



FlipCHART



February/March 2009

Connecting the CHART Member Community

State of T&D Study

Inside this issue:

Social Networking	2
Weird Cousins	2
Bicycle Service Project	3
Teddy Bear Drive	3
Conference Team	3
Portland Volunteering	3
Newsmakers	4
Webinars & RTF	4

Three Reasons to Give CHART 10-15 Minutes and Help Make History!

We invite you to make history with CHART by being part of the biggest news to come out of CHART in years.

CHART, in partnership with Maritz Research, is conducting a **State of Training and Development in the Hospitality Industry Study** that focuses specifically on restaurant and lodging companies. For the **first** time, learning professionals and business leaders will be able to benchmark their training and development practices against substantial data.

To accomplish such a lofty goal, we are asking for **100% member participation**. Please click on the following link to be taken to the survey, and type in your password code (sent to you in a 1/27/09 email) at the prompt.

<http://survey5.maritz.com/h016>

If you are like most CHART members, you are very busy doing more with less. We realize that taking 10 - 15 minutes to fill out a survey is not easy, but would like to suggest three reasons to complete the **confidential survey today**.

1. You'll get the results earlier than others, helping you become a closer business partner with leaders in your organization.
2. You could win one of four \$250 American Express gift cards!
3. You will help position CHART as THE resource for advancing and promoting hospitality training professionals and their organizations.

Every member is really important, and CHART cannot do this without you. The survey will be open **until February 10** at <http://survey5.maritz.com/h016>. **Thank you** in advance for sharing your time, information, and for being an active member of CHART.

Upcoming Dates:

February 3

Room block expires for March 7-10 Portland conference.

February 6

Last day to receive early registration discount for Portland conference. Register online at:

www.chart.org.

February 10

CHART online survey closes. Complete it now at: <http://survey5.maritz.com/h016>

February 11

Dial in for webinar with **Josh Davies**, Sage Hospitality.

Upcoming Portland Conference

Warmth and Hospitality Abound

by *Kacy Oden, People Report*



Paul Behringer, Microtel Inns and Suites, welcomes attendees to the Hospitality Retreat at the 2007 Tucson Summer Conference.

If the high-impact, actionable training topics in Portland aren't enough, the networking alone is. There is tremendous value in being in the same room with your talented peers, like-minded partners, and expert speakers. At the end of the day, CHART's famous hospitality suite brings all the learning and relationship building together. Always anticipated, it promises an open, welcoming atmosphere and relaxing conversation. All the traditional game favorites will be there, plus drinks, munchies and the addition of the Wii for a Wii bit more fun!

Social Networking with CHART - Part 2

by Lisa Marovec, CHART

As CHART develops its plans around the social media landscape, we will share tips and strategies with you to help you manage your own personal brand, and to help you get the most out of your affiliation with CHART. Here are a few additional online tips:



1. **Get active on CHART's Ask My Peers (AMP).** Before social networking was a buzzword, *Restaurant Business* magazine named CHART's listserv discussion group as one of the Top 50 ideas of 2006. Members' willingness to share was evident and hot training questions and solutions flowed. To help create more activity for 2009, all members will now be notified via email when there is a new post on AMP. If you would like to change the frequency in which you receive AMP notifications, you may do so in your CHART Member Profile in the members section of the Web site at www.chart.org.
2. If you are coming to Portland, **join the Portland Conference Attendees Forum** at <http://www.chart.org/conference.php>. Here, you can see who is coming and get in touch with them, participate in discussions with other attendees, and get access to conference materials. See you there!
3. Finally, don't limit your thinking of online social networks as just FohBoh, Facebook, LinkedIn or the like. Consider all new media of the Web as social media that allows people to comment, recommend, and pass on news to their networks. The way people will find out about you and your company is increasingly through these networks.

PRESIDENTalks

John Isbell



Even for our Weird Cousins



One of our favorite "cousins," CHART's immediate past president, **Curt Archambault**, Jack in the Box, during the opening skit at the Las Vegas 2006 Summer Conference.

I've got a cousin who is just weird. He says all the wrong things at the wrong times and generally dresses in a manner that would be categorized, at the very least, as different. I'm talking pants-just-under-his-armpits-different. The other day he called me and told me he needed something. I sent it to him immediately. That's what family does. We stick together through thick and thin – even for our weird cousins!

I don't know if anyone has noticed, but we are definitely in the middle of some hard times. The economy is at or near unprecedented lows and many of our brothers and sisters in the training profession are being let go or affected in some way by the downturn. Here's the good news – your family is still always here for you. Your CHART family wants you to know that **even in hard times – CHART is still here.**

We've been lucky enough, with the excellent fiduciary management of Tara, Allison and previous boards of

directors, along with your strong conference attendance and sponsorship dollars, to stick some money away in case of a rainy day. Well, it's a down pour and we are still here. There's a reason CHART has been around for over

38 years. It's because of the resiliency of our founders, past officers, and strong loyalty of membership that we have been able to keep going through the best and worst of times.

CHART wants to make sure that you are always part of the family and can always be reached, even if you've lost your position due to our unfortunate economic times. Your membership, once paid, goes with you. So, if you've been let go, downsized, right-sized, or whatever they want to call it – you are still a member until it's time for renewals and by then you'll be with another company and ready to come back and visit your friends, cousins, brothers and sisters at the next CHART Conference.

Please make sure you go to the membership section of www.chart.org and **update your profile** with as much information as possible, **including a phone or email address** where you could be reached should you not be working for the same company in the future. Speaking of conferences – **let's get registered for Portland** – it's going to be a fantastic conference and you don't want to miss the opportunity to join your family members while gaining valuable development.

Now if you'll excuse me, my weird cousin Norm is on the phone and I need to get him an umbrella.

John

Since this is a joint issue, the next issue will be the April issue. An email will be sent to you in late March with the link. Remember to send us your news and photos.

Upcoming Portland Conference

Building with Others, For Others, in Portland

by *John Alexander, NRA*



One of the exciting events taking place at the CHART Portland Conference is a combination Team Building / Community Service Project. Participants will assemble 20 bicycles that will be given to deserving children in the Portland area. We'll learn how to "work and play well together" and provide an exciting gift to local kids.

Checks should be made out to CHART (with 'bike donation' in the memo area) and sent to: CHART - PO Box 2835, Westfield, NJ 07091

To fund this event, we need your assistance. All of the bikes that CHART members build will be inspected by a trained mechanic and a bike helmet and lock will be presented along with the assembled bike. Each bike, helmet, lock set will cost \$100. Our goal is to raise \$2,000 to fund 20 bikes. Please consider personally sponsoring a bike – or even a tire or two. Perhaps your employer would be willing to contribute as well, or you could tap into matching funds if they are available. Even if you're not able to join us in Portland, you can be involved with supporting this project. We promise to post some photos!

Keep in mind the joy and delight that a child will have in receiving their new bike. This may be one of the highlights of the year – or of their childhood – and you can make it possible. **Thank you for considering making a donation.**

Teddy Bear Drive for Portland Children

by *Kacy Oden, People Report*

Started in 1914, Toy n' Joy Makers (www.toyngoymakers.org) has a rich history of helping the Portland communities' kids. They provide cuddly bears to kids when traumatic events impact their lives. They also provide toys to kids who are less fortunate during the holidays. We are partnering with them to receive and distribute donated bears from CHART attendees/members. They are thrilled to have our help!

Plan to bring a bear or two when you come to Portland for the conference (or send if you cannot attend). Bears should be new or gently used and can be branded to your company if you'd like. The Minneapolis conference bear collection was such an overwhelming success (over 400 bears collected). We'd like to recreate the same response in Portland, but **we need your help.**

To take our collection to the next level, we would like to invite member companies to jump on board to include their own restaurant or hotel locations in the Portland area. Collections can be very simple. A collection from employees themselves can make quite an impact. Our industry has such amazing opportunities to support their communities and this is one of those small ways that make a big difference. Get your company involved now and start collecting!! Need more information? Contact Jennifer Johnston 407-245-4130 or JJohnston@redlobster.com. Thank you.



Let's collect another 400!

Calling all Volunteers!

Make this conference a real time for your personal development by helping out during the Portland conference. We need volunteers to fill parts throughout the conference to keep everything running smoothly. The benefits of volunteering are as numerous as the Chanterelle mushrooms in the surrounding hills; meeting new people, doing new things and putting a smile on the face of your Volunteer directors, **Clinton Anderson**, Colonial Café, and **Rob Gage**. Hire Smart, Train Hard.

Volunteer assignments can include tasks such as: organizing and assembling materials used at registration, welcoming attendees and signing them in at the registration desk, taking session notes, directing attendees to sessions, break-out sessions and activities, taking digital pictures and, of course support is always needed in our Hospitality Suite to set up, clean up and bartend. Rob and Clinton are coordinating efforts and working hard to fill all the parts, so don't delay, volunteer today by checking the Volunteer box when you register!

Conference Team Update

In the November, 2008 issue of FlipCHART, we highlighted the Portland Conference Team. We are pleased to announce two more have volunteered to work behind the scenes. **Kacy Oden**, People Report, is working on Communications and **Clinton Anderson**, Colonial Café, has stepped up to assist with Volunteers. What a great team! Thanks to everyone.



Ready to give back?

If you've attended a CHART conference in the past, you've experienced being a First Time Attendee (FTA). Please consider being a mentor for a FTA. Contact Conference FTA Directors; **John Kidwell**, Mazzios (jkidwell@mazzios.com) or **Donna Herbel**, Perkins (Donna.Herbel@prkmc.com). Just remember, you'll need to be onsite to attend the Mentor and FTA Meetings, Saturday, March 7, 4:00 – 6:30 p.m. Thanks.

Working for You

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NewsMakers

Who is making Headlines?

- ◆ Listen to **Debbie Fox**, The Palm, who recorded a podcast with **Chain Leader** at <http://www.chainleader.com/article/CA6625348.html>. The topic is "In the Meantime, Practice Service."
- ◆ **Richard Fletcher**, Zaxby's, was featured in "Franchisees Benefit from Learning 2.0 at Zaxby's," **Chain Leader**, January 15, 2009. www.chainleader.com/article/CA6629891.html
- ◆ Restaurant training was highlighted in article, "Companies look to training as antidote to economic downturn," **NRN Online**, January 21, 2009. www.nrn.com/breakingNews.aspx?id=362238&menu_id=1368

Member News

- ◆ **Rodney Morris** is now the Chief People Officer at Raising Cane's Chicken Fingers.
- ◆ Debbie Juengst, Lucille's Smokehouse Bar-B-Que, is now **Debbie Martinez**. Congratulations to her and her new family (pictured on right).



Upcoming CHART Events

Dial in for Free Webinar

Wednesday, February 11, 1:00 p.m. EST

Josh Davies, Sage Hospitality will present, "The Next Generation of Leaders: Turning Your Kids into Captains"

Learn about the massive generation that is now in our workforce, and how to develop their leadership skills. By looking at the differences in generational communication styles, learning approach, and culture, you will discover strategies for developing the next generation of leaders in their hotels and restaurants. The strategies are designed to be easily implemented for large and small operators to reduce labor costs and improve their operational efficiency.

Regional Training Forum

Friday, February 27, 11:30 a.m. with light lunch followed by session held at White Castle Corporate Training Center, Columbus, Ohio. If questions, contact: Vicki Houston, vhouston@damons.com

For full RTF schedule, link to: http://chart.org/?x=events_schedule

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Back issues: visit http://chart.org/?x=resources_chart_publications

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