsibility
- Safety Refreshers--Slips and Falls
- Using the Internet 101

## **HARD COPY RESOURCES**

### *Brochures Workbook Training Programs*

- Alcoholic Beverage Sales (F70-234)
- Anti-Terrorist/Security 2002 (Storage, Transport, Cstore)
- Convenience Store Crime Packet (F70-259)
- C-Store Safety and Responsibility
- Driver's Objectives (F70-227)
- Driver's Performance Test (F70-257.3)
- Employment Discrimination (F70-231)
- Keep the Promise (F70-270)
- Objectives for a Safe Trip (F70-167)
- Self-Insured Retention Program, (AD-210)
- Sidestepping Hazards of Slips, Trips, & Falls (F70-287)
- Small Fleet Loss Prevention Guide (F70-176)
- Top Driver Program (F70-321)

***FPMA will be happy to help you create your own customized workshops or assist with on-line education programs!***

You chose who, what, when, and where that works best for your organization. Then call FPMA at (800) 523-9166 or email the FPMA Director of Communications at [fpma@fpma.org](mailto:fpma@fpma.org) and we will assist you in developing an educational program customized for you.

## **FPMA A la Carte**



***FPMA can provide you with resource and contact information for education providers/experts that meet your needs and then you coordinate the details as needed for your organization.***

## **FPMA Full Service**

FPMA coordinates all the variables of the educational environment:

- Location of experts
- Site coordination
- Coordination on-line education
- Logistical coordination
- Production of education materials
- On-site or On-line facilitation