



# flip CHART

CONNECTING THE CHART MEMBER COMMUNITY



## VISIONARY TRAINERS TRANSFORMING HOSPITALITY

Happy New Year! From Your CHART Family  
**JANUARY 2019**



### Elevate Your Growth

#### Hot Industry Topic Breakouts in Albuquerque

Though the competency workshops may be the foundation of the T3 experience, we have an amazing lineup of breakout speakers for attendees who are not taking a competency workshop. Join us in Albuquerque to expand your perspective and sharpen your skills on your journey of professional development.



**Be Unstoppable: A Recipe for Success in Life and Business**  
Betsy Craig, *CEO and Founder, Author, MenuTrinfo, LLC*



**The Business of Training: Using ROI to Add Value and Gain Influence**

Jessie Bray, *Founder, Punk Angler Development*

Monique Donahue, *CHT, Director of E-Learning, Hilton Grand Vacations*



**Ice, Ice Baby! Best Ice Breakers**  
Chris Sutton, *Training Manager, Tavistock Restaurant Collection*



**PowerPoint Design Lab**  
Jody Huls, *CHT, Training Manager/ Culture Warrior, Arby's Restaurant Group*



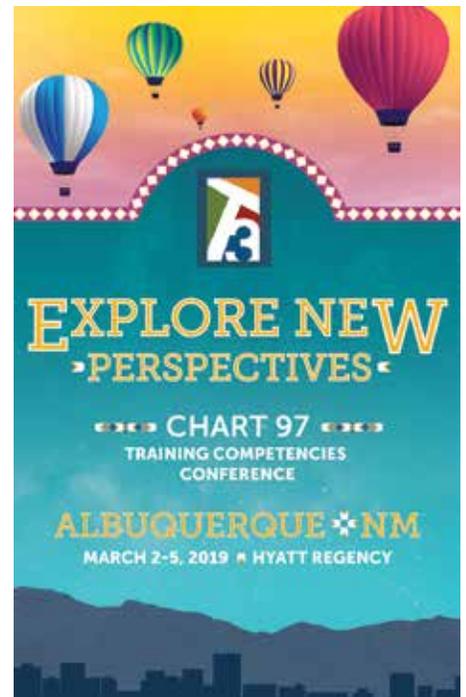
**Majoring in Microlearning: Energize your Training Program with Bite-sized Bursts of Knowledge**  
Kelly McCutcheon, *Director of Training, Hopdoddy Burger Bar*



**Beyond Training: The Trainer as Coach, Counselor, and Mentor to Create a Supportive Work Culture**  
Simonne L. Bowe, *MSc, SPHRi Learning & Development Manager, SLS Baha Mar*



**Transformational Leadership and You: How to Elevate your Leadership Style for Maximum Potential**  
Lael Garner-Weadock, *Director of Training and Development, Marcus Hotels and Resorts*



### A New Year's Wish From CHART

“ May all your troubles last as long as your New Year's resolutions. ”

— Joey Adams

On a more serious note, as we reflect back on 2018, we are so thankful for you – our wonderful members. Did you know CHART will be 50 years old in 2020? For almost 50 years, CHART has brought hospitality trainers together to learn, share, grow, and care – to support each other professionally over the years and develop relationships to last a lifetime.

Thank you for being a part of this vibrant organization and inspiring network of professionals!

We hope to see you in person in 2019 in Albuquerque, Nashville, Chicago at the NRA Show, or one of our many Regional Training Forum cities. All our very best for a healthy and joyous 2019!

**H A P P Y N E W Y E A R**



>>> **Pacific Northwest  
11.15.18**

Twenty participants gathered at the Snoqualmie Casino, spending time networking, enjoying snacks, and roundtable discussions. Table topics included Train the Trainer, Employee Engagement, and Leadership Development.



Gabe Hosler

**PresidenTalks, A New Year and the New Look of Hospitality**

Last week I saw an ad for a new Capital One bank that, at first, I thought was a parody. The company is attempting to reimagine what its customers think about its institutions, and the result is the Capital One Café. The spokesman in this series of commercials says that this “refreshing take on banking” (which features a coffee/pastry bar with comfy seating and tables) will be...

**AN INVITING PLACE**

“with people here to help you, not sell you.”

After a quick Google search, however, it turned out that this new combination of bank and café (bankafé? cafank?) is an actual thing! But really, I shouldn't be too surprised: the concept of what a restaurant looks like and where it is located is changing significantly as well. We've probably all seen restaurants pop up in grocery stores and witnessed the rapid growth of the food truck industry in recent years, and now in addition to banks, you can find restaurants and bars in places like clothing stores, travel centers, and barber shops. Heck, you don't even need to go to a restaurant anymore to get restaurant food; services like Door Dash and Grubhub will bring you all the mouth-watering tacos, burgers, and milkshakes you want from your favorite places.

Additionally, there have been big improvements in the **eateries found in entertainment sites** like movie theaters, museums, zoos, and bowling alleys.

Patrons don't necessarily feel the need to go out to lunch or dinner before visiting these establishments as they can get restaurant-quality food and great service while enjoying their activity (one could certainly not order crispy edamame fritters or jalapeño cilantro hummus at the San Diego Zoo when I was a kid). Even some college campuses and retirement homes have stepped up their game by hiring executive chefs to elevate the menus in the dining halls, which in turn means those who live in these communities might no longer feel the need to venture out for a great meal.

Just like with restaurants, **the concept of what a hotel looks like** is also changing. Whereas a few years back your traditional options might be limited to choosing between either a full-service or a budget property, today you will find a large selection of niche hotels with completely different amenities and services for all kinds of travelers: business, boutique, luxury, focused service, extended stay, microstay, and on and on. And as with restaurants, some hotels have been opening in locations outside of typical sites (city centers and near airports) and can be found attached to malls, waterparks, golf courses and inside airports.

There has also been an **evolution of the timeshare concept;** where previously you might stay at the same accommodation for the same week each year, now there are “destination clubs” like Hilton Grand Vacations that allow you to pick from a variety of locations at different times of the year. And of course, you don't even need to stay in a hotel anymore when traveling; thanks to services like AirBNB and Tripping, you can rent a room, apartment, or house from private individuals instead.

**As a result of these many changes in the hospitality industry, those of us on the CHART Board have been asking ourselves, “How do we as an organization stay on top of and respond to these changes?”**

Should membership be focused on traditional hotels and restaurants, or should we actively try to bring in other guest-focused hospitality businesses like casinos, cruise lines, and campgrounds? After all, we already have members from these segments who have joined CHART on their own and are not only benefiting from being part of the organization, but are actively participating and adding value to the membership. And what about places like golf courses or stadiums that focus on sports but also include a foodservice component? Or should we expand the organization's focus even further to include any service-related businesses, such as banks or beauty salons? Where do we draw the line when the lines have become so blurred?

Those questions won't be easy to answer, and we definitely want to have conversations with our members about it during 2019 as we work to keep CHART current with the times and make it the strongest possible organization it can be. But there is one lesson I think we can all take away from this new look of hospitality, and that is this.



### <<< Austin | 12.6.18

The second Austin RTF featured networking, team building, and playing games. It was reported that the participants really 'got into it' and added so much fun to the event!

### >>> Denver | 12.11.18

Big Daddy's Bar and Grill hosted more than 23 RTF attendees. Cindy Poulos and Mike Andrews of DiscoverLink facilitated "Leading a Respectful Workplace: How to Prevent Harassment," which was followed by a happy hour sponsored by PlayerLync.



## Meet Your CHART 97 Albuquerque Conference Team

To get to know our team a little better, we asked them,

"Riding in a hot air balloon is pretty exciting. What is the most adventurous thing you have ever done?"



**Hospitality Co-Director**

**Aubrey Gibson,**  
*Mexican Restaurants, Inc.*

"The most adventurous thing I've done is climb up Pikes Peak, and it started snowing. We thought we were going to go over the edge."



**Hospitality Co-Director**

**Grace Minshew,**  
*K&N Management*

"Started my own business in baking and confections, mostly chocolates!"



**First Time Attendee Co-Director**

**Jenn Belk White,**  
*Resort Lifestyle Communities*

"Moving to New York City with no job!"

## UPCOMING OPPORTUNITIES

Details and registration at [chart.org](http://chart.org) –  
Trainer Development & Events

### FREE Wednesday Webinars

Held every other month @ 1:00 PM EST

#### Wednesday, February 13

*Test Writing 101*  
Monique Donahue, Hilton Grand Vacations

#### Save the Date

April 10  
June 12  
August 14  
October 9  
December 11

### FREE Regional Training Forums (RTFs)

January 17: Minneapolis, MN

Stay tuned in early 2019 for the spring RTF schedule.

### Upcoming Conferences

March 2-5, 2019

#### CHART 97

*T3: Training Competencies Conference*  
Hyatt Regency Albuquerque  
Albuquerque, NM

July 27-30, 2019

#### CHART 98

*Hospitality Training Conference*  
Nashville Marriott at Vanderbilt University  
Nashville, TN

These changes will provide a wealth of opportunities for trainers: to learn best practices from new types of businesses, to take on new challenges as our own companies evolve (especially in the area of change management), and to improve our teaching skills as we work in new areas and with new people. Rather than fear the blending and blurring in our industry, we should embrace these changes, because they will ultimately serve to make experienced training professionals highly coveted and valued resources.

Cheers to all of you in 2019, and cheers to the opportunities that lie ahead!

*Gabe*



Please send content to flipCHART Managing Editor | Lisa Marovec, [lisa@chart.org](mailto:lisa@chart.org)  
 Deadline is 1st of the month for the next month's issue | Back issues: [chart.org](http://chart.org)

## Member News

We would like to recognize and thank **Nancy Loizeaux** for her five years of service as a Regional Training Forum Director in the Pacific Northwest. The program would never have grown so much without your leadership!



**Elke Bosworth** is now at Chipotle Mexican Grill as a Senior Restaurant Training Analyst.



**Al Sandoval** was promoted to Director of Franchise Training at Little Caesars Pizza.



*A heartfelt thank you, Nancy!*

**Colleen Spahr** got married! She is now **Colleen Morrow**.



*Congratulations!* ➡➡➡

## Did you hear about how Patrick Yearout got a big promotion?



We have been buzzing about how the CHART Competency Capstone experience changed Patrick's life. It could change yours too! Plan to participate in a competency capstone in 2019!

*Read the full spine-tingling story at [chart.org](http://chart.org) – Training Resources – Members' Blog.*

**Executive capstone dream team:** (left to right) Patrick Yearout, co-facilitator Joleen Goronkin, Michele Lange, Cindy Bates, co-facilitator Toni Quist, Colby Hutchinson, Monique Donahue, co-facilitator Janet Hoffmann, and Kelley Dersch.

