



# FlipCHART



January/February 2015

Connecting the CHART Member Community ~ in print

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## Napa T3 Conference

### Beyond the Educational Sessions

In addition to the keynote speaker and competency/break-out sessions, there are so many more opportunities for learning and growing at our CHART conferences. Although the rooms at the Embassy Suites in Napa are bound to be comfortable, venture outside and get connected with other attendees. Take advantage of all the 'formal' and 'informal' possibilities to network and share ideas with your hospitality peers.

The first opportunity is Saturday at our **Service Event**. No prior skills are necessary to make fleece blankets and chat with new and old friends. Saturday evening is the **First Time Attendee** activity session, followed by the **Welcome Reception** and then **Dinner Groups**. No dining on your own as we'll have sign up sheets for various restaurant options so you can dine in a small group. Our **Hospitality Suite** is open each night and it's much more fun to play Jenga with a group, so stop by.

Monday is a 'definite-must-get-out-of-your-room-night'. Our **Monday Dinner Event** (*included in your fee*) features an amazing dueling piano show which promises to be an unforgettable experience. Check out [www.wildpianos.com](http://www.wildpianos.com) for a preview!

On Tuesday, following our **Closing Certificate and Pin Celebration**, we have several fun group activities, including wine tasting and cave tours, so you can extend your networking and learning. See you in Napa!



## Upcoming Events

- January 16, 2015**  
Last Day for Conference  
Early Registration Discount
- January 22, 2015**  
Room Block Expires at  
Embassy Suites, Napa
- January 22, 2015**  
Atlanta RTF
- January 23, 2015**  
Orlando RTF
- February 11, 2015**  
CHART Webinar
- February 21 - 24, 2015**  
T3 Conference #89  
Embassy Suites  
Napa, CA
- March 17, 2015**  
Colorado Springs RTF
- April 8, 2015**  
CHART Webinar
- June 10, 2015**  
CHART Webinar
- July 18 - 21, 2015**  
Conference #90  
Ritz-Carlton  
New Orleans, LA



View Brochure, Agenda, Speaker Bios and Register online at: [www.chart.org](http://www.chart.org)

## Lifetime Members Recognized in Atlanta

### Seven Members Joined Lifetime 'Club'



L to R: TJ Schier, Toni Quist, Janet Hoffmann, Julie Carruthers, Claudia Carr, Harry Bond and Lisa Schweickert

There are now a total of 34 members who can proudly state they are Lifetime CHART Members. At the Atlanta conference in July, 7 members were recognized for their tenure with CHART. It's amazing to think of the amount of learning that has taken place and the relationships that have been formed throughout these 20 years.

# PRESIDENTalks

Patrick Yearout



## Your New Year's Training Revolution: 15 in '15

**Welcome to 2015, everyone!** To celebrate the New Year, I thought I would provide a list of 15 ways that you can transform your year by learning, sharing, growing, and caring with CHART during the next twelve months:

1. **Commit:** Join your peers in Napa and New Orleans and transform your abilities and your company through the amazing learning sessions and top-notch networking opportunities at our conferences. Registration for Napa is open ([www.chart.org/events/conferences/](http://www.chart.org/events/conferences/)) and, if you sign up by January 16, you can get the early registration discount.
2. **Attend:** Attend one of our many Regional Training Forums to experience CHART in a local setting. View the schedule online ([www.chart.org/events/schedule/](http://www.chart.org/events/schedule/)) and, as always, RTFs are free to both members and non-members.
3. **Volunteer:** Whether it's as a mentor, committee or conference team member, or even as an RTF Director, there are numerous volunteer opportunities available for you to get involved in CHART and expand both your abilities and share your knowledge with other CHART members. Visit [www.chart.org/membership/volunteer/](http://www.chart.org/membership/volunteer/) to learn more.
4. **Learn:** Take advantage of learning from your desk with our CHART Webinar series in 2015. Updates will be posted at: [www.chart.org/events/webinars](http://www.chart.org/events/webinars) and via social media. Mark your calendars now for our first one on Wednesday, February 11, at 10:00 am PST / 1:00 pm EST. See page 3 for further information.
5. **Present:** We're always on the lookout for people who want to offer their expertise and hone their presenting skills with an audience of trainers, so consider delivering a workshop at a CHART conference, Regional Training Forum, or in our webinar series. Email Tara Davey, [tara@chart.org](mailto:tara@chart.org), for further details.
6. **Write:** If you have ideas to share but aren't quite ready for the presentation stage, consider sharing your ideas in a post on the CHART blog ([www.chart.org/blog/](http://www.chart.org/blog/)).
7. **Participate:** This Spring we will again be partnering with TDn2K, one of our Silver Sponsors, to conduct the *2015 Trends in Hospitality Training and Development Survey*. In order for this survey to accurately benchmark industry practices and be as valuable as possible, we need your participation!
8. **Donate:** Our summer conference will include a Silent Auction to help raise funds for the scholarships we offer with the NRAEF and the AHLAEF, and any items you can donate to the cause will be most appreciated as we support college students who are hoping to break into the hospitality industry.
9. **Connect:** You can also connect with CHART members by attending the 2015 shows from the NRA and AHILA. The NRA show will be in Chicago this May, with registration already open (<http://show.restaurant.org/>), and the AHILA conference will be scheduled later in the year (watch for details here: [www.ahla.com/events/](http://www.ahla.com/events/)).
10. **Grow:** Of course, CHART would not even exist with the help of all of our sponsors. You can see the entire list here ([www.chart.org/partnerships/companies/](http://www.chart.org/partnerships/companies/)). Be sure to check out how they can help you grow and become a stronger trainer and your company to become more productive.
11. **Engage:** Get engaged with CHART via social media! Join in the conversations with other trainers via Facebook ([www.facebook.com/CHARTtrainers](http://www.facebook.com/CHARTtrainers)), Twitter ([www.twitter.com/CHARTtrainers](http://www.twitter.com/CHARTtrainers)), or LinkedIn ([www.linkedin.com/groups?home=&qid=794217&trk=anet\\_ug\\_hm](http://www.linkedin.com/groups?home=&qid=794217&trk=anet_ug_hm)).
12. **Discuss:** Ask My Peers forum is another wonderful tool that members can use when they have a question about a training topic, or when they have answer to share. Log in to the CHART site and check out the forum here: [www.chart.org/forum/thread/id/1/](http://www.chart.org/forum/thread/id/1/)
13. **Recognize:** If you know someone who has gone above and beyond to make CHART a special place for hospitality trainers, nominate them for the 2015 Spirit of CHART Award ([www.chart.org/membership/spirit\\_of\\_chart/](http://www.chart.org/membership/spirit_of_chart/)).
14. **Nominate:** Do you know that CHART has a *Learning Legacy Fund* to provide grants for people who have shown potential and passion as a hospitality trainer, but who lack the budget to attend a conference? If you know someone who fits this bill, please think about nominating that person for this scholarship ([www.chart.org/membership/learning\\_legacy\\_fund/](http://www.chart.org/membership/learning_legacy_fund/)).
15. **Share:** Yes, the Training High Five will be once again featured at our summer conference! If you have an idea that helped you to deliver training more efficiently, allowed your trainers to better achieve their teaching objectives, or improved employee performance, please submit that solution so that you can potentially be recognized as one of the Third Annual Winners of this honor ([www.chart.org/membership/training\\_high\\_five/](http://www.chart.org/membership/training_high_five/)).

Patrick A. Yearout

## Upcoming Napa Conference

### Conference Team Wine Ratings

Kelly Wisely



89

**Volunteer Co-Director**  
Training Manager  
Benchmark

Complex, zippy, and steely. Steely wines have higher acid and more sharp edges. It's the man-ballerina of wine.

#CHARTNapa

Jennifer Belk White



89

**Registration Co-Director**  
Vice President of Training  
Resort Lifestyle  
Communities

Polished, yet tart and edgy, with bright notes and a lively, peppery finish that only gets better with age.

#CHARTNapa

Chad Klocke



89

**Hospitality Co-Director**  
Director of Training  
Pizza Ranch

Intense, lively, yet smooth with a strong finish. Bringing a hint of spice and berry undertones, this one is sure to be a crowd pleaser.

#CHARTNapa

Doreen VanGorp



89

**Facilities Director**  
People Service Manager  
First Hospitality Group

Lightly aged, sparkling, full bodied with a touch of edge, zesty and accessible.

#CHARTNapa

## CHART News

### Webinar Series 2015



Get ready to learn from your desk. We're excited to announce that in 2015 we will offer webinars every other month to provide you with additional resources and solutions to help you

make even more of an impact at your job.

Mark your calendars now for the 2nd Wednesday of every other month at 1 pm EST.

- < February 11
- < April 8
- < June 10
- < August 12
- < October 14
- < December 9

More details at <http://chart.org/events/webinars/> and in future FlipCHART issues.

### Member News



Congratulations to **Clinton Anderson**, Colonial Café, and his bride, Kimmie, on their recent wedding.

Best wishes to **Jim Rich**, who is now Director of Training at Mendocino Farms Sandwich Market.

## CHART Members Connect in Midwest



Ohio RTF: November 6



Chicago Holly Jolly Night: December 13

## Regional Training Forums: Time to Connect and Learn

### Phoenix RTF: December 5

*"A great group of 18 hospitality professionals from the southwest states got together for the CHART regional training forum in Phoenix, AZ on Dec 5th. A variety of topics were discussed along with an enlightening presentation by **Cindy Poulos**, DiscoverLink. **Melanie Johnson**, Rubio's, did a great job with a super fun group activity that had a great lesson. The event was held in the Best Western Headquarters and Rubio's treated everyone to some delectable desserts. You missed out if you weren't at this one, so we will look to see you at the next one!" - **Tim Burns**, Best Western*



### Colorado Springs RTF: November 20

Held just prior to Thanksgiving, the focus of the Colorado Springs RTF was on improving guest relationships. Attendees were also treated to a tour of The Broadmoor which hosted the training/networking session.



Be sure to view the photos from the Austin, TX RTF on our Facebook page ([www.facebook.com/CHARTtrainers](http://www.facebook.com/CHARTtrainers))



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Submission

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Back issues: visit [www.chart.org](http://www.chart.org)

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