



flipCHART

CONNECTING THE CHART
MEMBER COMMUNITY



VISIONARY TRAINERS TRANSFORMING HOSPITALITY



Real Data from Real CHART People

Melissa Doolin-Koehne, TDn2K, Jen Swan, First Watch, and Curt Archambault, People & Performance Strategies, shared additional insights into the CHART/TDn2k Trends in Hospitality Training and Development Study, during their session in Charleston.

Using Poll Everywhere, attendees in Charleston were given the chance to participate and share real data in real time. One of the questions asked was what the biggest issue was facing the hospitality industry. As you can see from the slide, turnover and retention were most concerning by an overwhelming number of attendees. However, the good news for trainers is that you can have an impact on these numbers. It is important that trainers be part of the solution to reduce turnover rates and improve recruiting practices.

CHART will continue to delve into what these trends mean for you as trainers over the next several months including sharing training ideas during our December 7 free webinar.

A GOOD DAY FOR GREAT NEWS OCTOBER 2016

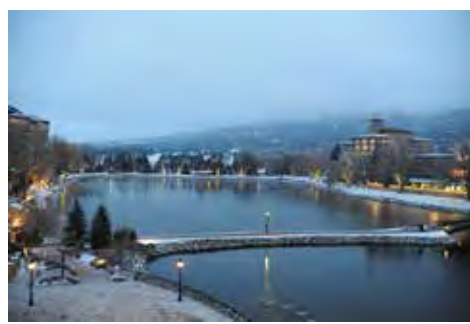
Are you receiving our
**TRAINING
FLASH**
e-newsletter?

View presentation slides at chart.org -
Training Tools & Resources -
Training Trends Study



★★★★★ for The Broadmoor

The abundance of exceptional amenities at The Broadmoor is one of the reasons why it has been consistently rated by Forbes Travel Guide as a Five-Star hotel for over 50 years and why we chose it as the site for our upcoming *T3: Training Competencies Conference*. This award-winning resort is the perfect setting for you to earn your own awards. Join 175+ peers and achieve your professional goals in Colorado Springs, CO, March 4 – 7, 2017.



Have you seen our NEW CHARTtrainers Pinterest page? We've pinned some Colorado photos to our board.





If you missed any of the tweets from #CHARTCharleston, just search the hashtag or visit our twitter page @CHARTtrainers.



We've been posting conference photos. If you aren't tagged, feel free to tag yourself.



View some of the latest CHART Talks sessions, such as *The Art of Managing Up* with Joleen Goronkin



Ask My Peers: Featured question of the month is from Mic Burnett, Director of Training at Jason's Deli. Mic asked, "Has anyone already made a change due to the upcoming Exempt vs. Non-exempt FLSA change?" Check out the replies and add your own.



Check out our new boards!



UPCOMING OPPORTUNITIES

FREE 2nd Wednesday Webinars

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

October 12

1:00 PM EST

Culture Love: Why Being the Restaurant of Choice Means Putting Culture First

Mary Kay Hyde, *HotSchedules*

Tom Frank, *Round World Management*

December 7 (changed from December 14)

1:00 PM EST

Trends in Hospitality Training & Development: New Insights & Fresh Perspectives

Curt Archambault, *People & Performance Strategies*

Jen Swan, *First Watch Restaurant*

Melissa Doolin-Koehne, *TDn2K*

February 8, 2017

1:00 PM EST

Make Time for Success

Melanie Johnson, *Rubio's Restaurants*

FREE RTFs

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

October TBD: Dallas, TX

October 12: Redondo Beach, CA

October 13: Seattle, WA

October 18: Houston, TX

October 20: Chicago, IL

October 21: Columbus, OH

October 26: NYC, NY

November 10: Detroit, MI

December 1: Boston, MA

PRESIDENTalks

Going Back to School and Looking Forward

As September came to an end, the back-to-school season welcomed a new group of students to each class, and a future group of employees to our workforce. The hospitality industry has been and remains a bellwether of employment trends to come.

As I reflect on the "back to school" season, I realize that I am fascinated by 6th graders.

The students walking into 6th grade classrooms this month will be walking through our industry's doors in as little as four years. For many, it will be their very first job. These kids are already influencing the buying habits of their families, and are our employees and guests of the future.

Peeking into the future, game-changing advancements in technology, purpose and alignment, and team member engagement were showcased this year at CHART conferences, the NRA show, and other industry events. As training professionals, we are responsible for lighting a pathway to lifelong learning for new managers and team members, as well as those currently in position, preparing for an exciting future.

It is important that we remain curious and innovative learners, engaging storytellers, interested listeners, and active influencers to CHART the course for ongoing learning in our industry and our communities. While I don't know what the future holds, I do know that every year a group of 6th graders reminds me to go "back to school" to continue to elevate training and development for the next generation of learners.

Welcome back!



Donna Herbel

Conferences

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

March 4 – 7, 2017

CHART 93

T3: Training Competencies Conference

The Broadmoor | Colorado Springs, CO

July 15 – 18, 2017

CHART 94

Hospitality Training Conference

Rancho Bernardo Inn | San Diego, CA

Upcoming CHART Conferences

Want VIP Back Stage Passes?

Our Conference Team members get access to all the behind-the-scenes action. If you are interested in learning more about what is involved, contact either Gabe Hosler, Board Member, Education - San Diego Conference or Danielle West, Board Member, Education - Colorado Springs Conference.



#92 Charleston Conference Team

Highlights from #CHARTCharleston

WHY CHART?



Learning



Sharing



Growing



Caring

Don't keep CHART benefits to yourself. Tell others about our core values.

Details at chart.org – Membership & Community



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(800) 463-5918



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: www.chart.org

Member News

Congratulations to **Darlene Maher** who was recently promoted to Regional Training Manager, Hard Rock International.
Best Wishes to **Rafael Rivera** in his new position as Guest Experience Manager at United States Tennis Association (USTA).
Melissa Massey is now the Director of Training & Development for STONEFIRE Grill, Inc. Well done!

Welcome New Members

Mahsa Adib, *Luna Grill*
Jedydyah Allred, *PRP-IHOP*
Corey Apodaca, *The Broadmoor*
Carlos Baltierra, Jr., *Best Western International*
Tyler Blum, *Tavistock Restaurant Collection*
Nick Boulas, *BBL Hospitality (Hilton Garden Inn)*
Frank Carpenteri, *Garden Catering*
Alan Carrig, *Domino's Pizza*
Chris Collie, *Interval Leisure Group (ILG)*
Tyler Collum, *Duke Hospitality*
David Cox, *Towne Park*
Christie Cruz, *The Krystal Company*
Christopher Dawson, *Denny's, Inc.*
Susan Deatherage, *Apple Gold Group*
Spencer Dodd, *CHT, Domino's*
Kristie Edmunds, *The Common Man*
Sam Emory, *Golden Corral*
Michele Farkas, *The Grove Resort and Spa (Benchmark)*
Mario Fasulo, *The Works Bakery Café*
Beth Fink, *Togo's Eateries*
Laurie Fitzgerald, *Village Burrito & Taco, Inc.*
Renny Freet, *Togo's Eateries*

Typhani Gibbs, *Brain Storm Shelter Restaurants*
Alphonso Gutierrez, *Capriotti's Sandwich Shops, Inc.*
Lindsay Hindi, *McAlister's Deli*
Joanna Jackson, *HMS Host*
Jessie Johnson, *Ted's Montana Grill*
Neil Johnson, *LYFE Kitchen*
Brandon Julien, *Bowlmor AMF*
Kisha Klein, *Best Western International*
Mandy Krohn, *Concept Entertainment Group*
Heidi Kruger, *Culver Franchising*
Geoff Luebkekmann, *FRLA*
Michele Lyons, *Donatos*
Ali Majbour, *HMS Host*
Kenneth Martinez, *Fontainebleau Miami Beach*
Jennifer Mastenbrook, *Bob Evans Farms, LLC.*
Molly McCartney, *Donatos*
Dan Medina, *Hotels & Resorts of Halekulani*
Jocelyn Miller, *Barteca Restaurant Group*
Heather Mink, *Sheetz*
David Morris, *Biaggi's Ristorante Italiano*
Edmund Mosher, *Hash House A Go Go*
Yogi Mueller, *Bluegreen Vacations*

Elaine Pannbacker, *Domino's Pizza*
Kelly Parker, *Firebirds Wood Fired Grill*
Christy Parker, *Grand Traverse Resort & Spa*
Jennifer Paterno, *Num Pang*
Jessica Pham, *Ojos Locos Sports Cantina*
Stephanie Pyles, *Better Foods, Inc.*
Sean Reiter, *Specialty's Café & Bakery*
Brandi Sence, *CEC Entertainment Inc.*
Ryan Skiles, *HMS Host*
James Smith, *Barteca Restaurant Group*
Wesley Smith, *Tavistock Restaurant Collection*
Ryan Sparrow, *McAlister's Deli*
Casey Sullivan, *Crushed Red*
Tracy Sztuder, *CARA Operations-Montana's BBQ & Bar*
Susan Wagner, *Burger Lounge*
Felicia White, *Church's Chicken*

[Welcome!]