

Spanish American Merchants Association, Inc.

2011-2012

Empresario Development Center



▶ Training Catalog

- > Training
- > Workshop
- > Certifications
- > Technical Assistance

Since 1999, the Empresario Development Center (EDC) is dedicated to fulfilling the education component of SAMA's by focusing on six key strategies:

- Management
- Financial literacy
- Human Resources
- Technology
- Health
- Safety Issues

EDC is the small business premiere provider of educational resources, materials, and training in English and/or Spanish for small business owners throughout the State of Connecticut. The center was specifically designed for small business owners, family members, employees, entrepreneurs and start-ups. The trainings are held several times the year and in addition to the six initial key business strategies, cover an array of other topics.

Empresario Development Center helps small business owners start and/or grow their businesses successfully. Through the EDC, SAMA provides entrepreneur assistance through our training, "Steps by Steps to Business Success," where potential or current business owners have the opportunity to learn from the experts and from other small business owners in their own language (English and/or Spanish). In this training, participants will receive ultimate resources of valuable information that provides them with comprehensive business organization and development strategies through the year.

The Empresario Development Center is supporting this series through funding from Federal Grants, State of Connecticut, City of Hartford, Hartford Foundation for Public Giving, Northeast Utilities Foundations, City of New Haven, Capital Workforce Partners, CDBG Fund, State Farm Insurance, and Enterprise Foundation among others

EDC provides intensive training and technical assistance to people with a promising business idea and a desire to start their own business. The program is divided in three different sections that include Training, Certifications and Technical Assistance.

Technical Assistance

One-on-One follow-ups with site visits where participants are provided free counseling and assistance in areas such as licensing and permits.

Table of Contents

I. Training

• Basic Computer and Basic Microsoft Word	4
• Basic Microsoft Power Point and Outlook/Internet	5
• Entrepreneur	6
• Strategic Planning/Business Plan	7
• Management	7
• Basic Accounting/QuickBooks Program	8
• Point of Sale	8
• Marketing Strategy Techniques	9
• Sales Techniques	9
• Federal, State and City Taxes	15
• Presentation Skills/Public Speaking	16
• Human Resources	16
• Time Management	17
• Customer Services	17
• ESL for Small Business	18

II. Certifications & Professional License

• CT Producer & Casualty Insurance Producer License Training	18
• ServSafe Food Management Certification	19
• Training for Intervention Procedure-On Premise	20
• Training for Intervention Procedure-Gaming	21
• Training for Intervention Procedure-Concession	21
• Occupational and Health Standards for General Industry	22
• Occupational and Health Standards for Construction Industry	23
• HAZARDOUS Waste Operations and Emergency Response	23

Seminars or Workshops

• Insurance Seminars	7
• EBT	15
• WIC	16

Others

• Sponsorship Opportunity	10
• Latino for Better Health	11
• Training Application	12
• Membership Application	14

Basic Computer Skills

Description: This course is designed for the participant who wishes to learn *basic* computer operations of the Microsoft Office Word 2003 database program. This course presents the basic skills to become a competent and confident Windows-based PC user. Topics include essential concepts and use of hardware, software, stage media, file management, organization of folders and files, accessories and maintenance programs.

Intended Audience: Individuals interested in learn the basic elements in computer.

Requirements: No computer experience are necessary. To receive certificate of completion, participants are required to attend and participate in the graduation ceremony.

Course Length: 24 Hours. Two days a week. 6:00 PM-8:00 PM

No Member: \$100
Member: \$0

Basic MS Word

Description: This a basic skill-centered course tailored to the needs of the participants. This course is designed to help prepare the participants to type simple letters and flyers, includes development of speed and accuracy. The training covers all of the functions in

Microsoft Word.

- **Word Level 1:** Create a basic document by using Microsoft Word. Edit documents by locating and modifying text. Format text. Format paragraphs. Add tables to a document. Add graphic elements to a document. Control a document's page setup and its overall appearance. Proof documents to make them more accurate.
- **Word Level 2:** Manage lists. Customize tables and charts. Customize formatting with styles and themes. Modify pictures in a document. Create customized graphic elements. Insert content using Quick Parts. Control text flow. Use templates to automate document creation. Perform mail merges. Use macros to automate common tasks.
- **Word Level 3:** Collaborate on documents. Manage document versions. Add reference marks and notes. Make long documents easier to use. Secure a document.

Intended Audience: Individual interested in learning the use of a word processor program.

Requirements: Complete Basic Computer course or have knowledge in computer usage. To receive certificate of completion, participants are required to attend and participate in the graduation ceremony.

No Member: \$100
Member: \$0

Course Length: 24 Hours. Two days a week. 6:00 PM- 8:00 PM

Basic Power Point

Description: Fundamentals of the Microsoft PowerPoint for Windows software. This training will cover the basic to advanced functions of Microsoft PowerPoint. Participants will learn how to create a presentation that is visually appealing to an audience by adding graphical objects, color themes, charts, tables, images, customize texts, and a variety of slide effects. The student will learn to insert new slides in a presentation, insert text, pictures, clip art, tables and charts on a slide, work with smart arts to create process diagrams and organizations charts, use slide masters to update multiple slides in a presentation, create speaker notes and handouts for the audience, work with transition and timing, use animations to create effects on slides. Delivering a presentation by using annotations, presenter view and show options.

Intended Audience: Individuals interested in learning PowerPoint or advancing their basic PowerPoint skills

Requirements: Complete Microsoft Word course or have basic computer knowledge. To receive certificate of completion, participants are required to attend and participate in the graduation ceremony

No Member: \$100

Member: \$0

Course Length: 1 full day of training/2 evenings. 8 hours. 5:00 PM- 9:00 PM

Outlook and Internet

Description: Outlook is a popular e-mail, schedule, contact management software on the market developed by Microsoft. In this course, we cover all of the functions of Microsoft Outlook; printed materials are provided so participants can practice at home or work.

- **Outlook Level 1:** Identify the components of the Outlook environment and perform simple tasks such as composing, sending and responding to email messages, using folders to organize messages, manage contacts and contact information, schedule appointments, schedule meetings, create and edit tasks.
- **Outlook Level 2:** Customize the Calendar by setting various options, customize message options, track work activities using the Journal component. Assign and track tasks, share folder information, customize the Outlook environment, locate Outlook items, work with public folders.
- **Outlook Level 3:** Personalize your email, organize Outlook items, manage Outlook data files, work with contacts, save and archive email messages, create a custom form, work offline and remotely.

Intended Audience: Individuals interested in learning how to utilize Microsoft Outlook to manage e-mail functions and scheduling.

No Member: \$100

Member: \$0

Requirements: Complete Basic Computer course or have basic computer knowledge. To receive certificate of completion, participants must attend more than 80% of the classes and are required to attend and participate in the graduation ceremony.

Course Length: 12 Hours. Two days a week. 5:00 PM- 8:00 PM

Entrepreneur Training

Description: The objective of the Entrepreneur program is to assist participants in the process in open they own business by providing them with the necessary tools to understand the basics about licenses/permits and education tailored to each individual entrepreneur's needs. Another important component of the program is to facilitate connections between the entrepreneur and all the resources and services s/he may need to successfully launch and sustain a business. The purpose of these programs is to create jobs and contribute to the economic development of Connecticut.

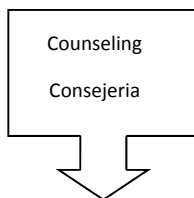
Intended Audience: This program is available for start-up ventures or business expansion.

Detailed Info:

- The training are conducted in simple language the participant can comprehend and learn at their own pace;
 - The instructors are very knowledge in the banking industry, financial and technology
 - Financial basics are stressed, enabling participants to gain the financial knowledge necessary to effectively control their businesses;
 - Program staff have cultivated partnerships with many community institutions, small businesses and government agencies to provide the participants the necessary resources they need to establish and/or grow their businesses;
 - The participants culminate with the business registration at Federal and State levels
 - The training is conducted in either Spanish and/or English
 - This is a comprehensive combination of training and technical assistance that is designed to help entrepreneurs develop business skills and attract financing.
- To receive certificate of completion, participants are required to attend and participate in the graduation ceremony.

No Member: \$100
Member: \$0

Course Length: 12 Hours. Two days a week. 6:00 PM- 9:00 PM



One-on-One follow-ups with site visits where participants are provided free counseling and assistance in areas such as licensing, permits, loan program, and other.



Strategic Planning/Business Plan

Description: The objective of the program is to assist participants in the preparation and implementation of a specific, comprehensive Business Plan. This course is an analysis of principles, techniques and the major functions of planning, organizing and leading of business enterprise management. Provide the necessary tools to develop a business plan.

Intended Audience: Business owner, entrepreneur or start up

No Member: \$100
Member: \$0

Requirements: Microsoft Word requirement and internet research skills. To receive certificate of completion, participants are required to attend and participate in the graduation ceremony.

Course Length: 12 Hours. Two days a week. 6:00 PM- 9:00 PM

Management

Description: This course builds upon the knowledge and skills needed to manage and grow a small business by emphasizing the fundamentals of managements specific to a small business owner. The course will review the financial health of the business and will explore strategic planning and growth. Case studies will be utilized for insight into both successful and unsuccessful businesses.

Intended Audience: Business owner and/or employee, entrepreneur or start up.

No Member: \$100
Member: \$0

Requirements: No experience necessary. To receive certificate of completion, participants are required to attend and participate in the graduation ceremony.

Course Length: 6 Hours. Two days a week. 6:00 PM- 9:00 PM

The Importance of Insurance

Description: The insurance contract and concept related to life insurance, property and liability insurance, medical and disability insurance and social insurance, personal analysis evaluating insurance needs.

Intended Audience: Business owners, entrepreneur and start ups.

Requirements: No experience necessary. To receive certificate of completion, participants are required to attend and participate in the graduation ceremony.

No Member: \$25
Member: \$0

Course Length: 3 Hours. One day. 5:00 PM- 8:00 PM

Basic Accounting/QuickBooks

Description: Bookkeeping is an essential part to any business to track their income and expenses. This course will help participants to understand accounting terminology, concepts and theories that impact powerful financial decisions that can affect their businesses. Understanding how accounting and bookkeeping works, minimizes errors in the recording of transactions, which can lead to incorrect financial statements and inaccurate business decisions. Emphasis in the course includes the accounting cycle, debits and credits, depreciation of fixed assets, business checking accounts, bank reconciliations, journaling, etc. The QuickBooks component of this course teaches students to build a company's accounting system, download QuickBooks data into an Excel spreadsheet, build linked statements, set up a company, create and modify a chart of account, work with Accounts Payables (entering bills and writing checks), enter credit card transactions, work with Accounts Receivables (entering invoices, receipts, and payments), reconcile a bank account, produce different types of reports, and backing up data on QuickBooks. Include the software.

Intended Audience: Business owner or employee with bookkeeping responsibilities.

Requirements: QuickBooks can be customized to fit almost all types of businesses. Basic math and basic computer skills. To receive certificate of completion, participants are required to attend and participate in the graduation ceremony.

No Member: \$300

Member: \$0 with software.

With software \$200

Course Length: 30 Hours. Two days a week. 6:00 PM- 9:00 PM

Point of Sale

Description: Point of Sale (POS) system is the most flexible, powerful, and advanced tool on the market, available to retailers who need to maintain a high degree of operational awareness at store level through price-optimization, customer satisfaction initiatives, employee management, and tight inventory-control. POS transactions are completed in real-time and are available at once, throughout the enterprise. POS training has an intuitive graphic user interface, permitting employees to be easily trained on the system, speeding employee adoption while reducing user errors and lowering your operational costs.

Intended Audience: Individual interested on work with cash register, stocking, etc.

Requirements: None.

Course Length: 25 Hours. Three days a week. 10:00 AM- 3:00 PM

No Member: \$100

Member: \$0



Marketing Training

Description: This training provides participants with an intense course where they learn to prepare a Marketing Plan. Participants learn how to market their own business, make their products more appealing, grab the customer's attention and work their persuasive skills in order to sell their products or services. The program is structured to be completed in one year of intensive classroom training followed by one-on-one technical assistance to help each business owner through the start-up phase or the expansion of his/her business. At the conclusion of the classroom portion of the program, each participant presents his/her business and / or marketing plan to a panel of bankers, government officials and other business planning experts for some real world feedback on their business concept. Development and presentation of a business plan and or marketing plan is among the requirements for successful completion of the Strategy Planning and Marketing Tools Training programs. This program is sponsored by CDBG Fund through the City of Hartford.

Intended Audience: Business owners whose business is located in the City of Hartford or a Hartford resident interested in open a business; the business must serve primarily a low and moderate income residential area.

No Member: \$100
Member: \$50
Hartford Residence: Free

Requirement: Provide proof of residency of the City of Hartford. Certificate of completion will be provided at the end of the program.

Course Length: 21 Hours. Two days a week. 6:00 PM- 9:00 PM

Sales Techniques

Description: Introduction to the principles, methods and techniques of selling and the application of these principles through individual sales demonstrations.

Intended Audience: Business owner and/or employees in the sales department

No Member: \$100
Member: \$0

Requirements: No experience necessary. To receive certificate of completion, participants are required to attend and participate in the graduation ceremony.

Course Length: 6 Hours. Two days a week. 5:00 PM- 8:00 PM

Sponsorship Opportunity

SAMA works in collaboration with other merchant groups, financial institutions, corporations, neighborhood groups, city and state agencies to serve our communities. At SAMA, we strive to develop a secure, long-term commitment from our Corporate Partners. The mission of the Corporate Partnership Program is to develop and continuously promote the growth of the business community for the common benefit of our constituency, our Corporate Partners, and the overall state economy.

Our goals under the Corporate Partnership Program are:

- To increase business and economic opportunities for the Hispanic and associated business communities;
- To aggressively enhance the team alliance between SAMA and our Corporate Partners;
- To develop targeted access and linkage to the Hispanic market and associated consumer markets;
- To utilize our joint business and legislative contacts for the mutual benefit of the partnership;
- To provide significant, measurable business networking opportunities in the domestic and international arenas; and
- To provide sustainable and continuous support of our common goals for economic development for the small business community.

Corporate Partner Member Benefits

- Opportunity to reach the Hispanic business community through planned e-newsletters focusing on advocacy, relevant business news and local member training.
- Opportunity to work with SAMA to develop individualized initiatives and programs to assist the Corporation's business objectives.
- Opportunity for the Corporate Partner to advertise and/or contribute feature articles in the SAMA's newsletter Networking.
- Corporation's logo placement on the SAMA website.
- Hyper-link to corporation's website from the SAMA webpage.
- Assistance with opportunities with Hispanic vendors.
- Access to the SAMA membership database.
- First selection of sponsorship opportunities for SAMA Events and Programs

Latino for Better Health

The foundation of our program is to be able to disseminate information and prevention that is relevant, current and important to the our members and small business community. SAMA will provide the necessary bi-lingual information to business owners on the why, where, and how, to find the proper resources in their community for their health issues, including health care, insurance and providers. The basic principle is to reach-out and develop partnerships with local institutions that can provide basic information about programs and services beneficial to our target population and how those resources can be made available. Through this program the participants will have the opportunity to increase their knowledge skills, and continue to circulate the information learned to other individuals throughout the "Educating Latinos to Better Health Program (ELBH)."

- ◆ **Prevention**
- ◆ **Nutritional**
- ◆ **Conventional vs. Alternative Medicine**
- ◆ **Exercise**
- ◆ **Screening Test: mammogram, prostate exam, vision, cholesterol and glucose screen, sexual transmittal disease exams, bon density, skin cancel screen, mental health, mass density, etc.**
- ◆ **The Doctor and the Patient:**
- ◆ **Pharmaceutics: Rights and Responsibilities of the patient: Sick-ness, definition and treatment:**
- ◆ **Flu Shot**

Our Health Fair is every year in the first Thursday of June. The Flu Shot is offer the third Thursday every October.

For information and registration call at 860-278-5825

SAMA's Training Application

Name: _____ Phone # _____

SAMA MEMBER/ Member ID # _____ SAMA NO MEMBER

DANBURY New Haven HARTFORD WATERBURY WILLIMANTIC

WINTER-20 _____ SPRING 20 _____ SUMMER -20 _____ FALL-20 _____

Class/Exam: English SPANISH Book Yes No Book Only

Money Order # _____

I. Type of Training

- Federal, State and Local Taxes
- Basic Computer
- Basic MS Word
- How to Start Your Business
- Outlook & Internet
- Basic Power Point
- Strategic Planning/Business Plan
- Management
- Sales Techniques
- Bookkeeping/QuickBooks
- Customer Services
- Human Resources
- Public Speaking/Presentation
- Time Management
- Marketing Tools
- ESL for Business Owners
- Point of Sale
- Others

II. Certifications & Professional License

Fee **Member**

<input type="checkbox"/> CT Producer & Casualty Insurance Producer License Training	\$300	\$150
<input type="checkbox"/> Training for Intervention Procedure (On Premise)	\$150	\$75
<input type="checkbox"/> Training for Intervention Procedure (Gaming)	\$150	\$75
<input type="checkbox"/> Training for Intervention Procedure (Concession)	\$150	\$75
<input type="checkbox"/> ServSafe Food Management Certification (Food License)	\$400	\$200
<input type="checkbox"/> OSHA 10hrs Construction	\$200	\$135
<input type="checkbox"/> OSHA 10hrs General Industry	\$200	\$135
<input type="checkbox"/> HAZARDOUS Waste Operations and Emergency Response	\$650	\$400
<input type="checkbox"/> Real Estate Training	\$400	\$300

III. Seminars

- WIC Regulations
- Food Stamps Regulations
- Other _____

Name _____
SS# _____ DOB _____
Phone # _____ Cell # _____
Address _____
City _____ Zip Code _____

Business Name _____
Fed ID# _____ State Reg. # _____
Position: _____ BUSINESS PHONE: _____
Business Address _____
City _____ Zip Code _____

E-Mail _____
Website _____

Type of Business:

Startups Entrepreneur Service Retail Wholesale Other _____

Description: _____

Legal Entity:

SOLE PROPRIETOR PARTNERSHIP CORPORATION LLC Other

Demography Information:

Male Female School Level: No HS or GED HS/GED University Degrees

White (no Hispanic) African American Hispanic Asian Other _____

Income:

Less \$50,000 \$50,000 \$75,000 \$100,000 \$150,000 \$200,000 Other

Membership Form

**Small Business \$225 a year
Corporation: \$1,000 a year**

Name _____

SS# _____ DOB _____

Phone # _____ Cell # _____

Address _____

City _____ Zip Code _____

Business Name _____

Fed ID# _____ State Reg. # _____

Position: _____ BUSINESS PHONE: _____

Business Address _____

City _____ Zip Code _____

E-Mail _____

Website _____

Type of Business:

Startups Entrepreneur Service Retail Wholesale Other _____

Description: _____

Legal Entity:

SOLE PROPRIETOR PARTNERSHIP CORPORATION LLC Other

Demography Information:

Male Female School Level: No HS or GED HS/GED University Degrees

White (no Hispanic) African American Hispanic Asian Other

Income:

Less \$50,000 \$50,000 \$75,000 \$100,000 \$150,000 \$200,000 Other

EBT Workshop

EBT stands for Electronics Benefits Transfer. EBT enabled the government to provide food stamps and public assistance benefits to eligible recipients by way of an electronically coded debit card. This program started in Hartford in September of 1997. SAMA hosted workshops for grocery store owners that participated in the Food Stamp Program. The goal was to provide the following information:

How does EBT work?

How does the merchant know that an EBT user's balance is sufficient?

How does the merchant distinguish between food stamps and cash benefits?

Held demonstrations with actual equipment.

SAMA continues to help merchants acquire the knowledge and equipment required to operate the system. The Specialists provide technical assistance to grocery store owners and new businesses. SAMA also works with them in the preparation of documents for the Food Stamps Program.

Intended Audience: For individuals who currently working with EBT.

Requirements: None.

No Member: \$25

Course Length: 3 Hours. - 5:00 PM- 8:00 PM

Member: \$0

Federal, State and Cities Taxes

Description: Theories and tax law of sole proprietor, corporation and partnerships at the Federal, State and City levels. Upon successful completion of this course, participants will have the knowledge and confidence to prepare tax returns for clients anywhere. You will find yourself able to start and operate your own tax practice – or accept a well-paid position in an accounting or tax preparation firm. Real life case studies give you an opportunity to test your skills in understanding actual tax returns for your small business. These are designed to familiarize you thoroughly with the various tax forms and schedules you will use as a business owner. What are the different types of company formations, such as LLCs, Corporations, Sole Proprietorship, and Partnerships. What are a business expenses, and how to maximize your deduction at tax time. Understanding how to conduct a payroll and the different types of payroll forms.

Intended Audience: Business owners and/or employee, entrepreneur and startups.

Requirements: No experience necessary. To receive certificate of completion, participants are required to attend and participate in the graduation ceremony.

Course Length: 18 Hours. Two days a week. 5:00 PM- 8:00 PM

No Member: \$100

Member: \$0

Presentation Skills and Public Speaking

Description: This training is designed to encourage students to develop their speaking and listening skills in order to become more confident communicators. The training introduces participants to communications as an interactive process and emphasizes developing effective public presentation skills.

Intended Audience: Individual interested in improving their communication skills

Requirements: No experience necessary. To receive certificate of completion, participants are required to attend and participate in the graduation ceremony.

No Member: \$100

Member: \$0

Course Length: 12 Hours. Four days. 5:00 PM- 8:00 PM

Human Resources

Description: This course prepares participants on how to develop their current or future staff with professional human resource management training. The concepts behind labor, employment and human resources law are explained, preparing the participant to reduce any possible legal liability.

Intended Audience: Business owners and/or employees, entrepreneur and start up.

Requirements: No experience necessary. To receive certificate of completion, participants are required to attend and participate in the graduation ceremony.

No Member: \$100

Member: \$0

Course Length: 9 Hours. Three days a week. 5:00 PM- 8:00 PM

WIC Program Workshop

SAMA was an advocate for changes in the Women, Infants & Children Program (WIC) regulations. The WIC Program is a nutritional initiative for pregnant women and children under the age of 5. Small business owners were being disqualified from the program for alleged violations whether they were minor or serious. SAMA worked closely with the Connecticut Department of Health and State Legislators. SAMA's proactive involvement lead to successful changes that will help merchants in the future stay in the program. Minor offenses will be given fines instead of disqualifications.

No Member: \$25

Member: \$0



Time Management

Description: Learn to determine how and why we lose control of our days as well as learn how to regain control by efficiently and effectively managing your time, tasks and e-mail. Explore the theoretical basis of how we lose control of our time followed up with hands-on

instruction on how to get and stay organized by using Outlook Exchange as a tool for planning and prioritizing your work day.

Intended Audience: Business owners and/or employees, entrepreneur and start ups

Requirements: No experience necessary. To receive certificate of completion, participants are required to attend and participate in the graduation ceremony.

Length: 3 Hours. One day a week. 6:00 PM- 9:00 PM

No Member: \$50

Member: \$0

Customer Service

Description: To provide the participants a solid foundation in customer service systems, students will learn concepts and skills necessary to perform effectively in a customer-driven service economy. This course will focus on the concepts and applications of communications, strategic planning, teamwork, coaching, and vision-building, as well as an introduction to total quality management. This course emphasizes the importance of development and retention of repeat customer and business buyers. Multiply business effectiveness by motivating employees and helping people to be more effective as they accomplish more during interactions in less time while enhancing interpersonal relationships. Help people enhance their performance by providing them with feedback they are willing to accept and upon which they are able to act. Learn how to establish good interpersonal working relationships and develop the ability to spark action in others.

Intended Audience: All employees up through mid-level managers

Requirements: No experience necessary. To receive certificate of completion, participants are required to attend and participate in the graduation ceremony.

Course Length: 6 Hours. Two days a week. 5:00 PM- 8:00 PM

No Member: \$100

Member: \$0

CT Producer & Casualty Insurance Producer License Training

Description: This course is to assist participants in preparing for the licensing exam by providing them with the course materials and instruction needed. This course is designed for educational purposes only and is not deemed to be construed as financial or legal advice.

Intended Audience: Individuals interested in taking the CT Producer & Casualty Insurance Producer License Test and becoming an insurance agent

Requirements: No experience necessary, but it is important to fully understand and speak English. To receive certificate of completion, participants are required to attend and participate in the graduation ceremony. A \$100.00 deposit is required and includes the book and the cost of the exam registration. If you do not register for the test, the deposit will not be reimbursable.

No Member: \$300

Member: \$150

Course Length: 42 Hours. Two days a week. 5:00 PM- 8:00 PM

ESL for Small Business

Description: These courses will help students to improve their listening, speaking and pronunciation skills. Students will learn to understand more of the English that they hear in various situations. They will also learn to speak more clearly so that others can understand them better. The first levels will work with conversational English while the higher levels will work with advanced conversation skills and academic English.

Intended Audience: Business owners and/or employee, entrepreneur and startups.

No Member: \$400

Member: \$200

Requirements: No experience necessary. To receive certificate of completion, participants are required to attend and participate in the graduation ceremony.

Course Length: 60 Hours. Two days a week. 5:00 PM- 8:00 PM

ServSafe Food Management Certification

Description: This is a certification program, in which the participants are trained on the rules and regulations regarding the handling, management and consumption of safe food. This training is a requirement for individuals who want to open their own restaurants or work in the food industry. On August 1, 1997, a new State law was passed mandating that a food preparation business must be certified to sell or serve prepared foods. SAMA took



the initiative to contact city officials to set up workshops that would certify these businesses. The participants were Spanish-speaking business owners, who otherwise would not have the benefit of this training in Spanish. To date, SAMA's Food Licensing Training Program has graduated over 200 participants. Classes are held at SAMA's Computer Room and is available to Spanish speaking merchants throughout Connecticut and leads to official certification. Participants must attend all classes, pay for the exam and pass the exam with a score of 75% or more in order to be certified. The ServSafe program provides participants with the essential knowledge to help keep food safe in their establishments. It is the participant's responsibility to implement that knowledge at their place of business by examining the following in comparison to the newfound ServSafe knowledge:

- Current food safety policies and procedures
- Employee training
- Facilities

Descripción: El program ServSafe le dará a los participantes la información necesaria para mantener seguros los alimentos que se preparan en sus establecimientos. El participante tiene la responsabilidad de poner en práctica este nuevo conocimiento luego de examinar las siguientes partes de su negocio:

- Las normas y procedimientos actuales de seguridad de los alimentos
- El entrenamiento de los empleados
- Las instalaciones

Intended Audience: For individuals who currently working or are interested in working in the food industry.

Requirements: None. Certification Card will be issued after successful completion of the training and a score of 75% or more on the exam.

No Member: \$400
Member: \$200

Course Length: 25 Hours. Three days a week. 10:00 AM- 3:00 PM

Training for Intervention Procedures Certification



Training for Intervention Procedures-On Premise

Description: TiPS for On-Premise program has been designed specifically for servers of alcohol. The ideas presented in the program are the result of considerable research with servers, and take into account what servers deal with on a daily basis including the demands of the job, server/guest relations and server/management relations.

Descripción: El programa de TIPS ha sido específicamente diseñado para el uso del personal que sirve bebidas alcohólicas. Las ideas planteadas en este programa son el resultado de una investigación realizada con el personal de servicio, en la cual se toma en consideración las situaciones que estas personas confrontan diariamente, incluyendo las demandas del trabajo, y las interacciones entre el servidor y el cliente, y el servidor y la gerencia.

Intended Audience: Individuals interested in working in the bar area at restaurants and private and public clubs.

Requirements: None. To receive the certification, the participant must take and pass the exam with a score of 75% or more. A minimum of five participants must register for the training to be delivered.

Course Length: 15 Hours. Two days a week. 5:00 PM- 8:00 PM

No Member: \$150

Member: \$75

Training for Intervention Procedure-Gaming

Description: This training was specially designed for people who serve alcohol in casinos, gambling halls and riverboats. The ideas presented in the program are the result of

considerable research with experienced servers, and take into account what servers in casinos deal with everyday including the demands of the job, server/guest relations and server/management relations.

Descripción: Este adiestramiento fue diseñado específicamente para personas que sirven bebidas alcohólicas en casinos, lugares de juegos y embarcaciones de actividades festivas. Las ideas presentadas en el programa son el resultado de varias investigaciones de servidores ejercientes que lidian a diario con situaciones causadas por el consumo de bebidas alcohólicas, incluyendo demandas de este trabajo, interacción entre el servidor y el cliente, al igual que el servidor y la gerencia.

Intended Audience: Individuals interested in working in hotels, cruises, and casinos.

Requirements: None. To receive the certification, the participant must to take and pass the exam with a score of 75% or more. A minimum of five participants must register for the training to be delivered.

No Member: \$150

Member: \$75

Course Length: 15 Hours. Two days a week. 5:00 PM- 8:00 PM

Training for Intervention Procedure-Concession

Description: This training was specially designed for people who sell alcohol in concessions environments. The program is based on ideas that come from people like you, who work in ballparks, concert halls, race tracks, convention centers and other concession outlets. Your role in the sale of alcohol offers a unique set of problems. TIPS for concessions has a special focus that takes into account the setting and demands of your job and the seller-customer and seller-manger relations with your industry.

Descripción: Este adiestramiento fue especialmente diseñado para personas que venden bebidas alcohólicas en un ambiente de concesión. El programa es basado en ideas tomadas por personas como tu, quienes trabajan en estadios de beisbol o conciertos, pistas de carreras, centro de convenciones y otros establecimientos. Tu papel en la venta de alcohol te ofrece unos problemas únicos. El programa tiene como enfoque especial el tomar en consideración el ambiente y las demandas de tu trabajo además de la relación entre el vendedor y el cliente y el vendedor y la relación entre la gerencia en la industria.

Intended Audience: Individuals interested in working at hotels, banquet facilities, and big receptions.

Requirements: None. To receive the certification, the participant must to take and pass the exam with a score of 75% or more. A minimum of five participants must register for the training to be delivered.

No Member: \$150

Member: \$75

Course Length: 15 Hours. Two days a week. 5:00 PM- 8:00 PM

Training Course in Occupational Safety and Health



Occupational and Health Standards - General Industry

Description: This course covers ten (10) hours of courses, required by the Occupational Health and Safety Act (OSHA) which apply toward 10-hour Construction Industry course completion card. This module is comprised of 12 sections, covering topics pertaining to regulations covered by Standard 29 CFR 1910. The successful completion of this course will help to meet the Construction Industry standards established by OSHA.

OSHA recommends Outreach Training Program courses as an orientation to occupational safety and health for workers. Workers must receive additional training, when required by OSHA standards, on the specific hazards of their job

The 30-hour Construction course covers topics pertaining to regulations covered by Standard 29 CFR 1910. The OSHA 30-hour General Industry Outreach Training course is a safety program for anyone in the general industry. Specifically devised for safety directors, foremen, and field supervisors; the program provides complete information on OSHA compliance issues.

Intended Audience: Individuals who currently work or are interested in entering in the general industry, non-construction field.

Requirements: Full completion of either 10 or 30 hours of training. Certification Card will be issued after successful completion of the training. A minimum of five participants must register for the training to be delivered.

No Member: 10hrs-\$200; 30hrs-\$400

Member: 10hrs-\$135; 30hrs-\$200



Occupational and Health Standards - Construction Industry



Description: This course covers ten (10) hours of courses, required by the Occupational Health and Safety Act (OSHA) which apply toward the 10-hour Construction Industry course completion card. This module is comprised of 12 sections, covering topics pertaining to regulations covered by Standard 29 CFR 1926. The successful completion of this course will help the participant to meet the Con-

struction Industry standards established by OSHA.

OSHA recommends Outreach Training Program courses as an orientation to occupational safety and health for workers. Workers must receive additional training, when required by OSHA standards, on the specific hazards of their job. The 30-hour Construction course covers topics pertaining to regulations covered by Standard 29 CFR 1926. The OSHA 30-hour General Industry Outreach Training course is a safety program for anyone in the general industry. Specifically devised for safety directors, foremen, and field supervisors; the program provides complete information on OSHA compliance issues.

Intended Audience: Individuals who currently work or are interested in entering in the construction or home improvement field.

No Member: 10hrs-\$200; 30hrs-\$400

Member: 10hrs-\$135; 30hrs-\$200



HAZARDOUS Waste Operation and Emergency Response

Description: This course is specifically designed for workers who are involved in clean-up operations, voluntary clean-up operations, emergency response operations, and storage, disposal, or treatment of hazardous substances or uncontrolled hazardous waste sites.

Topics include protection against hazardous chemicals, elimination of hazardous chemicals, safety of workers and the environment, OSHA regulations. This course covers topics included in 29 CFR 1910.120 (e). Please note that 8 hours of hands-on training is required for the 40 hour Hazwoper course and can be completed by a qualified instructor. The three days field experience under a trained, experienced supervisor is the responsibility of the students employer or potential employer.

Intended Audience: Any one

Requirements: Full completion of 40 hours of training. Certification Card will be issued after successful completion of training. A minimum of five participants must register for the training to be delivered.

No Member: \$650

Member: 10hrs-\$300

Course Length: 40 Hours. Two days a week. 5:00 PM- 8:00 P

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