



RETRAINEE - JOB CREATION

Training Proposal for:

Nishimoto Trading Co., Ltd.

Agreement Number: ET15-0363

Approval Date: January 6, 2015

ETP Regional Office: North Hollywood

Analyst: E. Wadzinski

PROJECT PROFILE

Contract Attributes:	Retrainee Job Creation Initiative	Industry Sector(s):	Wholesale Trade Priority Industry: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Counties Served:	Los Angeles, San Francisco, San Diego	Repeat Contractor:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Union(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Number of Employees in:	CA: 330	U.S.: 770	Worldwide: 1,150
Turnover Rate:	14%		
Managers/Supervisors: (% of total trainees)	3%		

FUNDING DETAIL

Program Costs	-	(Substantial Contribution)	(High Earner Reduction)	=	Total ETP Funding
\$23,500		\$0	\$0		\$23,520

In-Kind Contribution:	100% of Total ETP Funding Required	\$30,560
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TRAINING PLAN TABLE

Job No.	Job Description	Type of Training	Estimated No. of Trainees	Range of Hours		Average Cost per Trainee	Post-Retention Wage
				Class / Lab	CBT		
1	Retrainee	Business Skills; Commercial Skills; Computer Skills; Continuous Imp.	176	8-60	0	\$120	*\$15.60
				Weighted Avg: 8			
2	Retrainee Job Creation Initiative	Business Skills; Commercial Skills; Computer Skills; Continuous Imp.	15	8-60	0	\$160	*\$15.60
				Weighted Avg: 8			

*Staff recommends "grandfathering" the CY 2014 wages to ensure there is no detriment caused by the cancellation of December's meeting where, as here, some occupations would not meet CY 2015 wages.

Minimum Wage by County: \$16.25 for San Francisco County; \$16.04 for Los Angeles County; \$15.60 for San Diego County

Health Benefits: Yes No This is employer share of cost for healthcare premiums – medical, dental, vision.

Used to meet the Post-Retention Wage?: Yes No Maybe

Up to \$4.22 per hour may be used to meet the Post-Retention Wage

Job Number 1 - Wage Range by Occupation

Occupation Titles	Wage Range	Estimated # of Trainees
Job Number 1		
Customer Service		40
Distribution		40
Administration		20
Supervisor		6
Sales		70
Job Number 2 – Job Creation		
Customer Service		3
Distribution		3
Administration		3
Sales		6

INTRODUCTION

Founded in 1912, Nishimoto Trading Co., Ltd. (Nishimoto Trading) (www.ntcltdusa.com) began as an importer distributing Asian food products to Asian restaurants and grocery retailers in North America. Food products distributed include rice, frozen fish, mushrooms and other dry goods. Nishimoto Trading has successfully grown the business and expanded beyond the

distribution of food products. In addition to food items, the Company now provides a comprehensive range of products, which include kitchenware, household and hair products. The Company is continuing to grow and will have added an estimated 300 new products to its 2014 distribution list.

To remain competitive, meet anticipated growth and customer expectations, Nishimoto Trading recently converted to Oracle E-Business Suite Version 12.1.2. As a result, the Company needs to train employees on the new programs and systems, thereby maximizing system capabilities. New sales strategies are also being introduced and employees will need to learn new product information, strategies, skills and techniques related to pricing, profit calculation, marketing and promotion.

Retrainee - Job Creation

Nishimoto Trading grew sales by 8% in 2014. The Company hired 23 new employees in California within the past 6 months. Nishimoto is planning to hire at a greater pace in the 2015. The Company is projecting continued growth of 10% in 2015.

In addition to their traditional duties and responsibilities, newly hired trainees will learn the roles and responsibilities of various other departments. As the Company continues to grow, it has added an estimated 300 new products to its 2014 distribution list. The Company plans the addition of at least 100 new products in 2015 under Nishimoto Trading's private labels Shirakiku, Mum's and China Sea. As a result, Nishimoto Trading is expanding existing business capacity by adding newly hired employees to existing functions. The Company plans to hire and train an additional 15 new employees in the areas of customer service, distribution, administration and sales.

Job Creation trainees must be hired within the four-month period prior to Panel approval or during the term of contract. Training is reimbursed at a higher rate and trainees are subject to a lower post-retention wage. The Company also represents that these trainees will be hired into "net new jobs" as a condition of contract.

PROJECT DETAILS

Training Plan

Business Skills (20%) - Customer Service, Administration, Supervisor and Sales staff will receive training on new products. Nishimoto Trading needs to strengthen its competitive advantages by training employees on its diversified product base, and develop skills related to market research and sales presentations. These newly acquired skills will allow the Company to increase sales and better serve customers. Other training will include communication, customer service, sales, teambuilding and time management skills. Training will also include leadership, coaching and interpersonal skills to increase operational efficiency.

Commercial Skills (20%) Distribution and Sales Staff will receive training in Vehicle Inspection, Inventory Control, warehousing, and shipping and receiving procedures.

Computer Skills (40%) – Training will be provided to all occupations. Training will focus on Oracle ERP software, Customer Relationship Management, Order Management, Business Objects Solutions, as well as Inventory Control. In addition, all occupations will be trained in new computer technologies and Intermediate and/or Advanced MS Office applications. These systems have been installed, but are currently not being used and implemented to their full capability and potential.

Continuous Improvement Skills (20%) – Training will be provided to all occupations and will focus on quality assurance and profit improvement, as well as increased efficiency in the delivery of product to customers.

Impact/Outcome

Training will provide knowledge of new products and processes; result in a team-based service approach; allow workers to make more decisions independently and solve problems; streamline processes; and provide superior sales strategies, techniques and better customer service.

➤ Training Infrastructure

The Company has hired Training Funding Source to aide in the administration of the ETP program. Nishimoto Trading’s Human Resources Manager has been assigned as the main point of contact.

RECOMMENDATION

Staff recommends approval of this proposal.

DEVELOPMENT SERVICES

Training Funding Source in Seal Beach assisted with development of this proposal for a flat fee of \$1,600.

ADMINISTRATIVE SERVICES

Training Funding Source will perform administrative services for a fee not to exceed 13% of payment earned.

TRAINING VENDORS

To Be Determined

Exhibit B: Menu Curriculum**Class/Lab Hours**

8-60

Trainees may receive any of the following:

BUSINESS SKILLS

- Coaching
- Communication Skills
- Conflict Management
- Customer Relations
- Goal Setting
- Leadership
- Planning
- Product Knowledge
- Project Management
- Refunds and Exchanges
- Resolving Customer Complaints
- Sales/Marketing
- Time Management

COMMERCIAL SKILLS

- Driving and Delivery techniques
- Distribution Procedures
- Equipment Operations
- Food Safety
- Material Handling
- Order Fulfillment
- Vehicle Inspection
- Warehouse Management System
- Warehouse Procedures

COMPUTER SKILLS

- Company Database Processes
 - Billing and Order Entry Program
 - Client Information System
 - Customer Relationship Management System
 - Inventory System
 - Enterprise Resource Planning
- Information Technology System
- Internet Tools
- Web Design
- MS Office (Intermediate or Advanced)

CONTINUOUS IMPROVEMENT

- Goal Setting
- Profit Improvement
- Quality Control/Assurance
- Team Building

Note: Reimbursement for retraining is capped at 60 total training hours per trainee, regardless of the method of delivery.
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