



# SPANISH LANGUAGE RESOURCES

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## RETAIL TRENDS

- **FOOD RETAILING INDUSTRY SPEAKS (PDF) – 2005**  
(La Industria Minorista de Alimentos Informa 2005)  
The annual state of the industry report for food retailers.  
Product Identification Number: 2123

### PRICING

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**Member: \$50**  
**Associate Member: \$100**  
**Non-Member: \$150**

## FOOD SAFETY

- **RETAIL FOOD SAFETY POCKET GUIDE (BOOKLET) – 2007**  
(Guía de Bolsillo Para La Seguridad)  
Teach retail food managers and associates proper food handling techniques.  
Product Identification Number: 2189

### PRICING

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**Member: \$3**  
**Associate Member: \$4**  
**Non-Member: \$6**

- **AVIAN INFLUENZA: A PLANNING RESOURCE FOR THE GROCERY INDUSTRY (PDF) – 2006**  
(Preparación ante la Probabilidad de una Pandemia de Gripe Aviar - Un Recurso de Planificación para la Industria de Comestibles)  
Understand the contingency planning process that supermarket retailers, and the wholesalers and suppliers who serve them, should undertake to prepare for a pandemic. (Available for Members Only)

### PRICING

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**Free Resource**

- **FMI'S GUIDE TO UNDERSTANDING BIRD FLU, SEASONAL FLU AND PANDEMIC FLU (PDF) – 2006**  
(Gripe Aviar, Gripe Común, Gripe Pandémica, Una Guía Útil)  
Learn about the various kinds of influenza including how they are transmitted and contained.

### PRICING

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**Free Resource**

- **INVISIBLE CHALLENGE (VIDEO) – 1999**  
(El Reto Invisible)  
Examine critical food safety issues in the supermarket workplace.  
Product Identification Number: 193

### PRICING

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**Member: \$60**  
**Associate Member: \$149**  
**Non-Member: \$175**

- **PRACTICAL SUGGESTIONS FOR FOOD PREPARATION (KIT) – 1995**  
(Sugerencias Prácticas para la Preparación de Alimentos)  
Learn the basics of safe handling, preparation, and storage of food.  
Product Identification Number: 999

### PRICING

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**Member: \$4**  
**Associate Member: \$10**  
**Non-Member: \$12**

## FOOD SAFETY (CONTINUED)

### RETAIL BEST PRACTICES AND SUPERVISOR'S GUIDE TO FOOD SAFETY AND SANITATION (BOOK) – 2005

(Guía del Supervisor: Las Mejores Prácticas de Seguridad e Higiene en la Venta)

Go beyond the basics with this detailed food safety and sanitation manual designed for managers of retail food operations. Product Identification Number: ISBN-10: 0130424064

#### PRICING

**Member: \$7.80**  
**Associate Member: \$7.80**  
**Non-Member: \$7.80**

### RETAIL BEST PRACTICES AND QUICK REFERENCE TO FOOD SAFETY AND SANITATION (BOOK) – 2005

(Guía de Referencia Rápida: Las Mejores Prácticas de Seguridad e Higiene en la Venta)

Update store employee food safety knowledge with this best practice and quick reference guide.

Product Identification Number: ISBN-10: 0130424072

#### PRICING

**Member: \$27.95**  
**Associate Member: \$27.95**  
**Non-Member: \$27.95**

## HUMAN RESOURCES

### THE POWER OF CUSTOMER SERVICE (VIDEO) – 2001

(El Poder del Servicio al Cliente ¡Haga a su Cliente el Primero!)

Increase sales and customer loyalty with improved situational and customer service skills. Product Identification Number: 1425

#### PRICING

**Member: \$65**  
**Associate Member: \$111**  
**Non-Member: \$130**

### BAG IT RIGHT! (VIDEO) – 1999

(¡Empaque Bien! Cómo Empacar con Plástico y Papel)

Improve customer satisfaction through proper bagging techniques.

Product Identification Number: 1155

#### PRICING

**Member: \$39**  
**Associate Member: \$66**  
**Non-Member: \$78**

### RECRUITMENT MANUAL: COMPLETE GUIDE TO RECRUIT ENTRY LEVEL SUPERMARKET EMPLOYEES (BOOK) – 1998

(Manual de Reclutamiento: Guía Completa para Reclutar Empleados a Nivel de Principiante en los Supermercados)

Recruit and retain the best and brightest employees.

Product Identification Number: 1124

#### PRICING

**Member: \$30**  
**Associate Member: \$64**  
**Non-Member: \$75**

## CONSUMER RESOURCES

### CELEBRATE DINNER, CELEBRATE FAMILY (PAMPHLET) – 2006

(Celebre la Cena, Celebre la Familia)

Demonstrate to your customers the value of eating family dinners together.

#### PRICING

**Free Resource**

### FOOD ALLERGEN AWARENESS POSTER (PDF) – 2006

(¡Conozca las Alergias a los Alimentos!)

Provide consumers with this overview of U.S. allergen labeling requirements as they apply to retailers.

#### PRICING

**Free Resource**



Visit the FMI store at [www.fmi.org/store/](http://www.fmi.org/store/)  
 or call 202.220.0723 to learn more about  
 other food retail industry training programs.

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