

CHART Welcomes Back the FlipCHART in a New and Better Form.

In our never-ending quest to improve member communications and value, CHART has redesigned its FlipCHART Newsletter into two formats. First: A monthly E-newsletter, Training Flash, that will contain an article on a training issue that affects all of CHART's Members. Second, this semi-annual printed Newsletter that will contain conference and Regional Training forum photos, brief recaps and personal member updates.

Regional Training Forums

Regional Training Forums are coming up in Chicago, Texas, New York and Baltimore. Check out the CHART websites for more details at www.chart.org. Recently held Regional Training Forums in Dallas, Minneapolis and Oregon centered around the issues facing trainers in the industry. The Minneapolis Regional Training Forum focused on the creation, implementation and measurement of customer/guest service programs while the Dallas Regional Training Forum concentrated on trainer consistency, alcohol awareness training, and the accountability of General Managers.

Regional Training Forums are an invaluable way to connect with your peers and are not just for CHART members. ANY trainer for a multi-unit hotel or restaurant can attend. So if you have trainers in a city hosting a Regional Training Forum, or if you know trainers for other hotels or restaurants who can not attend CHART Conferences, pass on information on these free, half day meetings to allow them to share and network and learn from each other, and maybe one day they will join us as a full-fledged member.

Contact Allison in the CHART office if you are interested in hosting a Regional Training Forum at chart@chart.org or at 1-800-463-5918. Remember, a Regional Training Forum can be large or small, usually anywhere between 5 and 35 people in attendance ~ it is all about learning and sharing!

A BIG TEXAS THANK YOU

Many of the pictures that you see printed in our FlipCHARTs, in our photo albums and on our website are taken by **Eric Bartlett** of Rib Crib. Eric is a volunteer photographer at every conference that he attends, and he has done a phenomenal job over the years of capturing some of CHART's most memorable, amusing, touching and just every-day moments. So if you are ever doing anything really stupid-looking at a CHART conference, make sure Eric isn't anywhere nearby. You never know where that picture may turn up. Thanks Eric, for helping us all remember what an awesome time we have at each and every CHART conference.

Also special thanks to **Jim James** for his tremendous effort in putting together our first real conference cd. As Marketing Director for the Dallas conference, Jim designed and put together the binder contents, did the opening video and then put together a cd of the full conference presentations, photos, opening video, etc. The cd is an awesome tool for attendees, and was created in a fabulous format that will set the standard for the future.

The **Dallas Conference Team** put in an extraordinary effort to pull off the conference given an unusually complicated agenda and logistics in working at a large property. They managed to pull off a seamless job, keeping the spirit and environment happy and energetic, keeping attendees informed and events in order. We thank them for rising to the occasion and pulling off a phenomenal conference.

The **Gaylord Team** did an outstanding job of making CHART feel as though it was the most important group that they had ever dealt with, starting with the Gaylord STAR dance that the staff did for us at the opening and culminating with the Gaylord STAR welcome where hundreds of Gaylord employees lined both sides of a receiving line to applaud and cheer attendees as they entered the room. It was an amazing property with an outstanding staff that made the conference that much more successful.

DALLAS

Thanks to a phenomenal group of Volunteer Conference Directors, an awesome property and an amazing agenda, CHART's 68th semi-annual training conference this August at the Gaylord Texan in Grapevine, Texas was a resounding success. Oh, yeah. Did we say Dallas? It was actually Grapevine.

CHART Attendees shared the enormous Gaylord property with both the Extreme Gamers and Beauty Control women, both of which had conferences with thousands of attendees at the same time as CHART, which made for an interesting dynamic. Members walking through the halls were alternately solicited by women sporting a spray of ribbons to sell Beauty Control products and then filling elevators with a pack of teenage boys, almost uniformly dressed in black T-shirts, each lugging a computer and lucky beanie baby under their arms. Highlights of the conference content included a "Best Places to Work" panel based on the findings of People Report research and moderated by Chain Leader which featured CHART training and human resources professionals who shared their recruitment and retention practices with attendees.

The CHART environment of solution sharing was supported by over 12 interactive breakout sessions, where members could choose from one of three tracks: training delivery, training design and performance improvement. The conference featured guest speakers who addressed such topics as innovation, leadership and employee generational issues. The popular, annual President's Panel, featuring presidents of the top restaurant and hospitality companies, focused on high-level insights on training and people development.

BEST WESTERN CLOTHES

Of course, CHART's Best Western man had to be Harry Bond, dressed in his best vest and chaps. Cindi Welsh of Beef O'Brady's was also hands down the Best Western Gal with her over the top attire.

MECHANICAL BULL RIDERS

Lisa Millon of the Inn of the Mountain Gods was the Bull Riding Champion managing to stay on for a full 41 seconds. Rick Hunt of Silverton Casino had the dubious honor of having the shortest ride, staying on for only 6 seconds. Ray Harrigill of Jackie's International won for "best showmanship", Carrie Goff of Texas Wings won for "most determination", and Kevin Hostetter of Auntie Anne's won for "thrown the hardest". Fortunately, we made sure that each rider signed a release before climbing onto the bull.

ROLLO ROPERS

Peggy Hobin of Lawrys, Rob Gage of Pacific Coast Restaurants & Kimberly Tijerina from Luby's were the only three who managed to rope the steel calf, although a number of CHART members managed to rope the head of the metal horse that they were sitting on, and Lisa Schweickert managed to rope herself, which has to be considered an accomplishment in itself even if it is an utterly useless skill.

From the CHART Round Up to the CHART Honky Tonk Hospitality Suite, attendees at the CHART conference in Dallas, or Grapevine, had a fabulous time learning and networking and sharing ideas. Thanks to the tremendous efforts of the Gaylord staff and the Conference Team and Volunteers who made it a conference to remember.

CHART AWARDS

California Pizza Kitchen co-founders and co-CEOs, Rick Flax and Larry Rosenfield, received the CHART Commitment to People Award this year in Dallas. The award was presented immediately after the CHART/National Restaurant Association Educational Foundation presented a \$2,500 scholarship to John Keeth, a ProStart student from Saratoga, Wyoming. Flax & Rosenfield, when accepting their award, donated \$5,000 to the CHART Scholarship fund for future recipients.

The coveted Commitment to CHART Award went this year to Christine Miller Andrews, who most of you will recall married CHART member Mike Andrews last year after he proposed to her on stage at a CHART conference in Scottsdale. But Christine's commitment to CHART can be seen in far more ways than just her efforts to elevate the definition of "CHART networking" to this new level. In her 8 years with CHART Christine has served as VP of Education, Secretary, Conference Director, Activities Director, Conference Marketing Director, Mentor Director and Volunteer.

CHART Member Nominated for Share Our Strength "Rookie of the Year"

Debbie Juengst discovered her passion for volunteering during CHART's first service event at the Seattle Spring Conference in 2002. For this service event, CHART members had the opportunity to spend an afternoon volunteering at Fare Start, a non-profit organization in Seattle that trains homeless and disadvantaged men and women to work in the food industry.

Debbie was immediately hooked on the joy of giving back to the community and was eager to volunteer again. She continued to participate in CHART service event, but wanted to contribute more. She had become more familiar with Share Our Strength, the nation's leading anti-hunger organization, at the CHART Service Events, and she found the perfect opportunity to get more involved when she moved to Los Angeles. Debbie spent months working on the committee for Taste of the Nation, Share Our Strength's annual fundraising event that features local chefs and entertainment. The more Debbie learned about the hunger problem in America, the more committed she was to working with Share Our Strength to find a solution. She enlisted the support of her company, FoodBrand, and they quickly adopted Share Our Strength as their corporate charity of choice.

This year Debbie was nominated as "Rookie of the Year" at the national Share Our Strength Conference of Leaders. She is looking forward to serving again on the Taste of the Nation committee in Los Angeles and has organized employees at her company to work a service day at a local food bank.

Her advice is get involved with something you believe in and your excitement will motivate others. Together we can make a difference!

CHART's Newly Elected Executive Committee for 2004-2005

PRESIDENT:

Joleen Flory-Lundgren, SPHR, FMP, is vice president of human resources and training for Famous Dave's of America.

PRESIDENT-ELECT:

Mike Hampton, Ed.D. is president and chief executive officer of HSA International.

VP OF MEMBERSHIP:

Kate Shehan, is vice president of human resources for Crown Golf Properties.

VP OF EDUCATION:

Josh Davies, is director of training and development for Sage Hospitality.

TREASURER:

Curt Archambault, is currently regional training and development manager for Jack In The Box.

SECRETARY:

Carrie Goff, is director of training for Texas Wings, the Texas-based franchisee for Hooters.

EXECUTIVE DIRECTOR:

Tara Davey, is president of Eastwood Association Management, where she has served in this position for six years.

SENIOR DIRECTOR OF MARKETING:

Lisa Marovec, FMP, a past CHART member and active volunteer, Lisa has provided marketing communications strategy for CHART for over four years.

Join us February 27, 2005 at the Denver Marriott for CHART's 69th Conference!

Conference sessions focus on retention, communication, technology, the new generation, training the trainer, new store openings and distance learning among other hot topics. Also included is a pre-conference field trip to the Coors Brewery and a dinner at the Denver Museum of Science and Nature with spectacular views of the city and surrounding snow-capped mountains. Can't Make it to Denver? Then join us July 24th in Boston for CHART's 70th SemiAnnual Conference.

CHART Friends on the Move

Congratulations to Denise Franck on her engagement to Christian Aboody. The couple's joy in being betrothed is surpassed only by their glee watching their beloved BoSox finally trounce those damn Yankees. Denise and Christian are currently waiting breathlessly for the 2005 Red Sox schedule to come out in the hopes that the Idiots will be playing a home game during the CHART conference in Boston next July so that they can share a little of the curse-free Sox with their CHART friends.

Congratulations also to Lynnea Emerson on her marriage to Chris Berglund on August 7th, 2004 in Duluth, MN. Lynnea is the New Restaurants Training Manager for American Dairy Queen. Chris is a Real Estate Appraiser for Berglund Enterprises, LLC.

Jim Marovec, in the NRAEF Recruitment & Retention Strategic Business Unit, has taken on a broader responsibility as Director of Industry Relationships.

Kelvin Johnson has joined The Melting Pot Restaurants as their Director of Training and Education.

Ellen Moore is the new Executive Director of Women's Foodservice Forum.

Jeff Portwood is now with Cosi, Inc. as their new Senior Director of Training and People Development.

Where Did They Go?

To keep your CHART friends up to date on what's going on in your life, email your information and photos to Allison at the CHART office: www.chart.org

IF YOU ARE NOT USING ASK MY PEERS, YOU ARE MISSING OUT ON ONE OF CHART'S MOST VALUABLE AND UNIQUE TOOLS, IT IS SIMPLE AND EASY TO USE - ONCE SUBSCRIBED YOU CAN SIMPLY SEE, AS AN ANONYMOUS OBSERVER, THE TRAINING QUESTIONS AND ANSWERS SUBMITTED BY CHART MEMBERS, OR YOU CAN CHOOSE TO SUBMIT YOUR OWN QUESTION OR ANSWER SOMEONE ELSE'S. JUST EMAIL THE CHART OFFICE TO SUBSCRIBE - IT IS FREE AND IF YOU FIND YOU ARE NOT USING IT, SIMPLY UNSUBSCRIBE. THERE IS ABSOLUTELY NO REASON AT ALL TO NOT GIVE IT A TRY.



Council of Hotel & Restaurant Trainers

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CHART ON-LINE

CHART'S WEBSITE IS UPDATED MONTHLY, SO VISIT OFTEN TO FIND RESOURCES, TOOLS, NEW MEMBERS, TRAINING FLASH ENEWSLETTER, FLIPCHARTS, AND THE ASK MY PEERS ARCHIVES
www.chart.org