Workforce Profile:
King's Hawaiian
Hall County
2012
Welcome to the latest edition of the Workforce magazine. Workforce is a publication of Lanier Technical College’s Economic Development Department. Lanier Technical College is dedicated to supporting business and industry in our seven-county service area in Northeast Georgia through workforce development, customized training, continuing education, support for local entrepreneurs, and automated manufacturing innovation. Last year, Lanier Technical College, in our credit and non-credit programs combined provided educational and training services to over 25,000 students in our service area.

In this edition, we recognize a company that started as a small family business and has grown into a large national company. King's Hawaiian began in the 1950s by Robert Taira in Hilo, Hawaii creating the first Hawaiian sweet bread. Robert started his business as a single man but by the late 1950s he had a wife and a growing family. He maintained high standards for everyone who worked at the bakery, including his family, and assigned each person to a role that best fit his or her talents and interests. In 1963 the business moved from Hilo to Honolulu's King Street and renamed it King's Bakery. In the late 1970s with a leap of faith Robert built a 24,000 square foot commercial bakery in Torrance, California. Robert's dream of seeing King's Hawaiian Original Hawaiian Sweet Bread make its way to families across the mainland had been fulfilled. The location of the bakery may have changed but Robert's commitment to his customers and the Aloha Spirit have not. He remained dedicated to the King's Hawaiian tradition of flavor, freshness, and quality.

Today, Robert's legacy continues as three generations of the Taira family stay true to the original recipe, Robert's commitment to quality, and the Aloha Spirit that made King's Hawaiian famous. This special and irresistible bread is as authentic to the Hawaiian Islands as the tropical climate and gracious culture that so many have come to love.

In September of 2010 King's Hawaiian announced that they will located a bakery and distribution operation in Oakwood, Georgia. This facility will be located in an 111,000 square foot facility in Oakwood and create 126 new jobs for Georgia. "We were happy to come to Georgia and Hall County and we are even happier now that we are here" stated John Linehan, Executive Vice President of King's Hawaiian.
Economic Development Programs

Offering advanced training, research and development support and incubation services to companies throughout the nation.

The Economic Development Department of Lanier Technical College supplies a wide variety of non-credit training classes and services to our clients. We offer continuing education, safety, and customized training in an eight county area that includes Banks, Barrow, Dawson, Forsyth, Hall, Jackson, Lumpkin, and North Fulton County. Our customized training is tailored to meet specific needs and our continuing education classes include a variety of subject areas to include safety, computer workshops, first aid, CPR, and forklift training.

We offer training for the Ammonia Refrigeration industry. Three levels of operator training along with several specialized workshops to meet the industry’s needs. We have a $2,000,000 training facility that includes a state-of-the-art laboratory. The lab, which features three different refrigeration systems comparable to those found in industry, is critical to reinforce classroom lessons and teach troubleshooting skills. Courses focus on safety, operation, and maintenance as well as technical and economic issues. In the lab, a system can be purposely adjusted incorrectly so students see the repercussions.

Also located on the Oakwood Campus near Gainesville, the Advanced Manufacturing Technology Center, (AMTC), opened in February 2006. The Center works with industry, government, entrepreneurs and educational institutions developing our state’s manufacturing workforce, fostering innovation and increasing job growth in Georgia.

Staffed by a team of experienced manufacturing professionals, AMTC offers advanced training, research and development support and incubation services to companies throughout the state.

Lanier Technical College’s Manufacturing Development Center (MDC) mission is to provide direct assistance to small or startup companies in the establishment of manufacturing enterprises. Our goal is to speed the growth and increase the chances of commercial success for our clients resulting in the creation of jobs and stimulation of economic growth in Georgia.

We are also home to an American Heart Association Community Training Center. Lanier Technical College’s Training Center supports the AHA mission and goals through administrative, educational, and quality assurance support of the AHA instructor members. Our Training Center supports this mission and purpose through the provision of quality AHA classes to healthcare professionals and the community and by educating and informing the AHA instructors on new skills or AHA programs.

Call us with your training need; we would like to hear from you and have the opportunity to work with you and your employees.

At Lanier Tech we are confident in the quality of our training. Your satisfaction is guaranteed!

For additional information please go to www.laniertech.edu or call us at 770.531.4500.
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Lanier Technical College, 2990 Landrum Education Drive Oakwood, GA 30566, www.laniertech.edu

Lanier Technical College serves as the leading workforce development resource for Banks, Barrow, Dawson, Forsyth, Hall, Jackson, and Lumpkin Counties by providing: career-technical education programs leading to Associate of Applied Technology Degrees, Diplomas, and Technical Certificates of Credit; Customized business and industry training and economic development services; continuing education for technical and professional development; and adult literacy and education services.

Lanier Technical College does not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, disabled veteran of the Vietnam Era, or citizenship status (except in those special circumstances permitted or mandated by law).
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King's Hawaiian located a bakery and distribution center in Hall County in 2011 with approximately 126 new employees.

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Ammonia Refrigeration Operator I

Topics to be covered include:
- Basic Refrigeration · Safety
- Lubricants and Filtration
- Purging
- Condensers
- Properties of Refrigerants
- Pressure and Force
- Non-Condensable Gasses
- Direct Expansion Systems
- Secondary Coolant Systems
- Compressor Types
- Compressor Operation
- Cooling Units · Hot Gas Defrost

Cost: $1,250
Supplies are provided;
Classes begin at 7:00 AM for Four (4) consecutive days.

Dates:
April 16 - 19, 2012
April 30 - May 3, 2012
May 14 - 17, 2012
June 11 - 14, 2012
July 9 - 12, 2012
July 30 - Aug. 2, 2012
Aug. 13 - 16, 2012
Sept. 10 - Sept. 13, 2012
Sept. 24 - Sept. 27, 2012
Oct. 8 - Oct. 11, 2012
Dec. 10 - 13, 2012
Ammonia Refrigeration Operator II

Topics to be covered include:

- Two Stage Systems
- Cascade Systems
- Flooded Systems
- System Efficiency
- Automated System Operation
- Data Logging and Analysis
- Electrical Control Diagnostics
- Power Factor
- Pumped Liquid Recirculating Systems

Cost: $1,250

Supplies are provided;
Classes begin at 7:00 AM for four (4) consecutive days.

Dates:
February 6 - 9, 2012
May 7 - 10, 2012
June 18 - 21, 2012
July 23 - 26, 2012
Sept. 17 - 20, 2012
Oct. 15 - 18, 2012
Nov. 12 - 15, 2012
Ammonia Refrigeration III
This course assists the industry in meeting recommendations at the technical skill level addressed in the joint industry Ammonia Refrigeration Training Guidelines. Topics to be covered are:
• In-depth Load Calculations
• Psychrometric Process
• System Management Optimization
• Efficiency Strategies
• Design Codes and Standards
• Mass/Energy Balances
• Proper/Improper Application of Components

Cost: $1,250
Supplies are provided;
Classes begin at 7:00 AM for four (4) consecutive days.

Dates:
Feb. 20 - 23, 2012
June 25 - 28, 2012
Aug. 27 - 30, 2012

Maintenance and Troubleshooting for the Refrigeration Operator
This four day class is a hands-on laboratory based class covering these topics: Component Alignment, Vibration Analysis, Component Rebuild and Repair, Shaft Seal Replacement, Ammonia Sensor Calibration, Slide Valve Calibration, General System Diagnostics, and Troubleshooting.

Cost: $1,250
Supplies are provided;
Classes begin at 7:00 AM for four (4) consecutive days.

Dates:
Feb. 27 - Mar. 1, 2012
April 23 - 26, 2012
June 4 - June 7, 2012
Aug. 6 - 9, 2012
Oct. 1 - 4, 2012
Dec. 3 - 6, 2012

PSM/RMP for Ammonia Operators
This four day seminar is designed to provide the participant with background information and practical experience in maintaining an existing Process Safety Management/Risk Management Plan program. Participants will attain a heightened awareness of regulatory requirements and compliance practices proving beneficial to anyone involved in creating or maintaining these programs.

Cost: $995
Supplies are provided;
Classes begin at 7:00 AM for four (4) consecutive days.

Dates:
Mar 5 - 8, 2012
May 21 - 24, 2012
Oct. 29 - Nov. 1, 2012

Ammonia Specific
HAZMAT 24-hour Technician

This class meets the non-site specific Technician level training requirements of 29 CFR 1910.120(q). Topics to be covered include:

- PPE Selection and Application
- Techniques for Monitoring
- Techniques for Advanced Containment & Confinement
- Incident Command System
- Technician Level Responder’s Role

Cost: $595
All needed supplies are provided.

Dates:
Mar. 27 - 29, 2012
Sept. 4 - 6, 2012

HAZMAT Eight (8) Hour Refresher

This class meets the non-site specific Technician level refresher training requirements of 29 CFR 1910.120(q). The one day class will culminate with the participants staging one or more mock HAZMAT drills.

Cost: $295
All needed supplies are provided.

Dates:
Mar. 29, 2012
Sept. 6, 2012

Ammonia for Non-Operators

This two day course provides the non-operator with an introduction to the theory and basic concepts of industrial ammonia refrigeration system operation. The training consists of both classroom and lab. Theory is introduced in the classroom and then reinforced in our state-of-the-art lab. In the lab students will identify components and review load calculation sheets and procedures that will help save on refrigeration costs

Cost: $495
All needed supplies are provided.

Dates:
Feb. 15 & 16, 2012
July 2 & 3, 2012
Nov. 19 & 20, 2012

For more information call 770.531.4500
Introduction to Industrial Maintenance
This three day course teaches participants basic industrial maintenance skills used in manufacturing. The course covers: safety, basic industrial electricity, basic mechanics, preventive maintenance, schematics and blueprints.

Cost: $995
Classes are from 8:00 AM – 4:30 PM
Dates:
Mar. 5 - 7, 2012
April 30 - May 2, 2012
June 26 - 28, 2012
Sept. 11 - 13, 2012
Oct. 9 - 11, 2012
Dec. 4 - 7, 2012

Fundamentals of Programmable Logic Controllers (PLC)
This course introduces the participants to the principles of computer controlled automation in manufacturing processes. The course includes practical applications of PLC’s.

Cost: $150
Call for More Information.

Ammonia Refrigeration

For more information call 770.531.4500
PLC Maintenance and Troubleshooting
This course teaches maintenance technicians the basic skills required to maintain and troubleshoot PLC’s. The course is two days in length.

Cost: $750
Classes are from 8:00 AM – 5:00 PM
Enrollment is limited to ten.

Dates:
Allen Bradley:
Feb. 7 & 8
Mar 26 & 27
April 16 & 17
June 5 & 6
July 10 & 11
Aug. 7 & 8
Aug. 21 & 22
Sept. 25 & 26
Oct. 23 & 24
Nov. 13 & 14
Dec. 11 & 12

Root Cause Analysis
This one day course teaches participants how to apply structured problem solving tools to find the root cause of production problems.

Cost: $349
Classes are from 8:00 AM – 4:30 PM

Dates:
Feb. 29
May 25
July 11
Aug. 8
Sept. 19
Oct. 10
Nov. 7

Ammonia Refrigeration
Manufacturing companies striving to meet the challenges generated by global competition will find assistance and leading-edge manufacturing technology training at the Advanced Manufacturing Technology Center, (AMTC) located on Lanier Tech’s Oakwood Campus.

The AMTC works with industry, government, entrepreneurs, and educational institutions to foster manufacturing innovation and increase manufacturing job growth in Georgia.

Staffed by a team of highly experienced manufacturing professionals, The AMTC offers training and assistance in factory automation, lean manufacturing, equipment and systems maintenance, and safety to manufacturers throughout Georgia.
Blower Door Technology
(Minneapolis Blower Door)
This two day course is intended for beginning through intermediate blower door users. The Blower Door is a diagnostic tool designed to measure the air tightness of buildings and to help locate air leakage sites. Specific approaches and appropriate materials are introduced and demonstrated. Course will also cover zone pressure diagnostics, and interpret results.
Cost: $449
Dates:
- Mar 1 & 2  Aug. 1 & 2
- Apr. 5 & 6  Aug. 29 & 30
- May 10 & 11  Sept. 26 & 27
- June 7 & 8  Oct. 31 & Nov. 1

Introduction To Infrared Thermography
This one day workshop is designed to introduce participants to infrared thermography and to familiarize them with the specific equipment that is available for their use. Participants learn what infrared scanners do and how they can be utilized to evaluate weatherization work. The session involves hands-on use of the equipment as well as classroom instruction.
Cost: $199
Dates:
- Mar 3  July 31
- Apr. 7  Aug. 28
- May 12  Sept. 25
- June 9  Oct. 30
Introduction to Industrial Maintenance
This three day course teaches participants basic industrial maintenance skills used in manufacturing. The course covers: safety, basic industrial electricity, basic mechanics, preventive maintenance, schematics and blueprints.

Cost: $995
Classes are from 8:00 AM – 4:30 PM
Dates:
Mar. 5 - 7, 2012
April 30 - May 2, 2012
June 26 - 28, 2012
Sept. 11 - 13, 2012
Oct. 9 - 11, 2012
Dec. 4 - 7, 2012

Fundamentals of Programmable Logic Controllers (PLC)
This course introduces the participants to the principles of computer controlled automation in manufacturing processes. The course includes practical applications of PLCs.

Cost: $150
Classes are from 8:00 AM – 4:30 PM

PLC Maintenance and Troubleshooting
This course teaches maintenance technicians the basic skills required to maintain and troubleshoot PLC’s. The course is two days in length.

Cost: $750
Classes are from 8:00 AM – 5:00 PM
Enrollment is limited to ten.
Dates:
Allen Bradley:
Feb. 7 & 8
Mar 26 & 27
April 16 & 17
June 5 & 6
July 10 & 11
Aug. 7 & 8
Aug. 21 & 22
Sept. 25 & 26
Oct. 23 & 24
Nov. 13 & 14
Dec. 11 & 12

Customized PLC Training
AMF offers customized PLC maintenance and troubleshooting training designed to meet company specific needs:

- Siemens Step-7
- Allen-Bradley
- Mitsubishi Q-Series

Call 770.532.5362 for more information.
Companies invest in highly automated manufacturing systems to compete. To succeed, they must also invest in training their employees to maintain and support these systems. AMTC Maintenance Skills Assessments help companies pinpoint specific training needed to prepare employees to meet this challenge.

Complete Evaluations
Assessment teams conduct evaluations consisting of eleven written, seven identification and application, and six performance activities. The results of the evaluation give both the individual and the company a full summary with training recommendations.

Unique Training Plans
An individual training plan is developed for each person evaluated. The training plan targets deficit areas. This maximizes training benefits and return on training dollars.

Assessment Results Include:
Assessment, results with detailed explanation, and an Individual Training Plan.

$1,500 per assessment.
MAINTENANCE SKILLS TRAINING

Flexible, professionally designed training modules allow you to acquire just the skill sets needed for your organization.

Mechanical
General Plant Safety
Basic Blueprint Reading
Shapes in Two Dimensions
Objects in Three Dimensions
Precision Measurement
Principles of Mechanics
Math Force I
Work I Rate I
Power I Torque Fasteners
Seals Lubrication
Couplings Bearings
Chain Drives

Electrical
Fundamentals of Electricity
Magnetism
Introduction to AC
Resistors, Inductors, and Capacitors
Safety and Standards
Terms and Diagrams
Working and Conductors
Power Distribution and Service
Circuit Protection Devices
Industrial Power Distribution
Basic Circuits
Grounding
Test Equipment I
Test Equipment II

$200 per training hour

For more information call 770.532.5362
LEAN MANUFACTURING

Lean Manufacturing helps companies cut waste, slash lead times, streamline production flow, improve quality, and gain maximum benefit from factory automation. AMTC offers training courses and programs designed to help companies make the Lean transition.

Value Stream Mapping
This one day course teaches participants how to create and use value stream maps to identify sources of waste and streamline production processes.
Cost: $295
Thursday
8:30 AM - 4:30 PM
Dates:
Mar 23
June 22
July 19
Aug. 23
Sept. 20
Oct. 25
Nov. 8

Root Cause Analysis
This one day course teaches participants how to apply structured problem solving tools to find the root cause of production problems.
Cost: $295
Thursday
8:30 AM - 4:30 PM
Dates:
Feb. 29
May 25
July 11
Aug. 8
Sept. 19
Oct. 10
Nov. 7

Customized Lean Manufacturing Training
AMTC offers customized Lean Manufacturing training courses and programs designed to meet company specific needs.

Call 770.531.6352 for more information.
The efficient use of technology is key when competing in today’s global manufacturing marketplace.

At the AMTC, manufacturers will find the research, development, and training resources to maximize returns on expenditures when automating processes.

From rapid prototyping to robotic welding, the AMTC is ready with services to keep your manufacturing processes on the cutting edge of competition.

All AMTC services are customized, available 24 hours/ day, 7 days / week, and GUARANTEED.

The Advanced Manufacturing Technology Center, located on the Oakwood, Georgia, campus of Lanier Technical College, is a unique training facility. The Center is staffed and equipped to offer training in virtually any electrical, mechanical, automation, robotics and process improvement areas needed by today’s manufacturing clients.

Just some of the training areas offered:

- Automation and Controls
- Robotics in Manufacturing
- Manufacturing Work Force Solutions
- Instrumentation and Controls for Ammonia Refrigeration
- 3d Rapid Prototyping Services
- Snap-On® Multimeter Certification

The Center staff are able to customize virtually any of these areas for our client needs.

Please contact the Center with any questions about training or employee improvement programs of any type.
Lanier Technical College’s Manufacturing Development Center (MDC) directly assists small or startup companies in establishing manufacturing enterprises. The goal at the MDC is to speed the growth and increase the success of these companies, helping them create new jobs for Georgia. The MDC serves all of northeast Georgia.

The MDC was launched in July 2006 with the Grand Opening at the Featherbone Center. The MDC concept was spearheaded by Lanier Technical College’s Economic Development Department, and quickly gained momentum as the community threw its support behind the project. As a result, the MDC benefits from the significant and broad support of key stakeholders including:

- Lanier Technical College
- Featherbone Partnership, LLC
- Appalachian Regional Commission
- Georgia Power
- Hall County
- City of Oakwood
- City of Gainesville
- City of Flowery Branch

Several key partners have also located offices in the MDC making it easier for startup companies to get the help they need. These partners include the University of Georgia’s Small Business Development Center, Georgia Tech’s Enterprise Innovation Institute, and the Georgia Department of Economic Development.

The MDC is located in the former Warren Featherbone Company building at 999 Chestnut Street in Gainesville Georgia. This facility, built in 1956, operated as an infant’s wear manufacturing business until August 2005. Featherbone Center was organized in 2005 by The Warren Featherbone Company and local investors. The center is being developed as a “communiversity”, a community resource to provide cross-generational learning opportunities through a unique alliance among educational institutions.

To learn more about opportunities available through the MDC, and to learn how to apply, please visit www.laniertech.edu and follow the link to the Manufacturing Development Center. Or contact:

Carroll Turner, MDC Director
Phone: 770.535.9220
cturner@laniertech.edu
What is that wonderful smell? You are driving by the Oakwood South Industrial Park and you suddenly notice the most wonderful aroma. You smell Hawaiian Sweet Bread from the new King’s Hawaiian Bakery in Oakwood Georgia. The King’s Hawaiian legacy began in Hilo Hawaii in the 1950s when Robert Taira created the very first Hawaiian Sweet Bread, an irresistible bread that became a Hawaiian cultural phenomenon. Inspired by a popular Portuguese recipe, he used basic, wholesome ingredients, such as milk, eggs, flour and sugar, to craft a bread that was fluffy and soft, with just the right amount of sweetness. In a spark of creativity, he shaped his special bread into round loaves, which made it as distinctive visually as it was in flavor and texture. With its round shape and hard-to-resist qualities, Robert’s Original Hawaiian Sweet Bread was often shared with family and friends who tore it apart and ate it in pieces. It soon became an icon of the islands, and a staple for residents and visitors who would seek it out and send it to the mainland as a uniquely Hawaiian gift.

After nearly a decade of growing popularity, in 1963, Robert moved his business from Hilo to Honolulu’s King Street and renamed it King’s Bakery. Before long, the new bakery grew into a beloved institution with a widespread reputation for delicious, high-quality breads, cakes, and pastries. As his business grew, and baking processes evolved to meet an ever-growing demand, Robert always remained true to his original recipe and its authentic flavor and texture, solidifying its iconic stature within Hawaiian culture.

In 1977, with growing entrepreneurial yearnings and a leap of faith, Robert constructed a 24,000 square-foot commercial bakery in Torrance, California. At last, Robert would fulfill his dream of seeing King’s Hawaiian Original Hawaiian Sweet Bread make its way to families across the mainland. The new location was close to a growing Hawaiian population and conveniently located near Los Angeles’ major transportation hubs. To remain true to its island heritage, he renamed the business King’s Hawaiian Bakery. National retail distribution soon followed, and King’s Hawaiian Original Hawaiian Sweet Round Bread began winning fans across the country.

Missing the direct interaction with the community that he enjoyed in Hilo and Honolulu, Robert opened a family-style bakery and restaurant in Torrance that served a combination of his legendary confections, including a variety of his famous tropical cakes, and traditional Hawaiian fare. When it opened, it was the largest bakery in the area. His manufacturing operation flourished, and his baking processes evolved with new technologies. While Robert always remained true to his original recipe, and its authentic flavor and texture, he also responded to consumer requests for new ways to enjoy King’s Hawaiian. The line expanded in 1983 to include Original Hawaiian Sweet Rolls in a 12-pack, which is the #1 selling branded dinner roll in the country. In 1986 Robert created a new flavor, Honey Wheat, and offered it in round bread.

Though the bakery’s location had changed, Robert’s commitment to his customers and Aloha Spirit never wavered. He remained dedicated to the King’s Hawaiian tradition of flavor, freshness and quality while continuing to innovate. Robert was an inspiration to the King’s Hawaiian team, and together they created many new products. Today the product line includes not only Round Bread, but also Dinner Rolls, Mini Sub Rolls, Sandwich Buns and Sliced Bread. There are also two additional flavors, Honey Wheat and Savory Butter.

In 2002, not far from the existing sit-down restaurant and bakery in Torrance, King’s Hawaiian opened The Local Place Bakery & Cafe. This fast, casual and convenient eatery offers delicious Hawaiian-style cuisine for customers on-the-go. In 2004, a new fully automated 150,000 square-foot baking facility and corporate headquarters was built in Torrance. The new facility
provided an opportunity to greatly expand the King’s Hawaiian product line. In 2008, the company launched Original Hawaiian Sweet Mini Sub Rolls, followed in 2009 by Original Hawaiian Sweet Sandwich Buns and Original Hawaiian Sweet Sliced Bread.

What started as a small bakery in Hawaii is now a national food company with King’s Hawaiian products available in grocery stores across the United States, most often in the deli section or in-store bakery department.

Today, Robert’s legacy continues as three generations of the Taira family stay true to the original recipe, Robert’s commitment to quality and the Aloha Spirit that made King’s Hawaiian famous. This special and irresistible bread is as authentic to the Hawaiian Islands as the tropical climate and gracious culture that so many have come to love.

In September 2010, King’s Hawaiian announced that they would locate a bakery and distribution operation in Oakwood, Georgia. This project will create 126 new jobs over two years. King’s Hawaiian expects to add an additional 100 jobs around 2015.

King’s Hawaiian will complete construction on an existing 111,000 square-foot shell building in the Oakwood South Industrial Park for its Hall County operation. Larry Callahan, CEO, Pattillo Industrial Real Estate, emphasized that King’s Hawaiian is exactly the kind of company you hope to attract when you design and build a speculative building. “They are a multi-generational, family-owned business, and they produce a quality product in state-of-the-art facilities. They will hire and train a great team, and will be strong corporate citizens of the community.”

King’s Hawaiian officials have already formed a bond with Lanier Technical College, and the nationally recognized Quick Start workforce training program. “Quick Start was a major reason for our decision to come to Georgia” said John Linehan, King’s Hawaiian Executive Vice President. “The investment in technology that King’s Hawaiian will make is top-notch,” said Russell Vandiver, President, Lanier Technical College and Chairman of the Gainesville-Hall County Economic Development Council. “This is a clean food-processing business, and they’ve invested in the latest technologies to maintain quality, minimize their impact on the environment, and optimize their production. Lanier Technical College and the Quick Start Training Program.”
Industry Profile: King's Hawaiian

Program are up to the challenge to meet their needs for training a skilled workforce. Food processing is a very stable business, and this company will help broaden our economy and job base."

The company began production at its new bakery and distribution center in fall 2011.

“In spite of the short time since our first meeting with the folks from the state of Georgia and Hall County, our relationship already feels as if it’s based on years of trust and collaboration to make this a great place to work and live,” said Mark Taira, King’s Hawaiian CEO. “We are looking forward to being a member of this fabulous community. I’ve learned that the spirit of Aloha lives in Hawaii and in Georgia; only the accent is a little different!”

“If there is a model for harmonious collaboration between a state, county and the business community Georgia and Hall County wrote the patent on it,” said John Linehan, King’s Hawaiian Executive Vice President. “We’re grateful to the state and county officials who so graciously introduced us to this amazing environment.” “We were happy to come to Gainesville Hall County Georgia and we are even happier now that we are here.”
Lanier Technical College offers classes, workshops, and training to support the local businesses and community in our seven county service area. We offer classes in many different areas of interest for both businesses and individuals. This can be to increase your knowledge and job skills or to simply learn something new that you have always wanted to try. We are in the process of setting up new classes at all of our campuses so remember to check out our website at www.laniertech.edu/coned to see our latest schedules.

With Continuing Education Lanier Technical College is providing training in the three following areas:

- Workforce Development
- Personal Development

**Workforce Development** - Lanier Technical College wants to play a key role in helping businesses maintain a highly skilled and technically trained workforce. We offer Robotics, Lean Manufacturing, Programmable Logic Controllers, Microsoft Office Computer Workshops, Customer Service, CPR/First Aid, and many more.

**Personal Development** - These classes encourage life long learning in many different areas of interest. Conversational Spanish, Microsoft Office Computer Workshops, CPR/First Aid and more. If you are looking for a class and do not see it give us a call at 770.531.4500.

Here is a sample of the courses we are offering:

**Introduction to Computers** - Purchasing a computer can be a daunting task. This class provides an overview of what to look for when buying a computer and introduces hands-on computer software training in Windows XP, Internet Explorer, and e-mail basics. No prior computer experience necessary.

Jackson Campus  
9 AM - 12 PM  
Dates: 4/10, 4/12, 4/17, & 4/19  
Fee: $100 (includes book)

**Intermediate Microsoft Excel** - Teaches students how to customize workbooks, use lists, use functions to create formulas, format worksheets, use 3-D references, ready workbooks for the Web, use templates to create workbooks, and insert and manipulate objects into a spreadsheet.

Oakwood Campus  
6 PM – 9 PM  
Dates: 4/2 & 4/4  
Fee: $100 (includes book)

**Microsoft PowerPoint** – Create a presentation, add visuals to slides: clipart, shapes and tables, use slides and color schemes and create a slideshow to finalize presentation.

Oakwood Campus  
8:30 AM - 3:30 PM  
Dates: 4/9  
Fee: $100 (includes book)
Intermediate Microsoft Excel - Teaches students how to customize workbooks, use lists, use functions to create formulas, format worksheets, use 3-D references, ready workbooks for the Web, use templates to create workbooks, and insert and manipulate objects into a spreadsheet.

Forsyth Campus
8:30 AM - 3:30 PM
Dates: 3/27
Fee: $100 (includes book and practice CD)

Heartsaver CPR - Teaches lay rescuers how to recognize and treat life threatening emergencies, including cardiac arrest and choking for adult, child, and infant victims. Students also learn to recognize the warning signs of heart attack and stroke in adults and breathing difficulties in children.

Jackson County Campus
9 AM – 3 PM
Date 1: 3/19
Date 2: 3/24
Fee: $75 (includes book and card)

OSHA 10 Industrial - This course is ideal for supervisors with safety and health responsibilities, and for employee safety and health awareness. Students will be introduced to OSHA policies, procedures and standards as well as general industry safety and health principles covered in OSHA Act Part 1910. Special emphasis will be placed on areas most hazardous using OSHA standards as a guide. Upon successful completion of the course, participants will receive an OSHA 10-Hour General Industry Outreach DOL course completion card within 4-6 weeks.

MDC
8 AM – 1 PM
Dates: 3/12 & 3/19
Fee: $150

Introduction to Microsoft Word - In the Introduction course, students will learn the tricks that will help them create, edit, and modify text-based documents easily. The skills taught include examining the working screen; creating new documents; selecting and replacing, copying, or moving text; applying styles; modifying bodies of text; working with headers and footers; spelling and grammar checks; managing files; understanding and using "Save As" and previewing and printing documents.

MDC
8:30 AM – 3:30 PM
Dates: 3/19
Dates: 5/14
Fee: 100 (includes book)

Digital Photography Workshop - Photography is best learned by getting out and using your camera. Unfortunately, this trial-and-error approach can be frustrating at times. This workshop will help provide the direction and guidance you need to learn about your digital camera from taking better pictures to how to download them onto the computer and use software to edit them. Bring your digital camera and the user's manual.

Forsyth Campus 6 PM – 9 PM
Date: 3/13 & 3/15
Fee: $100
Continuing Education

**BLS for Healthcare Provider** – This course covers core material such as adult and pediatric CPR, foreign-body airway obstruction, and automated external defibrillation.

- **Oakwood Campus**
  - 9 AM – 3 PM
  - Date 1: 2/9

- **Forsyth County Campus**
  - 9 AM – 3 PM
  - Date 1: 4/11
  - Date 2: 5/23
  - Fee: $50 (Includes book and card)

**Value Stream Mapping** – This one day course teaches participants how to create and use value stream maps to identify sources of waste and streamline production processes.

- **Oakwood Campus**
  - Date: 3/23
  - 8:30 AM - 4:30 PM
  - Cost: $295

**Root Cause Analysis** - The ability to solve problems is critical to all manufacturing and business operations. The purpose of this one day course is to teach participants how to apply a structured problem solving process to systematically identify, analyze, and eliminate the root causes of problems. Both Classroom instruction and hands-on team exercises will be used.

- **Oakwood Campus**
  - Date: 5/25
  - 8:30 AM - 4:30 PM
  - Fee: $295

**Introduction to Microsoft Word** - In the Intro course, students will learn the tricks that will help them create, edit, and modify text-based documents easily. The skills taught include examining the working screen; creating new documents; selecting and replacing, copying, or moving text; applying styles; modifying bodies of text; working with headers and footers; spelling and grammar checks; managing files; understanding and using Save As; and previewing and printing documents.

- **Jackson Campus**
  - 9 AM – 12 PM
  - Dates: 5/15 & 5/17
  - Fee: $100 (includes book)
**Microsoft Access Advanced** – The Advanced course introduces students to advanced development features so that they can provide user-friendly databases to their users. The students will learn how to develop data entry tools and automated processes, how to enforce database security, and how to implement maintenance features. The material in the course is presented through explanatory text, real-world scenarios, interactive steps, and questions to test and reinforce the material covered.

Forsyth Campus  
8:30 AM - 3:30 PM  
Date: 2/7  
Fee: $100 (includes book and practice CD)

**Microsoft Word** - In the Introduction course, students will learn the tricks that will help them create, edit, and modify text-based documents easily. The skills taught include examining the working screen; creating new documents; selecting and replacing, copying, or moving text; applying styles; modifying bodies of text; working with headers and footers; spelling and grammar checks; managing files; understanding and using Save As; and previewing and printing documents.

Oakwood Campus  
8:30 AM - 3:30 PM  
Date: 3/28  
Fee: $100 (includes book)
Heartsaver CPR - Teaches lay rescuers how to recognize and treat life threatening emergencies, including cardiac arrest and choking for adult, child, and infant victims. Students also learn to recognize the warning signs of heart attack and stroke in adults and breathing difficulties in children.

Jackson Campus
9 AM - 3 PM
Date 1:3/19
Date 2: 5/21
Fee: $75 (includes book and card)

Introduction To Infrared Thermography
This one day workshop is designed to introduce participants to infrared thermography and to familiarize them with the specific equipment that is available for their use. Participants learn what infrared scanners do and how they can be utilized to evaluate weatherization work. The session involves hands-on use of the equipment as well as classroom instruction.

Cost: $199
Oakwood Campus
Dates:
Mar 3  July 31
Apr. 7  Aug. 28
May 12  Sept. 25
June 9  Oct. 30

For more information call 770.531.6358
5S

Highly organized, well maintained work areas are fundamental to lean operation. The purpose of this 4-hour course is to teach participants how to apply the principles of 5S to create and maintain a clean, safe, visually organized workplace.

Oakwood Campus
Date: 4/27
8:30 AM - 12:30 PM
Fee: $150

Value Stream Mapping

This one-day course teaches participants how to create and use value stream maps to identify sources of waste and streamline production processes.

Cost: $295
8:30 AM - 4:30 PM

Dates:
Mar 23  Sept. 20
June 22  Oct. 25
July 19  Nov. 8
Aug. 23

For more information and a complete listing please refer to our website at: www.laniertech.edu under Continuing Education or contact Royce Glenn, 770.531.6358, rglenn@laniertech.edu.
Why should Lanier Technical College be your choice for computer training?

- Personalized attention allows your individual needs to be addressed
- Pricing options available to meet your needs
- Private classes or one-on-one training available at a Lanier Tech campus or at your site

Workshop pricing and training options:

- Individual workshops (Includes manual and data file) $100
- Customized workshop at Lanier Tech (Up to 10 people) $1,000
- Customized workshops at your location (Up to 10 people) $1,500
- One-on-one coaching and training priced individually
- Senior Citizens (55 +) rate for individual workshops $85

Best Value

- Multiple workshops can be purchased at a savings up to 30%
  - 20–99 pre-purchased workshops (vouchers) $90 per voucher
  - 100–199 pre-purchased workshops (vouchers) $80 per voucher
  - 200 + pre-purchased workshops (vouchers) $70 per voucher

NEW online classes

- Earn Continuing Education Units (CEU’s) with online classes
- Choose computer training or non-technical skills such as customer service or managerial
- Sample lesson is available at no cost
- Microsoft Office Specialist Certification training
- Instructor assistance is only a phone call or e-mail away
## Computer Workshops

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## Computer Workshops

### Oakwood
**Evening Classes Are Two Days**

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For more information call 770.531.4500
**American Heart Association**

Lanier Technical College offers services and training for 750 instructors and 40 satellite providers in our Training Center (TC) for the American Heart Association.

**Training available for businesses, industries, and other organizations:**

**Heartsaver CPR** – This course teaches CPR and relief of choking in adults and children, and infant CPR and relief of choking, and use of barrier devices for all ages.

**Heartsaver First Aid** – This course teaches how to manage illness and injuries in the first few minutes until professional help arrives. Course content includes General Principles, Medical Emergencies, and Injury Emergencies. Optional topics include CPR and AED, and Environmental Emergencies.

**Heartsaver (AED)** – The Heartsaver AED Course teaches CPR, AED use, relief of choking in adults and children, and infant CPR and relief of choking, and use of barrier devices for all ages.

**Classes offered to healthcare providers and individuals in training for the healthcare industry:**

**BLS for Healthcare Provider** – This course covers core material such as adult and pediatric CPR, foreign-body airway obstruction, and automated external defibrillation.

**ACLS for Healthcare Provider** – Through the ACLS course, healthcare providers will enhance their skills in the treatment of the adult victim of a cardiac arrest or other cardiopulmonary emergencies. ACLS emphasizes the importance of basic life support CPR to patient survival; the integration of effective basic life support with advanced cardiovascular life support interventions; and the importance of effective team interaction and communication during resuscitation.

**Healthcare Provider/BLS Instructor** – Individual must have held a Healthcare Provider Card for a minimum of 2 years.

**Scheduled Classes at the Oakwood Campus:**

<table>
<thead>
<tr>
<th>Cost: $150 for all INSTRUCTOR Courses</th>
<th>For more information please call 770.531.6098.</th>
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<td><strong>Jan.</strong></td>
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<td>12- BLS for Healthcare Providers</td>
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Training Center

Organizations may affiliate with Lanier Technical College’s Training Center to provide American Heart Association training. A satellite may be a hospital, an Emergency Medical Service, or fire department.

Cost of Cards:
$4 Each.

ACLS, PALS, & PEARs cards $5 Each.

Purchase 1500+ and get a $1 off Each Card.

Mannequin & AED Rental $8 Each
Real Estate Licensing/Training

Providing the highest standards in pre-licensing and continuing education courses for the real estate professional

Why Lanier Tech for your real estate training?

• All classes are on-line so you can learn in the comfort of your own home
• Lanier Technical College will keep a training record for you. Just call us, we will have it!
• Earn Continuing Education Units for your classes.

Online courses are available. Work at home at your own convenience!
School Code #3486
Please call 770.531.4500 for additional information.
Georgia Pre-license Fundamentals course $395.
Persons holding Conditioned Air Contractors, Electrical Contractors, or Master and Journey-man Plumber License must complete four hours per year of instruction in their related profession.

**Plumbing Contractors License Renewal**
$75 per class  
Tuesday, March 20, 6:00 p.m. – 10:00 p.m.  
Thursday, May 24, 6:00 p.m. – 10:00 p.m.  
Tuesday, August 14, 6:00 p.m. – 10:00 p.m.  
Thursday, Oct. 18, 6:00 p.m. – 10:00 p.m.

Class will be taught from the latest code book. Participants should bring code book to class.

**Electrical Contractors License Renewal**
$75 per class  
Tuesday, March 13, 6:00 p.m. – 10:00 p.m.  
Thursday, May 17, 6:00 p.m. – 10:00 p.m.  
Tuesday, August 7, 6:00 p.m. – 10:00 p.m.  
Thursday, Oct. 11, 6:00 p.m. – 10:00 p.m.

Class will be taught from the latest code book. Participants should bring code book to class.
Management training is critical for an organization to achieve maximum performance. Customized training organized around specific needs is the most direct and time efficient way of achieving this performance.

Lanier Technical College has experienced trainers who can help your organization reach its goals with well trained managers and informed leaders. Sample topics available in this area are provided below. If you have other training needs, please give us a call.

**Basics of Supervision and Management:**
Delegating, communicating effectively, performance appraisals and sharing job knowledge are included in this training.

**Leading Change in the Workplace**
Leaders see change as opportunity. Learn how to manage change and productivity during times of transition.

**Managing Multiple Projects and Objectives:**
Learn systems that help you multi-task, establish priorities, track projects, manage schedules, and handle details.

**Training Managers to Train:**
The basics of adult learning principles are introduced and practiced using your workplace examples. Course is very interactive with lots of feedback and skills practice.

**Leadership and Management Styles:**
Learn the basic principles of effective leadership and identify your leadership style. You will complete a nationally known assessment tool and learn how to best use this information to benefit you in the workplace.

Customized pricing available
The workshops are designed to meet an organization’s specific needs and incorporate actual workplace problems and situations.

Lanier Technical College provides customized training in the area of customer service.

**Communication Skills:**
Covers the basics of giving clear messages and what active listening really involves. Communication styles and the impact these have on daily activities in an organization are discussed.

**Customer Service Basics:**
Internal and external customers are defined and the importance of each is discussed. What are the service expectations of your customers and how can you meet and surpass these?

**Managing Difficult People:**
Handling difficult customers is essential to a businesses success. Defusing a volatile situation and a positive approach to conflict are covered. A customer interaction model is provided and role play is part of the training.

**Telephone Service Skills:**
A positive phone image is important to customer service. Voice, words and conversational management help present a positive image. Role play is used to practice techniques presented.

**Serving the Multicultural Customer:**
Awareness of cultural profiles is essential to providing good service to multicultural customers. The importance of body language when dealing with different cultures is stressed.

**Customized pricing available**

For more information call 770.531.6358
Workplace Spanish

Lanier Technical College is pleased to offer a course and method for acquiring conversational skills in Spanish.

This method has been successfully taught for 40 years in businesses, organizations, and for individuals throughout the U.S. You determine the content of the training and design your individual training manual. Forget about grammar and spelling – conversational Spanish is the only focus.

Make your own personal rules
Determine your own personal course content
Learn survival workplace words after just 24 hours

Customized courses available for a maximum of 30 people; 16, 24 or 40 hour courses are available.

Call 770.531.4500 for additional information.
Lanier Technical College wants to provide all the OSHA compliance safety training needed by an organization. Any class that OSHA requires you or your organization to maintain, we can provide.

Training classes are available during both day and night hours for your scheduling convenience.

Classes are not limited to this listing. Call us with your specific needs.

HAZWOPER – 24 Training hrs.
Site Worker – 40 Training hrs.
Hazmat Refresher/Drill – 8 Training hrs.
Confined Space Permit Issuer – 16 Training hrs.
Confined Space Entrant/Attendant – 16 Training hrs.
Confined Space Rescue – 16 Training hrs.
Confined Space Rescue – 24 Training hrs.
Fork Truck Training – 6 Training hrs.
Lock-Out Tag-Out – 4 Training hrs.

Customized pricing available
Continuing Education Online Workforce Development

JER Online lists over 1000+, cost affordable, non-credit Continuing Workforce Courses and Certificates. We are always adding “more courses...all the time” to a growing inventory. Students who enroll in JER Online courses are either individuals, employees of a company, consultants and freelancers or those seeking new career choices. Start anytime or on a fixed time schedule and access your course anytime from anywhere for fast completion. JER Online offers discounted pricing for employee group enrollments. As an extra added value and bonus, students will have 1 year access to their online courses, post course completion (applies to self-directed corporate developed courses only). Enroll today at: www.laniertech.edu/ceonline

No ordinary courses--JER Online courses and certificates are industry developed. They are cost affordable. This means that you are going to have access to the same e-learning that business and industry uses for their employee training. Our typical students are:

- Company employees (tuition reimbursement)
- Freelance or consultants
- A single student seeking national certification training
- Those seeking new career paths
- Military
- Displaced workers
- WIA (Check with your local board or this institution)

Before you enroll consider the following:

- How soon do you want to start?
- How soon do you want to complete your course of study?
- Does your time and money matter to you?
- Flexibility when and where you need it:
- MasterCard, Visa, and Discover credit cards accepted.

For more information contact:
Royce Glenn
Lanier Technical College
2990 Landrum Education Drive
Oakwood Georgia 30566
770.531.6358
770.531.6355 (Fax)
rglenn@laniertech.edu
Economic Development Programs Registration Form

How To Register: Complete this form and either Mail: Lanier Technical College, Attn: Economic Development, 2990 Landrum Education Drive, Oakwood, GA 30566 Fax: 770-531-6355 Email: patti@laniertech.edu

Name

Address

City

State

Zip

County

Home Phone

Business Phone

Fax

Billing Name

Employer Contact

Email

Billing Address

City

State

Zip

Federal ID #

Date of Birth

age

sex

race

Social Sec. #

Last Grade Level Completed

Sex Codes

1. Male

2. Female

Race Codes

1. Amer. Indian

2. Asian

3. Black

4. Hispanic

5. White

Course Name

Date

Location

Fee

Cancellation Policy
You may cancel your reservation and reschedule up to one day prior to the workshop without penalty. Due to the limited notice, all cancellations less than one day in advance will not be refunded. To cancel a workshop for any campus you must:
Fax: 770-531-6355,
Email: patti@laniertech.edu.
Phone: 770-531-4500 by 9AM the day before the workshop is to be conducted. There will be no exceptions.

Minimum Class Size Policy: We always strive to conduct all scheduled workshops. However, there may be times when registration numbers will require us to reschedule. We apologize for any inconvenience this may cause.

Method of payment: Check [ ] Cash [ ] Invoice [ ] letter of request or purchase order required
Charge My: Visa [ ] Master Card [ ] Card # Exp. Date: Sec. Code:
Card holder (Please Print)
Authorized By: Date:
(for invoice request and credit card payments)
Workforce

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ECONOMIC DEVELOPMENT PROGRAMS

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