



Upcoming National Conference

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Kelly-Jane recipient of 2007 CHART/NRAEF Scholarship

Kelly-Jane Arsenault from Gray, Maine has been selected to receive the 2007 CHART/NRAEF \$2,500 Scholarship. She was selected among graduating high school seniors who had participated in the ProStart program their junior and senior year.

Kelly-Jane is a graduate of the Portland Art and Technology High School. In addition to a regular course of studies, ProStart students must also work a minimum of 400 hours in the hospitality industry over two years. Kelly-Jane exceeded the minimum by more than a 1000 hours. In addition she took honors geometry and algebra, several AP classes and graduated with a 3.6 GPA.

Her work experience includes salad prep and grill work at the Coles Farm Restaurant in Gray and baking at the Poland Spring Resort in Poland Spring. The Poland Spring Resort has a history dating back to 1794. She received a Summa Cum Laude award for the National Latin Exam, was a student ambassador with People to People and has received the Silver Award from the Girl Scouts. Kelly-Jane will seek an associate degree in culinary arts from the New England Culinary Institute in Montpelier, VT.

Congrats to Kelly-Jane on a well deserved award.



CHART & NRA giving scholarships since 1999!

Submitted by Dick Kinney

The Best of Both...Introducing our new "Hospitality Retreat"

As an organization, we've outgrown our traditional Hospitality Suite format. Beginning with the "Rat Pack Lounge" last year at CHART Las Vegas, and the "Officer's Club" in Annapolis...we have expanded our horizons and themes to the evolving needs of our great group.



RE-lax & RE-energize!



Will YOU be crowned DDR champ?

At Tucson, we're going to be enjoying the RE-laxing concept of our first "HOSPITALITY RETREAT". The venue is actually the full foyer of the meeting room floor. We've combined this inviting spa theme with all the best of our past Hospitality Suites; networking, frosty beverages, games and historical (some hysterical) CHART memories AND expanded into a unique opportunity for you to unwind in our elegant spa. Enjoy a seated massage while trading business cards and logo lapel pins (don't forget to bring them with you!) and decompressing to the sounds of falling water and music. Invigorate your senses with a tea bar and aromatherapy as you smoke your competitors at "Dance Dance Revolution". Don't miss the Hospitality Retreat; Where you can RE-STORE, RE-ENERGIZE & RE-JUVENATE...sounds "suite" doesn't it?

So plan on joining us to RE-VISIT your CHART RE-LATIONSHIPS, RE-NEW your batteries for the outstanding Conference program & RE-BUILD your training & development network at the world-famous CHART Hospitality Retreat. See you there!

Submitted by Mike Amos, Perkins/Marie Callender's & Vicki Houston, Damons

Take Note:

◆ If you plan to send or receive packages at the conference, we've been advised that Loews Ventana Canyon Resort charges a \$10 processing fee.

◆ CHART Membership renewals are **due by August 31st**. Submit payment by mail or online.



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Tucson Conference

Games to Replace Storyboarding



We are making a change to Track C of the Breakout Sessions during the Tucson Conference. The session on Impact Storyboarding will be replaced by the following. We are sure you will enjoy and learn from Gerald LaFond of Persuasive Games as well as the other wonderful presenters during the breakout sessions. Take a break and attend!

Videogames in Training: The Potential for Generation Game Employees

Explore the potential for videogames to enrich, engage, and encourage optimal training for a new generation of employees-Generation Game. Specific attributes of Generation Game will be discussed, as well as an overview of the current state of videogame training practices using examples from retail, fast food, and telecommunication companies. You will also learn about the potential advantages and challenges of using videogames as a training mechanism, from employee engagement and assessment, to platform, LMS and IT considerations and how to best work with a game development studio.

PRESIDENTalks

Josh Davies



Success Will Follow You from Tucson

In just a few short days we will all be together again, enjoying old friends and making new connections at the beautiful Loews Ventana Canyon Resort. The lineup of speakers at this conference is simply amazing – both general session and the breakouts. Make sure you network with some of your colleagues to make it to all of the breakout sessions, it will be worth it! There will be exceptional chances to meet and mingle with other hospitality training professionals from across the country as well.

As the summer conference continues to grow, one of the bits of feedback I hear on a regular basis is that there just aren't the opportunities to work in small groups like there were. In an effort to bring this critical component back to the conference, we have added a session on Tuesday morning where you get the opportunity to join a working group of no more than 25 people to discuss and share ideas around a specific topic of interest. For some of you, this might be new store openings, for others, strategic planning, others may prefer corporate universities. After learning and sharing with this group, everyone switches to another topic and gets to start the process all over again. The collective information will be recorded and become part of an on-line resource available as a supplement to Ask My Peers on our website.

For those of you coming to the conference, take my word for it – you will walk away impressed. This is going to be the one event you will be talking about for the rest of the year. I look forward to seeing each of you in Tucson! Safe travels, and continued success until then.

Josh

Members News

Joyful Additions to the CHART family



CHART welcomes Alysia Sophia. She is the daughter of Denise Franck Aboody, dfranck&associates.



Smiling above is Henry David, son of Jen Michaud, CSM Lodging.

Who is Making Headlines?



- ◆ **Eric Bartlett**, Rib Crib Corporation, quoted in the article *Motivating Star Team Players to Stick Around*, Nation's Restaurant News, May 14, 2007, page 46.
- ◆ CHART's trainer competencies from the *Blueprint for Trainer Development: A customized competency model for the hospitality industry* was featured in "Train trainers to help development, increase competency," Hotel & Motel Management, June 18, 2007, page 8.
- ◆ The competencies were also featured in "Industry Watch: Trainers need training too," QSR Magazine, July 2007, page 35

Where are they now?

Keeping Track of our First Winner

In 1999, CHART, in conjunction with the NRAEF, began awarding a \$2,500 scholarship to a graduating high school senior who has participated in the ProStart program. In addition to basic academics, courses in restaurant and food service are required, as well as a minimum of 400 hours of work experience in the hospitality industry. Our first winner was **Rachel Fouts** from Portland, OR, who received the award in 1999. Along with our scholarship, Rachel put herself through school by working for a while to save money, then going back to school for a semester. Majoring in human resources, she received her Bachelor's degree in Business Administration in December of 2006. She is an HR assistant for a local hospital where she was an HR intern, but is seeking a full time position in the HR field. She just got married on 7/7/07 in a ceremony held on a beach in Oregon. She said she was inspired to go into HR because of all the HR people she met at CHART. Ahhhh.



Rachel receiving the award in 1999 from Dick Kinney, scholarship director, in Chicago.

Industry News



National Restaurant Association
EDUCATIONAL FOUNDATION

The Elliot Leadership Institute is offering several **LEAD: Taking Great People to Greatness®** workshops in regional locations this Fall. ELI workshops are foodservice-specific, cost-effective, practical and based on the institute's proprietary 10 Dimensions of Executive Leadership®. These areas of performance are critical for developing well-rounded executive leadership in foodservice and hospitality. More information on www.chart.org.

National Restaurant Association Human Resources Executive Study Group is hosting their next meeting in Portland, OR, October 18-19. To register, go to www.restaurant.org/studygroups/hr/index.cfm

Brand new ServSafe Videos—with new narrators, locations, and real-world scenarios are now available. The new videos decrease instructor lecture time, and incorporate a blended learning approach.

Reminder—September is National Food Safety Information Month



Association of Hospitality Recruiting Executives (AHRE) 6th Annual Conference
Powerful strategies to recruit, attract, and retain
Wednesday October 3rd, 2007 Los Angeles, CA
More details on www.ahre.org

Book Notes

Judge a Book by its' Review

CHART members continue to help each other by judging books not just based on their cover. One of the many web features of www.chart.org is the Book Review section. Click on it under Resources on the home page to view and/or submit a review and help others find the perfect summer read!



Check out the following posts for First Break all The Rules, by Marcus Buckingham & Curt Coffman.

Curt Archambault, *Jack in the Box*, gave it a 5 Star and said "A great book that is based on extensive Gallup research that identifies what great managers do to be successful."

Lori Rolek, *Clearview Cinemas* wrote, "I used so much highlighter on the first read-through that I think I need to buy a new copy!"

Mike Hampton, Lynn University, **Josh Davies**, Sage Hospitality and **Joleen Flory Lundgren**, Famous Dave's, are all recommending Good to Great, by Jim Collins. Look on the website to determine what they're saying. One of them wrote, "This book is a must for anyone interested in moving their organization forward."

Who are CHART Members?*

*Based on the January 2007 tabulation of 349 CHART Member companies.

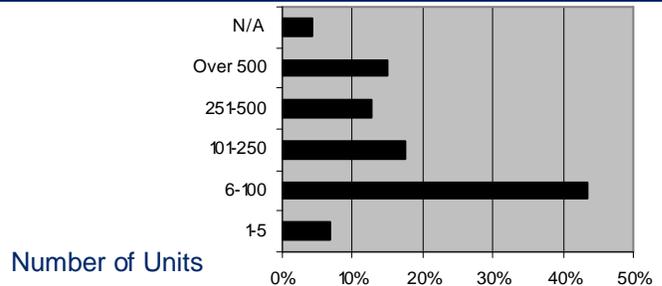
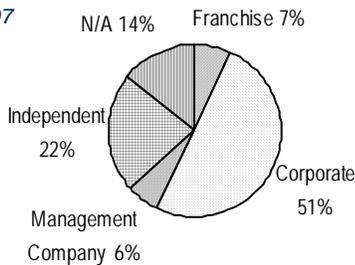


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Back issues: visit www.chart.org

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Looking forward to seeing you in Tucson!

