

INSTITUTE NEWSLETTER

Q1 - 2026

We're excited to bring you the latest updates and news from the Retail Learning Institute.
Here's a glimpse of what's been happening!



English Courses

What's new and updated?

- **Professionalism - First Impressions**
(9 mins, Mar)
- **Box Cutter Basics** (10 mins, Feb)
- **Cashier 2 - Shift Procedures** (Updated, Jan)
- **Front-End Overview** (11 mins, Feb)
- **Introduction to Food Retail Understanding Store Layout** (10 mins, Feb)
- **Introduction to Food Retail Overview** (5 mins, Feb)
- **Getting Started - Student** (5 mins, Mar)
- **Professionalism - First Impressions** (9 mins, Mar)
- **Professionalism - Teamwork** (10 mins, April)

Coming Soon

English

- **Category Management - Introduction**
- **Category Management - The Retail Floor**

Spanish

- **Prevención de Pérdidas - Básicos**
- **Prevención de Pérdidas - Servicio al Cliente**



Spanish Courses

What's new and updated?

- **Prevención de Pérdidas - Básicos** (New 17 mins, Jan)
- **Prevención de Pérdidas - Servicio al Cliente** (New 16 mins, Jan)
- **OSHA - Norma de Comunicación de Riesgos** (New 23 mins, Feb)
- **Prevención de Pérdidas - Formas de Pérdida** (New 13 mins, Feb)
- **FSS4 - Preparación de Alimentos de Forma Segura** (Updated, Jan)
- **Reabastecimiento - Levantar Peso Correctamente** (Updated, Jan)

Retired Courses

- **Root Vegetables**
- **Seguridad Alimentaria e Higiene Básica**
- **Empacador (Bagger)**
- **Seguridad Alimentaria e Higiene Básica**
- **Courtesy Clerk**
- **Cashier - WIC Checks**
- **Introduction to Food Retail**
- **Professionalism**

Welcome New Members

PAQ, Inc.

17 Food4Less, 7 Rancho San Miguel
3 China Express



Massy Stores (Trinidad) Ltd
Corporate University + 23 Stores



Farmacy Marketplace



MyTips Winners

January

Gigi Wahba
Harps's - Ozark, AR #534
Lacey Porter
Harps's - Bald Knob #13



February

Daniel StandingBear
Harp's - Pawhuska, OK #507

March

Marisol Gonzalez
Nam Dae Mun Farmers Market
Michael Short
Rouses Market #62

April

Jaden Medrano
Manito Super 1 Foods, Inc.
Kim Vespie
Houchens Industries, Inc.

THE NEW PRODUCE LIBRARY IS COMPLETE!

Introducing our all-new Produce Library—designed with you in mind!

After listening to feedback from customers and clients, we teamed up with our experts to create fresh, engaging, and inspiring content. This library brings produce to life like never before, making it easier and more enjoyable to explore, learn, and connect with the foods you love.



Produce Department General

- Knife Safety (20 min)
- Produce - Cleaning, Sanitation and Food Safety (13 min)
- Produce - Customer Service (12 min)
- Produce - Displays(8 min)
- Produce - Expanded Produce Department (12 min)
- Produce - Job Overview (8 min)
- Produce - Merchandising and Displaying (12 min)
- Produce - Operations (20 min)
- Produce - Product Knowledge (30 min)
- Produce - Product Preparation (10 min)
- Produce - Product Replenishment (8 min)
- Produce - Receiving/Storage and Handling (9 min)
- Produce - Supply Chain (7 min)
- Produce - The Science of Fresh Produce (6 min)

Produce Manager

- Produce Manager - Department Design and Organization (11 min)
- Produce Manager - Elevated Merchandising (8 min)
- Produce Manager - Responsibilities (11 min)
- Produce Manager - Sales and Profitability (8 min)
- Produce Manager - The Evolving Consume (14 min)

Produce Department - Floral

- Floral - Flower Care (17 min)
- Floral - Sales and the Customer (14 min)

Vegetables

- Beans and Peas (14 min)
- Cabbages (8 min)
- Cooking Greens (11 min)
- Cooking Vegetables (16 min)
- Fresh Herbs (12 min)
- Lettuce (13 min)
- Mushrooms (13 min)
- Onions (13 min)
- *Peppers (16 min)
- Potatoes (12 min)
- Root Vegetables (14 min)
- Salad Vegetables (11 min)
- Specialty Vegetables (14 min)
- Squash and Pumpkins (17 min)
- *Value-Added Fruits and Vegetables (14 min)

Fruits

- Apples (16 min)
- Bananas (10 min)
- Berries (10 min)
- Citrus (16 min)
- Grapes (18 min)
- Melons (18 min)
- Nuts (14 min)
- *Value-Added Fruits and Vegetables (14 min)
- Pears (12 min)
- *Peppers (16 min)
- Specialty Fruits (15 min)
- Stone Fruits (15 min)
- Tomatoes (10 min)
- Tropical Fruits (15 min)



Note: Asterisk denotes courses that are included in more than one catalog.

RESOURCE CENTER

Check out our job aids here to get the support you need—fast.



Spruce up your break room with job aids that actually get noticed!

Download popular tips like Top 5 Grocery Store Energy Savers or Knife Safety in English and Spanish. Print and display them for quick, colorful advice that boosts safety, saves energy, and keeps your team on track. Mix languages for bilingual displays—turn your break room into a fun, practical mini training hub!

2025 STATS



Course Completions

509,395



Completion time
(median)

15 min.



Stores

1,429



Students

60,357

TOTAL COURSES

323
English

211
Spanish

2025 NEW COURSES

25
English

18
Spanish

2025 TOP COURSES

1	Active Shooter Awareness	42020
2	Sexual Harassment - Employees & Supervisors	29880
3	Store Safety - Floor Monitoring	29805
4	Customer Service	27678
5	Proper lifting	16171
6	Lock Out Tag Out	13991
7	OSHA Bloodborne Pathogens	13274
8	OSHA Hazard Communication Standards	12703
9	Bagging	5385
10	Knife Safety	5060

2025 TOP STUDENTS & STORES

TOP 10 STUDENTS

California Fresh Market - Pismo

Veronica Landey 126

Cargills - Colombo

Thushara Laxman 137

El Rancho Marketplace - Solvang

Tania Rengifo 125

Massy Stores Kingstown

Latonia Prince 138

Price Less Foods Mountain City

Ashley Robinson 143

Schmitz's Economart

Nichol Woods 219

Savi Provisions

King Boozer 113

Neal Kimes 116

Sherita Jackson 116

Strack & Van Til - Schererville

Ashanta McMiller 166

TOP 10 STORES

California Fresh Market Pismo 4294

Nam Dae Mun Norcross 3714

California Fresh Market

San Luis Obispo 2502

Cargills Colombo 2088

Harps Corporation 2001

SAVI Provisions 2000

Niemann Foods, Inc

Harvest Market - Campaign 1825

California Fresh Market

El Rancho Marketplace (Solvang) 1619

Heritage Grocers Groups

Tony's Fresh Market in Berwyn 1424

Strack & Van Til

Crown Point Franciscan 1344

2025 TOP CORPORATE UNIVERSITIES

Course Completions



132,311



102,180



51,773



46,363



2026 CLASS YEARBOOK COMING SOON



80
STUDENTS

7
COUNTRIES

19
US STATES

24
COMPANIES



4
DAYS

22
SESSIONS

19
EXPERTS

Why You Can't Miss the 2027 Edition of the Class

- Connect with peers across the industry
- Discover fresh, actionable leadership strategies
- Revitalize your store with today's top operations and management trends

Bring the team, save more!

- Volume discounts are available for groups of three or more.
- 🔥 Spots are filling fast—secure your seat today before registration closes!

**May 17th – May 21st, 2027 | The Coca-Cola
Company Headquarters, Atlanta**

Give your rising leaders the tools, insights, and connections they need to take your company to the next level—before registration fills up.



LEARN MORE

MEET THE LMS ADMINISTRATORS



I am Roslyn Martinez, L&D coordinator at Heritage Grocers. Day to day, I make sure everyone gets the right training and keep track of course progress so our teams can grow and succeed. Before that, I spent time at Greyhound Bus Lines as a Regional Coordinator, organizing data, managing supplies, and staying connected with vendors. I also bring years of customer-focused experience from Bath & Body Works, where I trained new team members and helped customers find exactly what they needed. No matter the role, I love connecting with people, supporting my team, and making everyday operations a little easier for everyone.

Can you share some of your accomplishments?

Implementing the company's new LMS was a milestone that required patience, adaptability, and a lot of learning. Supporting more than a hundred locations throughout 6 states was no small task but I'm proud to say we were successful getting our team members familiarized with the new content and tools.

I'd also add keeping a wide range of reports running smoothly, from compliance updates to refresher tracking to new-hire training progress, making sure everything is accurate, easy to understand, and delivered when people need it. By tightening up how we gathered and checked information, I help the store teams get insights faster and made it easier for team members to trust and use our training data.

What advice do you have for other administrators?

Build strong relationships, managers are your biggest allies. Make sure they feel supported.

Keep reporting simple and meaningful, give leaders the information they actually need. A simple, accurate report is more valuable than a fancy one. Straightforward language goes a long way.

Listen to the frontline, team members will tell you exactly what's confusing, what's helpful, and what's missing, if you ask. Their insights help you shape training that actually fits the job.

Communication is key, stay organized, and focused. Stay flexible, plans change, systems glitch. Being adaptable makes you a trusted partner.

How did you become an administrator?

It happened pretty naturally. I've always enjoyed coordinating, training, and helping teams stay on track, each job I've had helped me build those skills a little more.

TEAM SPOTLIGHT - TOM LUNZER

Happy Retirement!

Hi everyone! I'm Tom Lunzer, an E-Learning Developer at the **IGA Coca-Cola Institute**, and I've spent 16 years here at the Institute working with animation, illustration, multimedia design and course development. I enjoy mixing creativity with technology to make training that's engaging and easy to use. My work includes 2D and 3D animation, video, and interactive courses designed to work smoothly on mobile devices. I'm looking forward to continuing to build fun, effective learning experiences and sharing what's new along the way. At least until I retire and that will be soon in June 2026.



Tom Lunzer

E-Learning Developer
Retail Learning Institute |
IGA Coca-Cola Institute
Chicago IL

As we celebrate Tom's contributions to the Institute, we also extend our heartfelt thanks for his dedication and impact over the years. We wish you all the very best in your well-earned retirement and the exciting journey ahead.

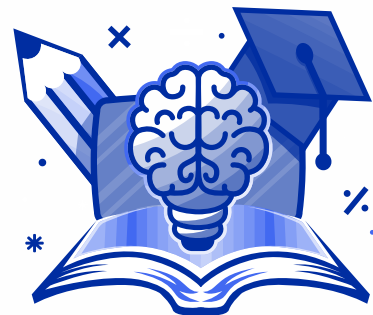
-The Institute Team



COURSE DEVELOPER ACCESS

Unlock the power to create and manage your own courses!

- ✓ **Customize training content**
- ✓ **Publish standalone courses**
- ✓ **Meet your unique training needs**



If you're ready to unlock this powerful capability, contact us for more details!

Course Developer Annual Fee = \$2000

Support Included

From THE VICE PRESIDENT'S DESK



Ana Velázquez

Senior Vice President
IGA Coca-Cola Institute
avelazquez@retaillearning.org
Call me: 773-695-2636

As our programs continue to grow and evolve, we've seen that **the strongest training outcomes come from administrators who stay connected with our team.** Staying in touch helps us better understand your goals and challenges, so we can support you, not only as a resource, but as a true partner.

I want to personally encourage you to reach out—not only when something goes wrong, but whenever you have questions, ideas, or are trying to figure something out.

Just as important, we'd love to hear about your successes. Many times, what starts as a simple conversation leads to valuable insights and solutions that might not have come up otherwise. Your wins help us learn what's working best.

Our goal is to support you along the way and help strengthen your programs over time. The more we connect, the better we can align with what you're trying to achieve. **Let's stay in touch and keep building strong partnerships!**

HELP SHAPE YOUR 2026 TRAINING

Your feedback = better tools, courses and support

- ✓ Tell us what's working
- ✓ Share what needs improvement
- ✓ Help guide our future goals



Take the 5-Minute Survey



<https://www.research.net/r/OnlineTrainingAdmin2026>

SPONSORS, EDUCATIONAL PARTNERS, AND VENDORS

The Institute continues to grow through strong partnerships with organizations that share our commitment to advancing education and excellence in the supermarket industry. We welcome three types of collaborations that support our mission and expand value for our members. Whether through sponsorship, educational partnership, or vendor collaboration, your organization can help shape the future of learning in the supermarket industry. Together, we can create opportunities that elevate people, performance, and the entire retail community.

Click on each logo to learn more about their contributions.



Would you like to contribute resources to this amazing learning community?

Looking to support the growth of independent retailers? We're here and ready to listen!

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