



FlipCHART



July 2008

Connecting the CHART Member Community ~ *in print*

Upcoming Washington DC Conference

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Fleming's Fox to Receive Commitment to People Award

CHART will present the 2008 Commitment to People Award to **Skip Fox**, President of Fleming's Prime Steakhouse & Wine Bar. Fox will be honored at the Commitment to People Awards Gala on Monday evening August 11, during the conference.



Created in 1993, the prestigious award is given annually to a CEO/president in the hospitality industry who demonstrates outstanding commitment to the development of his or her associates.

Fox is a seasoned veteran of the food and beverage industry. He began his career with Flemings in 2001, becoming President in 2004. Previously he served as Senior Vice President/National Director of Food & Beverage for American Golf Corporation and Executive Vice President for La Madeleine French Bakery & Café.

Skip's commitment to the ongoing maintenance and strengthening of the Fleming's culture is evident in so many ways, including the regular flow of communication between the restaurants and the support offices. Skip's commitment to culture can be seen in the dollars spent on training and development. Many programs demonstrate a commitment to people whether it be regular training sessions, annual meetings for operating and chef partners, recognition for outstanding partners (based not just on financials; but culture and people), surveys followed up with planning meetings, continuing education and tenure awards for all employees.

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Take Note:

**DC Conference
August 9 - 12, 2008**

Register Online and get details on speakers, description of sessions along with the full agenda:

<http://conference.chart.org/>

Hotel Information:

Gaylord National Resort and Convention Center
301-965-4000

Call hotel directly (by 7/7) to get \$149 rate.

NRA Show

CHART Trainers well-represented

If you missed (*or even if you didn't*) the NRA show held recently in Chicago, don't miss **John Isbell's** reflective blog posted at www.fohboh.com. With the support of **John Abels**, NRA, CHART had several presenters, moderators, and panelists as well as an information booth. We also had about 35 to 40 CHART members gather Sunday evening for a fun and entertaining cocktail reception at Morton's Steakhouse. There was much networking and catching up with old and new friends. Special thanks go out to **Kate Shehan**, Morton's, for hosting this fantastic event.



Rodney Morris, Carino's Italian Grill/Fired Up, Inc., and **Tara Davey**, CHART Executive Director



John Abels, National Restaurant Association, and **Donna Rynda**, Make It Matter!

More photos on page 2

Commitment to People Award

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“Fleming’s is a great place to work precisely because of our culture, and our strong culture is directly related to the commitment that Skip has made to our people, as individuals and as a whole. I have had the opportunity to work with some amazing mentors, but have never met anyone with more focus on people and the dedication to infuse that focus in every aspect of the business,” said **Jennifer Capler**, VP of Training & Development for Flemings.

Newsmakers

- ◆ **Jim Salerno**, Carvel Ice Cream, was featured in *High-Touch Tech—Training meets Technology*, Chain Leader, June 2008, page 27.
www.chainleader.com/article/CA6563055.html
- ◆ **Adam Huddleston**, California Pizza Kitchen, “*Forced Creativity for Training Challenges - Tips for keeping trainers quick and training segments fresh*”, QSR Magazine.com, June 2008.
www.qsrmagazine.com/articles/newsletters/training/0608/
- ◆ **Gail Lyman**, First Hospitality Group, had her NRA session “*Get a Great Training Department*”, mentioned in both NRA Smart Briefs and Chain Leader, May 18, 2008.
www.chainleader.com/article/CA6562004.html?industryid=47556
- ◆ **Jim Knight**, Hard Rock, was featured in April 2008 issue of Franchise Times for his session on Philanthropy given at the Minneapolis conference.
www.franchisetimes.com/content/story.php?article=00818

Working for You

CHART Board of Directors

Photos and contact information for CHART’s board members can be found online:

www.chart.org/about/board.php



NRA Show - Additional Photos

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Joleen Flory, Elliot Leadership Institute, presented ‘*Developing Talent and Teams*’.



Left to right: **Natalie Beglen**, CHART, **Nicole Ellenbecker**, Access Group - Restaurant Division

PRESIDENTalks

Curt Archambault



Social Networking: Part 2 Value Adder or Time Waster?

The value of social networking sites is the connections that can be made with others in and out of our industry. Social networking sites and associations such as CHART also support the concept that none of us is as smart as all of us. The big question is how can these sites become a valuable personal and professional tool and not be a huge time waster.

To answer this question, I consulted my favorite website, Google, and came across an excellent blog on the subject. The author provides 10 ways to get the most out of social networks. The advice is solid and when followed will improve the size and quality of your network.

- ◆ Have a clear purpose
- ◆ Complete your profile
- ◆ Don’t follow the leader
- ◆ Accept everyone
- ◆ Add everyone you know, no matter how little
- ◆ Pick one or two networks and work them
- ◆ Send messages
- ◆ Have something to say
- ◆ Avoid clutter
- ◆ Firewall your personal with business lives

To read more on this great advice, go to: <http://www.lifehack.org/articles/communication/building-relationships-10-ways-to-get-the-most-out-of-social-networking-sites.html>

To get started right away, join CHART Training Group at: www.fohboh.com

Have a great July and remember to add me when I send you a friend request!

Curt

Upcoming Washington DC Conference

Introducing the Super CHART Delegates

Submitted by Conference Team

Don't worry, our votes don't carry any more weight than yours in the upcoming CHART elections; however, we are responsible for creating your DC CHART experience.

Each of these members dedicated their time to make sure that your experience at the DC CHART conference is both memorable and meaningful. If you are interested in volunteering for a conference team just ask one of these CHART members how you can be part of the fun! Don't forget to volunteer to help at this conference as you register online.

All photos are left to right.



Jen Michaud, Director of Training, CSM Lodging is the CHART Board Member - Conference Team Liaison. Her personal motto is a quote by Henry Ford, "coming together is a beginning; keeping together is progress; working together is success."



Christine San Juan, Sr. Director of Training and Operations Support, Bertucci's Italian Restaurant & Vinny T's is our wonderful Conference Director. Her personal motto is, "Surround yourself with great people, tap into their innate strengths and align to a common objective."



Diane Barr and **Lori Rolek** are our superb Registration Directors. **Diane** is the Director of Training for Wyndham Hotels and Resorts. Her personal motto is, "creating lasting first impressions...one registration at a time." **Lori Rolek** is the Director of Training and Administration for Clearview Cinemas. Her personal motto for the conference is a quote from Deepak Chopra, "The best way to motivate other people to help you fulfill your goals is to help them fulfill their goals."



The fantastic Communications Directors for the DC conference are **Christine Andrews** and **Nikki Boeshansz**. **Christine** is the Vice President of Human Resources for Hostmark Hospitality Group. **Nikki Boeshansz** is a Training and Development Manager for White Castle. Their motto for the DC conference is, "Through rain, sleet or snow... making sure you are in the know!"



Patrick A. Yearout and **Jason Forbes** are THE Facilities Directors. They are "The presidents of the residence, helping you to CHART your course through Gaylord National (without them, you might never find the hospitality suite!)" **Patrick** is a Sr. Training Specialist for Ivar's Seafood Bars. **Jason** is the Director of Training for the Keg and Steakhouse Bar.



The fabulous First Time Attendees Directors for the DC conference are **DeMarcio Slaughter** and **Calvin J. Banks**. **DeMarcio** is the Culture Coach and Field Trainer for Sage Hospitality. **Calvin** is a Sr. Training Manager of Operations for Gaylord National Resort and Convention Center. Their motto for the DC conference is, "Where you will always remember your first time!"



Gail A. Lyman and **Kelye Rouse-Brown** are the super fun Activities Directors. **Gail** is the Director of Training and Development for First Hospitality Group. **Kelye** is the President of KRB Customized Training Solutions. Their motto is, "Vote for fun or vote for education, you can't lose- we are your winning combination as Activities Directors and our role is to be your DC connection for a memorable CHART visit."



The spirited Hospitality Directors' motto is, "On the Hospitality Suite party ticket, running mates **John Abels** and **Bill McDermott** are putting together a platform of fun ideas and great times that will make the DC Hospitality Suite the best victory party ever!" **John** is the Manager of Education and Culinary Art Program for the National Restaurant Association. **Bill** is the Director of International Operations Systems Training for Papa John's.



The charismatic Volunteer Directors for the DC conference are **Barbara Latimer** and **Debra Fox**. **Barbara** is the Director of Training and Development for Sonny's Franchise Company. **Debra** is the Director of Training for Palm Restaurant Group. Their co-motto for the conference is a quote from Leslie C. Aguilar, "Just one person taking action can inspire others to do the same."

CHART thanks the team for all their efforts - we know DC will be great!

Upcoming Washington DC Conference

Q&A with Breakout Session Presenter Susan Steinbrecher:
“Roadmap to Success – A Coach’s Perspective”



DC Communication Directors (DCCD's): What is it like speaking to a group of your peers?

Susan Steinbrecher (SS): While it's intimidating to speak in front of your peers, I really look forward to share what I've learned. That's what I love about CHART – we're all about sharing.

DCCD's: What are some of your challenges in coaching leaders?

SS: The biggest challenge is that leaders aren't aware of what they don't know. Getting people to realize that the things that they have been doing successfully for the last 20 years won't continue to be successful in the future. If they do become enlightened, the challenge then is whether they will embrace the change.

DCCD's: What have you gained personally from your executive coaching experiences?

SS: I've gained so much; it's such a humbling experience when you see the growth of people. Seeing the transformation of behavior and becoming different people both personally and professionally - whether it's someone who has kicked it up a notch or someone who was derailing and turned themselves around.

DCCD's: What one thing do you want someone to walk away with after attending your breakout session?

SS: The five core fundamentals are not rocket science. It is basic steps being done at exceptional levels. It is absolutely doable!

Partner News

Cheers

Cheers to our new media partner, Cheers Magazine! CHART warmly and formally welcomes the beverage magazine for full-service restaurants and bars to our list of supporters. Cheers Editor, **Donna Hood Crecca**, has been a great friend to CHART for years. Donna has been writing about human capital for nearly two decades and truly understands the role training plays in teaching servers how to serve beverage alcohol profitably and responsibly. We thank Cheers for helping CHART advance and promote the hospitality training profession and raise the performance bar in the industry.



CHART

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Coming in the August Issue:

Board Nominations, DC Conference activities,
DC Silent Auction (*we'll need your help*),
CHART Anniversaries & our Scholarship Winner

Contact Us

FlipCHART

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Deadline for submissions:

1st of the month for next month's issue

Back issues: visit www.chart.org

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