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**Subject:** Welcome to the IFFA's C-Store Managers Certification Course  
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Hello all,

I'm Kellie Walsh, Director of Marketing, Membership, and Events at the Indiana Food and Fuel Association, and we're excited to welcome you this Thursday for the first of three in-person leadership training sessions that will carry us into the new year.

Your instructor, **Tom Bandy of BandyWorks**, brings a wealth of experience and energy to the classroom. You'll walk away from this course with practical tools and insights you can apply immediately—and continue building upon long after the course ends.

This first session focuses on **hiring, onboarding, and developing your dream team**. You'll hear strategies for bringing out the best in your team and get fresh ideas from both the curriculum and your peers. The morning will be light and conversational, with time for discussion, reflection, and the sharing of ideas.

**To get the most out of the day**, come relaxed, open to discussion, and ready to engage. We also encourage you to **bring a real-life challenge you're facing in your store**—something you'd like input on or a hurdle you'd like to overcome. It's a great way to spark thoughtful discussion and uncover what makes your operation stand out.

**Need to know:**

- During the in-person classes, we will provide lunch, snacks, and refreshments. If you have any dietary restrictions, please let me know so I can ensure we meet everyone's needs.
- All in-person classes will be held in our office. We are behind Castleton Square Mall in the Castle Creek Corporate Park off 86th Street. The Park map is attached.
- Dress comfortably. Your company apparel or smart casual is welcome.

Best,

Kellie L. Walsh  
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