



flipCHART

CONNECTING THE CHART MEMBER COMMUNITY



VISIONARY TRAINERS
TRANSFORMING HOSPITALITY

A GREAT DAY FOR GREAT NEWS
JUNE 2018



Jeremy Enns
Director, Business Development
and Lead Facilitator, Eagle's Flight

BRILLIANT KEYNOTE #3

Jungle Fire: Working in a Team Environment to Drive Results

Come with Eagle's Flight to search for diamonds in the heart of the Amazon jungle!

If you have heard of Eagle's Flight before, you know what an immensely-valuable and popular session this will be. They are back at CHART with a brand-new experiential simulation whose pressures and intensity mimic those experienced daily in a hectic work schedule. You will contend with deadlines, challenging circumstances, others' points of view, and the pressure to get going while trying to accomplish your objective. This simulation will highlight the importance of planning, resource utilization, teamwork, appropriate risk-taking, and the value of information gathering.

Join us in Boca Raton to collect these best-practice training ideas, sharpen your skills, expand your network, and dive into emerging trends affecting hospitality training. This is the conference designed to create futures so bright, you gotta... (you know the rest).

Grab your shades and join us!
Conference details are at chart.org



Eagle's Flight at CHART 95 in San Antonio, TX, February 2018



Windjammer Simulation at CHART 73 in Annapolis, MD, February 2007

Congratulations to our Competencies Program & Track Completers

See who completed all 4 tracks

Here you grow again! This list of those who have **completed** competency tracks is ever-growing. Great job to all!

Continued on page 3

Executive Track



Manager Track



Instructional Designer Track



Trainer Track





>>> Chicago

4.26.18 A large group enjoyed the National Restaurant Association's new offices in the Willis Tower. The program included Lettuce Entertain You's Internship Program, and Chad Chmielowicz, Director of Learning for Naf Naf Middle Eastern Grill, shared his secrets for validation success.

UPCOMING OPPORTUNITIES

FREE Wednesday Webinars

Register at chart.org – Trainer Development & Events – Webinars

Wednesday, June 13

1:00 PM EST

Modern Learning - A Fresh Look at New Approaches and Technologies

Paul Bradley, PlayerLync

And save the date for these to be determined:

August 15 @ 1:00 PM EST

October 10 @ 1:00 PM EST, featuring Wisetail

December 5 @ 1:00 PM EST

FREE RTFs

Details at chart.org – Trainer Development & Events – Regional Training Forums

May 31: New York, NY

June 21: Minneapolis, MN

The fall lineup of RTFs will be shaping up towards the end of summer. **Check online!**

Conferences

Details at chart.org – Trainer Development & Events – Upcoming Conferences

July 28-31, 2018

CHART 96

Hospitality Training Conference

Boca Raton Resort & Club, Boca Raton, FL

March 2-5, 2019

CHART 97

T3: Training Competencies Conference

Hyatt Regency Albuquerque, Albuquerque, NM

PRESIDENTalks

3 Strategies to Overcome the Never-Ending Paper Chase

How many of you are experiencing growing pains? Moving from a small to mid-size company to rapidly building out multiple locations each year? My current growing pain is capturing never ending “tribal knowledge,” information passed down from person to person, which gets diluted over time. My department’s job is to dig into “what do our team members know in our Legacy locations” (that is not found in ANY type of training material) versus “what our team members know in our newest locations.” We strive for what we call “One Habit, One Sound.”

As I continue on my quest for “1H,1S,” I have a few best practices to share with you.



Michele Lange



Go Digital

Dump your paper manuals, tests, guides, etc. and go digital. When food and beverage, risk, operations, or human resources request to make a change in your training materials, you can make changes instantly. Make sure to have a process in place to notify all stakeholders when these changes have occurred to ensure it gets to the end user. If you currently have a learning management system, updates will also be made instantly.



Use a Project Management System

I am a big fan of Teamwork. Other departments within our company use Trello and Asana. It doesn't matter which system you use, just use one! Tracking where changes need to be made has a domino effect and can be overwhelming. One simple change in cheese used on a Charburger can lead to changes in over a dozen documents.



Establish a Version Control System

Establish and maintain a consistent version control system. Everyone in your department needs to use the same system. Don't delete your last version, archive it in some way. You never know when you will get the question, “Hey, what date did we make that change...” This can definitely help you in a sticky situation. Where possible, delegate one person to make the actual changes.

Consistency in following standards and executing correct procedures is crucial to providing a great work experience for your team members and an even better experience for your guests.

I look forward to connecting with all of you at our upcoming conference at the spectacular Boca Raton Resort in July.

Cheers!

Member News

Congratulations to Jason Lechner on the birth of his daughter!



Naomi Noelle Lechner



Well done for the significant accomplishment of completing all four competency tracks in the program. (L to R) Gilberto Zamora, Jennifer Belk White, Wayne Schmidt, and Tawny Alexander.

CHART SERVICE AWARDS

to be Presented in Boca Raton

LIFETIME

Donna Goldwasser,
Goldwood Partners, LLC

Kate Shehan,
HVS, Executive Search Division

15 YEARS

Christine San Juan, *Caffe Nero*

Monique Donahue, CHT, CGSP, CMHS,
Hilton Grand Vacations

John C. Alexander, FMP, CHT

Kristin Burk, CHT, *Elevate co.*

Debra Fox, FMP, CHT

Michael G. Kacmar, CHT,
Clyde's Restaurant Group

Janice Williams, *Burgerville*

10 YEARS

Cindy Bates, PHR, CHT,
The Common Man Family Restaurants

Camille Chavez, *Farmer Boys Food, Inc.*

Jeffrey Drozdowski, *Little Caesars*

Rickie L. Moore II, *CEC Entertainment*

Chris Patterson, *Slim Chickens*

Bob Stripsky, *CEC Entertainment*

5 YEARS

Michael Jones, *McAlister's Deli*

Jessica Pounds, *Moe's Southwest Grill*

Kelly Detlefsen, *Kerbey Lane Café*

Adam Huddleston, *Domino's Pizza*

Eric Palmer, *Live!*

Keith Strew, *Uncle Julio's*

Stacy Whitmore, *Arby's Restaurant Group*

Ferdie Birondo, *La Brea Dining*

Nicole Burgueno, *Skyline Chili*

Danielle Dally, CHT, *Mandarin Oriental*

Chet Enten, *Security Finance*

Jim Quinlan, CHT, *Westgate Resorts*

Becky Rice, CHT, *White Castle System, Inc.*

Wayne Schmidt, CHT, *Little Caesars*

Nathan Wright, CHT, *White Castle System, Inc.*

Gilberto Zamora, CHT, *Little Caesars*

Lolita Walker, *Biscuitville*

Konnie Sadler, *Culver Franchising*



San Antonio Conference Survey Synopsis

Here are responses to the overall conference questions:

CHART partnered with CRS, Inc. to administer its San Antonio Conference Post-Event Survey. Overall the feedback from the conference is positive. Over 90% of survey respondents characterized their willingness to attend another CHART conference as "Excellent" or "Very Good" and over 60% mentioned included "Networking," "Connections" or "The people" or similar terminology in their response to the question "What did you like most about the CHART conference?"

CRS compiled and provided feedback about and to each speaker. CRS also reviewed all open-ended comments. While the networking was well-regarded and many sessions rated highly, there are of course some areas for improvement.

There are opportunities to improve programming, with each of the following being mentioned by multiple participants:

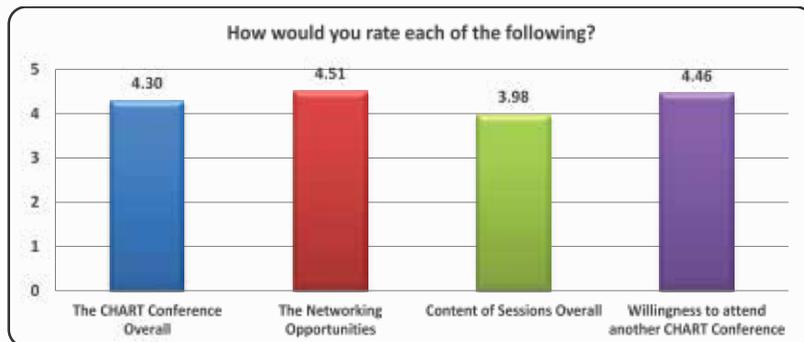
- > Social aspects including hospitality suite, mentor involvement, social activities, and vendor session could be tweaked.
- > Some content needs to be reviewed and updated.
- > Speakers need to continue to be well-vetted.

Conference communication can be streamlined and improved, although opinions on how to do so are varied:

- > Some comments indicated opportunities for improvement in communication about sessions and social activities prior to the conference.
- > Other respondents recommended fewer emails before and during the conference.
- > It's important to ensure session titles match their content and participants are reminded about what they signed up for.

There were mixed feelings about the new conference notebook; some found it valuable, while others really used it for the agenda only.

The CRS team looks forward to partnering with CHART on future conference surveys. For questions about this report or about the services CRS, Inc. provides, please contact Christin Myers at 610.594.2065 or cmyers@consultcrs.com.





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

INTRODUCING OUR BOCA CONFERENCE TEAM

More team members will be featured in July!

“Things are going great, and they’re only getting better.”

To get to know our conference team even better, we asked them about the bright future they envisioned for themselves as a child by asking, **“What bright future did you plan on having when you were growing up?”** Here is what they said!



Service Event Co-Director
Christy Crump, *RCS Training/FLRA*

“I always wanted to be a teacher. I would line up my babies, barbies, and stuffed animals and teach them for hours on end. When I graduated college, I worked in the administrative professional field for 20 years. In 2008, I started an administrative skills training company that quickly built into a full service training company with national clients. Now I head the training division for Florida Restaurant & Lodging Association. I get to train all day every day. Guess I ended up in the teaching profession after all.”



Registration Co-Director
Felicia White, *Church’s Chicken*

“I grew up in a small town. The bright future I dreamed of having consisted of having a family, being a business owner, and seeing the world. Through the years, I have been able to experience and continue to grow in those three areas including: I have a wealth of family and friends, co-own a business in the Virgin Islands, and have traveled to several countries, most recently a solo trip to Shanghai, China in December. I continue to be excited about the bright future ahead of me and always keep my shades handy!”



Silent Auction Co-Director
Colleen Spahr, *Southern Proper Hospitality*

“When I was younger, I planned on working in the White House as the official pastry chef for the president!”



Volunteer Co-Director
Damian Hanft, *Arby’s*

“While growing up, I always wanted to be a dairy farmer. There was something about the independence, hard work, and perseverance that always appealed to me. Then, in high school I started working in the hospitality industry and quickly became addicted. I guess I’ll just have to settle for raising chickens in my backyard.”