Get on Board!!

**Seller Training**
**Schools & Trainers**
**Summer 2001 Seminars**

Want to earn six (6) Continuing Education hours for yourself and your trainers?

Then gear up for another round of Seller/Training seminars. The Texas Alcoholic Beverage Commission Seller Training Section will be traveling around the State to discuss any new legislation, training techniques, class monitoring, record’s audits, issues and concerns about reports, certificates, and to answer your questions about any of these topics.

**LOCATIONS**
Houston……..427 West 20th Street
5th Floor Conference Room
San Antonio………..1222 N. Main
Suite 660
El Paso……..401 E. Franklin Ave
Suite 120
Pharr…..600 W. US 83 Expressway
Conference Center
Mesquite………….9700 East I-30
RL Thornton Frwy
Dallas Room

**Mark Your Calendars!**
The seminars will be held on 6 different dates at 5 different locations across the state of Texas.

July 18          Houston
July 19          Houston
July 24          San Antonio
July 26          El Paso
July 31          McAllen
August 2         Dallas

**REMEMBER** to schedule your class sessions 3 business days before holding a Seller/Training class.

To calculate the 3 business days, count back from the session date and do not count Saturday or Sunday. For a Tuesday class, Monday would be one day’s notice, Friday would be two days’ notice and Thursday would be three days’ notice. Thus, the notice for a Tuesday class needs to be in the commission’s office by 5:00 p.m. on Thursday.

Use the table below to help calculate the days:

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**Register Today!!!**

If you plan to attend, you may register online at the same location or complete and mail in the attached registration form.

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REMEMBER

When scheduling classes, use the form (# C-404) sent to your school/program in August 2001. This form must be completely filled-in with the correct information. The Seller Training section cannot schedule classes without the complete and correct information. For your convenience, we have included the form.

Cancellations

The law requires that you let the commission know ahead of time that a class is cancelled when you know beforehand that the class is not going to be held.

For a cancellation that you do not know about until class time, the amendment to §50.4(a) gives you until the tenth day of the following month to cancel sessions for the previous month. So, you may cancel sessions daily as they occur or notify us as soon as possible. Don’t forget that all cancellations must be in the Seller Training office no later than the 10th on the month following the cancellation.

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Meet the Staff

Allison Arzola

Seller Training has a new Administrative Technician, Allison Arzola. Allison began on February 20, 2001 after Sherri Diaz moved to the TABC Enforcement division.

Allison comes to Seller Training from the City of Austin Municipal Court. After going to college in San Marcos at Southwest Texas State, she moved back to Austin to begin her working career. Her hobbies include, but aren’t completely limited to, softball, running, relaxing and playing with her two dogs, Lester and Dosie. She also enjoys watching her husband, Rick, play golf. Remember to welcome Allison to the Seller Training family.

Judy Wycuff

Another staff member, Judy Wycuff, is our Administrative Technician. She has been with T.A.B.C. for 28 years and with Seller Training for 4 years. She does our data entry and covers the phones when it starts hopping around here.

Her family includes a daughter, Jennifer, a grandson Jeffrey, and 2 Chihuahuas, Cujo and Mr. Bo Jangles.

Deborah Dixon

The Coordinator for Seller Training is Deborah (Debbie) Dixon. She has been with Seller Training for 1 year and 8 months and comes to T.A.B.C from the world of education. She taught senior English for 6 years and enjoys not having to grade 180 essays every 3 weeks. Debbie is the person who evaluates and approves new programs, trouble-shoots problems, answers questions about schools/programs, and organizes the section.

Her family includes her husband Gary, her daughter Traci, and her 2 dogs Bonnie and Clyde. Debbie’s hobbies include reading, gardening, writing, and playing with her dogs.

Judy Kocian

For those of you that have not had the opportunity to talk to Judy, she is the person who processes the requests for the Seller/Server Training Certificates. She was given this responsibility at the beginning of August 2000. Judy’s main objective is to provide the best possible service in getting these certificates processed and delivered in a reasonable time frame.

Judy began her tenure with T.A.B.C. as a secretary twenty years ago. She has worked in the Compliance Department (formerly Auditing Section) throughout her whole career. Judy’s main responsibilities with the Agency are to assist all sections of the Compliance Department, prepare monthly reports, modify the compliance forms and deal with any additional problems that arise.

Judy is a proud homeowner in Round Rock and a proud single parent of a 12-year-old Shihtzu named Magic. An avid sports fan, you can see her supporting the Dallas Cowboys, Los Angeles Lakers and the U.T. Longhorns.

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**Testing for New Trainers**

Remember that ALL NEW Trainers must take and pass a T.A.B.C. exam. This applies to any trainer who is recently hired by a school/program and who is not renewing their training position with your school.

**Examples:**

1) A school/program hires a trainer who has never taught a T.A.B.C. approved Seller Training course. This trainer **MUST** pass the trainer exam before the approval process is completed.

2) A T.A.B.C. certified trainer wishes to train with a new school/program, this trainer was certified with another school prior to the September 1, 2000 rule change and has never passed the exam, they are required to pass the exam. A trainer must apply as an original for each school for which they train because a trainer’s certification cannot be transferred between schools.

3) This does not apply to trainers who are renewing their certification. A renewal is for a trainer who is not changing schools.

The test may cover any of the subject matter that is required of ALL school/programs found in T.A.B.C. Rules Chapter 50.3(j)(1-14) and any of the rules that govern the administration of the program that are the responsibility of trainers.

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**Employee Certification Inquiry is Now on the Web**

License/permit holders can now verify employee Seller Training certification on the T.A.B.C website. Go to the T.A.B.C site and then to the Seller Training address at: www.tabc.state.tx.us/liccom/seller

At this web address you will find the following online form. A license/permit holder can then type in the necessary information and find out the certification status of their employees. This is important because the information can be accessed 24 hours a day 7 days a week.

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**Advertising**

Be sure to advertise your seller/server program as a TABC approved program rather than as a "TABC program".

There have been inquiries on using the TABC seal on literature. The seal designates the Texas Alcoholic Beverage Commission and is reserved for commission use only.

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Reminders

1. According to the Texas Alcoholic Beverage Commission’s Rules Chapter 50.4(o) Reports (of Seller Training) must be delivered or postmarked within 30 calendar days of the date on which the session was held upon forms prescribed and approved by the administrator or administrator’s designee. In short, school/programs have 30 days from the date of a class to submit their reports.

2. The certificate number on the Report of Seller Training MUST be the same number as the certificate issued to the trainee.
3. Order your certificates before holding a class.
4. Proofread all forms submitted to Seller Training. Especially check date of birth, social security numbers, and certificate numbers on the Reports of Seller Training.

5. A school/program CAN NOT issue reprint certificates to a trainee. The trainee must contact Seller Training to order a Request for Reprint form. The reprint process takes 7 to 10 days from the day that Seller Training receives the Request for Reprint form.
6. Schedule classes using the correct form (Form C-404) and include the complete and correct information.
7. Always include a contact phone number on Reports of Seller Training and Session Schedules.
8. Make sure that the Trainer number (the trainer’s social security number) is correct.
9. Include the complete address of the location of a session (including the correct county) on all Reports of Seller Training and Session Scheduling.
10. We realize that it takes a few minutes to complete the required forms, but ALL of this information is very important. If the same schools continue making the same errors, we will have to file Administrative Actions resulting in fines or suspensions.

Ordering New Certificates

Remember the following when ordering new certificates:

1. Contact Judy Kocian in Compliance (512-206-3300) for any questions concerning the status of your order or any questions about ordering certificate books.
2. Be patient. The orders are routed through several departments before and after they are processed by the Compliance Department.

3. Include a physical address (not a PO Box number) so that the shipping company can deliver them.
4. Include an original signature, not a photocopy.

Seller Training Contact Information

Main Office Phone
(512) 206-3420
Fax
(512) 206-3316
E-Mail
seller.training@tabc.state.tx.us
Website
www.tabc.state.tx.us/liccom/seller
Mailing address
T.A.B.C.
Seller Training Department
PO Box 13127
Austin, TX 78711
Physical address
5806 Mesa Dr. Suite 290
Austin, TX 78731
REGISTRATION FOR TABC SELLER TRAINING SEMINAR

Each seminar will welcome attendees at 8:00 am and begin promptly at 8:30 am. Ending time 4:00 pm. Agenda: new legislation, training techniques, class monitoring, record’s audits, issues and concerns about reports, certificates, and address questions and concerns about any of these topics.

There may be limited seating space. Registration will be accepted according to the postmark date or the date in which we receive the registration form.

Please check the box of the seminar you will attend:

☐ July 18, 2001 Houston, Texas Heights Medical Tower, 427 West 20th Street, 5th Floor Conference Room.
   T.A.B.C. Houston (713) 880-3003

☐ July 19, 2001 Houston, Texas Heights Medical Tower, 427 West 20th Street, 5th Floor Conference Room.
   T.A.B.C. Houston (713) 880-3003

☐ July 24, 2001 San Antonio, Texas San Antonio Alcohol & Drug Abuse
   1222 N. Main Suite #660
   T.A.B.C San Antonio (210) 736-4466

☐ July 26, 2001 El Paso, Texas 401 E. Franklin Ave.
   T.A.B.C. El Paso, TX (915) 834-5861

☐ July 31, 2001 Pharr, Texas Texas Dept. of Transportation
   600 W. US 83 Expressway
   Conference Center
   T.A.B.C. McAllen, TX (956) 686-2225

☐ August 2, 2001 Mesquite, Texas TxDOT Building, 9700 East I 30 (R L Thornton Frwy.
   just East of Dallas) Dallas Room.
   T.A.B.C. Dallas (214) 688-1961

School No.__________ Program No. __________ Number of people attending ______

School Name ____________________________ City ____________________________

Attendee Name(s) __________________________________________________________

Phone Number ( ) ____________________ Date ________________________________

Mail To:
   Attn: Seller Training Dept.
   P.O. Box 13127
   Austin, Texas 78711

Fax To:
   T.A.B.C. (512) 206-3316

Persons with disabilities who plan to attend this seminar and who may need auxiliary aids or services such as interpreters for persons who are deaf or hearing impaired, readers, large print or braille, are requested to contact the Human Resources Division at (512) 206-3220 (voice), (512) 206-3350 (fax) or (512) 206-3270 (TDD), a week prior to the seminar so that appropriate arrangements can be made.