

e-LEARNING ACADEMY™

AMI's e-Learning Academy Courses



AMI's e-Learning Academy meets your training needs and helps reduce costs with courses for every skill level and interest. With over 400 lessons in 6 categories to choose from, AMI's e-Learning Academy caters to all your training needs. All e-Learning Academy courses utilize the highest standards of the American Society for Training and Development, offering you the confidence and credibility associated with the world's largest workplace learning professional group.

COURSE CATEGORIES:

- Food Safety
- Personal Development
- Customer Service
- OSHA
- Human Resources
- Custom

Food Safety

- NEHA-approved Professional Manager Series
- Professional Food Handler

Customer Service - 29 courses in the following topic areas:

- Building Customer Loyalty
- Getting to Know your Customers
- Getting Your Customer Experience Right
- Implementing Effective Service Standards
- Keeping Loyal Customers
- Measuring Customer Service
- Profits, Not Promises
- Understanding Customer Service
- Building Relationships with Your Customers
- Delighting Your Customers
- Good News About Customer Complaints
- Building Web Relationships
- Creating Customer Value
- Crown Your Customers
- Customer Convenience is Key to E-Commerce
- Customer Service Strategy
- Dealing with Customer Complaints
- Exceeding Customer Expectations
- Defining Service
- Communicating
- Fixing Problems
- Building a Department
- Tools of the Trade

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Human Resources - 153 courses in the following topic areas:

- Managing Within the Law
- Management Skills Introduction
- Negotiating
- Street Management
- Coaching
- Leadership
- Management
- Work and Life Balance
- Managing Change
- Motivation
- Sexual Harassment in the Workplace
- Teams That Work
- Communication
- Leading Teams
- Self-Management
- Workplace Environment

Personal Development - 129 courses in the following topic areas:

- Outlook 2007
- Business Ethics
- Building Relationships
- Effective Business Communication
- E-Mailing Your Way to the Top
- Internet Marketing
- Project Management from a People Perspective
- Project Management
- Problem Solving Through Productive Thinking
- Time Management for Maximum Productivity
- Sales and Marketing
- 401K Plans
- Fundamentals of Business Management
- Budgeting and Saving
- Effective Presentations
- Innovation in the Workplace
- Certified Business Analysis Professional
- Communicating with Power
- Project Management Professional Certification 2009
- Time Management Fundamentals
- Global Business
- Six Sigma
- Business Communication

OSHA - 5 courses

- Bloodborne Pathogens
- Basic First Aid
- Slip, Trips, and Falls
- Hazard Communication
- Fire Safety

Custom

AMI's e-Learning Academy offers endless possibilities with the option to customize your training program or utilize an already existing curriculum. Create interactive, report ready courses from your current PDFs, PPTs and DOCs

- Store Opening Packages - quickly get answers to questions and score applicants
- Limited Time Offers - field reinforcement quizzes and learning vignettes to introduce promotions or keep important information top of mind
- Company history and orientation
- New menu launch
- New beverage launch