



FlipCHART



March 2015

Connecting the CHART Member Community ~ in print

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Upcoming New Orleans Conference



Mark your Calendar

March 5

Dallas, TX Happy Hour

March 17

Colorado Springs RTF

March 31

Minneapolis RTF

April 8

CHART Webinar

April 29

NYC RTF

May 12

Dallas, TX RTF

S. CA RTF

May 15

Orlando RTF

May 17

NRA Show Reception

May 19

N. CA RTF

May 21

Washington DC RTF

June 10

CHART Webinar

June 27

Detroit RTF

July 18 - 21

Conference #90

Ritz-Carlton

New Orleans, LA

We're excited for the CHART conference to return back to New Orleans for the fourth time this July. In addition to the po'boys, hurricanes, beignets, and incredible live music in the French Quarter, this unparalleled location is the perfect setting for life-changing personal and professional development. Make plans now to attend this highly connected gathering of more than 300 top hospitality training professionals to Learn, Share, Grow and Care together. More details at www.chart.org.

Two More Complete All Competencies

Congratulations Colby and Christine



Colby Hutchinson
Best Western



Christine San Juan
CSJ People Solutions

Congratulations to Colby Hutchinson and Christine San Juan who each achieved personal and professional goals by completing all 12 competency workshops at #CHARTNapa. #Proud #Learning



CHART News

Two New Partners



CHART is thrilled to announce and welcome Mimeo and StateFoodSafety.com as our newest silver partners. For a complete listing of all our partners with links to their websites, visit: www.chart.org/partnerships/companies/

Members on the Move

Congratulations and Best wishes to:

- « **Georgette Vlangos** who recently joined Chop't Creative Salad Company
- « **Robert Rodriguez** who is now with Live Nation (Hollywood) supporting the House of Blues and Clubs & Theaters division
- « **Kristin Burk** who moved to Northern California and is the Director of Training & Development for Yalla Mediterranean
- « **Rob Gage** who moved as well and is with Bob's Red Mill in Oregon
- « **Tren Reed** who just took a job as Regional Training Manager at Ovation Brands

Tips from Bloggers

On our home page, check out some recent blogs including:

- « *"Hey Fast Casual: Your Growth Strategy is Only as Good as Your Next General Manager"* by John Poulos
- « *"The Garbage Burger: A True Tale About Service, Selling and Repeat Business"* by Jim Sullivan

PRESIDENTalks

Partnership IS the New Leadership



At CHART's 86th Hospitality Training Conference, which took place in the summer in 2013 in Miami, we were extremely fortunate to have Ty Bennett serve as our closing keynote speaker. Ty's topic then was, "*The Power of Influence*," and attendees began raving about him before he had even left the stage. Many touted him the best speaker we had ever had at CHART, and he eventually received the highest scores ever for one of our keynotes on our post-conference survey.

Because Ty's message and presentation style clearly resonated with the audience, we obviously wanted to invite Ty back. Luckily we didn't have to wait too long, as he graciously agreed to speak at CHART's 89th Hospitality Training Conference which took place in Napa last month.

This time Ty was our opening speaker, and on that Sunday morning he delivered a presentation titled "*Partnership is the New Leadership*." During his hour-long talk, he stressed that leaders can no longer rely on the traditional command-and-control style to achieve commitment from others inside their organization because titles and positions are no longer as important in this new economy as engaging and collaborating with your team. **In today's world, it's the value that you bring to the table that gives you the right to be heard, not necessarily your title, and partnership-based leadership will ultimately increase your value (and the value of your company) because of the genuine connections and natural accountability it can establish at your workplace.**

I don't think any message could have been more on target for CHART members these days. For many years, training departments were often seen by their organizations as expense lines on the P&L that spent the money made by operations on items such as laminated sheets and binders, and the expertise of these trainers was sought out only when a new class was deemed necessary or when a new location opened.

In a post-recession world, however, where every team is being asked to do more with less, trainers must change that viewpoint so that we can demonstrate our value to our organizations, be taken seriously by c-suite executives, and survive the next round of budget cuts. We need to identify opportunities that will allow us to connect and collaborate with different departments, analyze their performance gaps, and provide solutions that will improve productivity and efficiency. It's important that we show that we can be proactive instead of reactive, and also seek out avenues to partner with operators to create a vision of our companies' future that will allow our hotels and restaurants to become bigger, faster, stronger, and greater than the competition.

Partnership-based leadership is definitely the avenue that can help us achieve those goals. CHART members can be visionary trainers who transform the cultures of our hospitality organizations and help lead them into the future, even if we don't have the same level of authority as company presidents and CEOs, as long as we act more like the Arthur T in Ty's Market Basket story and always **remember that people are not committed to jobs or companies, but rather to other people.**

Patrick A. Yearout

FlipCHART

Patrick Yearout



Napa Conference

Cheers to Those Completing Competency Tracks



 Want to see more Napa photos? Check out our Facebook page. www.facebook.com/CHARTtrainers

 **Not 'Frozen'**
View video of Chip Romp's rendition of 'Let it Go' from Napa's opener. <http://youtu.be/Rb0Y1hCsoQw>

 **20 years with CHART**
Congrats to **Eric Bartlett**, Rib Crib, who received his 20 year pin. Others will receive at #CHARTNOLA.

Survey Evaluations

Conference Improvements from Your Feedback

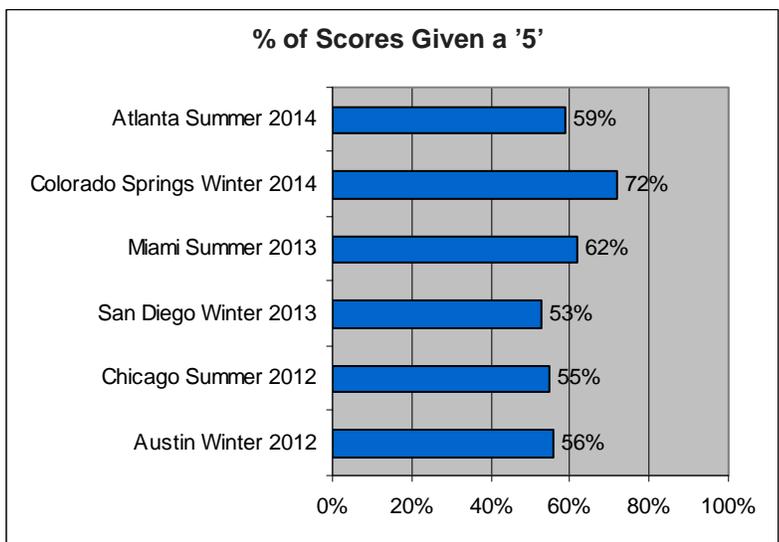
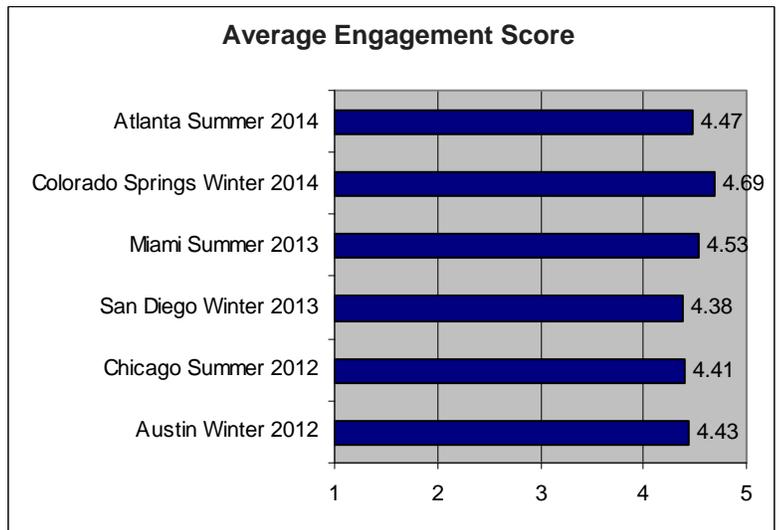
We appreciate every single person who fills out a post-conference survey evaluation. The evaluation is absolutely one of CHART’s most vital documents! At the CHART Board’s next in-person meeting after each conference, we pour over the comments and strive to make lasting improvements to future conferences based on your direct feedback.

The feedback on the Atlanta conference (July 2014) was very, very good. Once again, CHART gets high marks for the welcoming environment and sharing culture. Most importantly, Atlanta attendees rated their willingness to attend another CHART conference a 4.71 out of a possible 5. CHART’s leadership is constantly looking at how to improve this telling metric.

Some areas of improvement we implemented in Napa and will continue implementing for the New Orleans conference in July are:

- « Creating more opportunities for first time attendees to interact with their assigned conference coach, attendees, and each other throughout the conference.
- « Creating more opportunities for involvement for those attendees who are back for a second or third CHART conference.
- « Improving the conference experience for our lifetime members.

Networking remains the most important reason people attend, so planning exceptional functions and venues for people to connect and interact effectively is key to a high-value conference. *Thank you again for your gift of feedback, CHART!*



You are likely familiar with Net Promoter Score, a recognized standard in benchmarking customer “intent to recommend” and an effective way to evaluate customer feedback and engage in meaningful dialogue about areas of improvement in your operation. Likewise, the CHART Board tracks our Conference Engagement Score, or “Percent of 5s,” from conference to conference. This metric is an average of four rankings on a 5-point scale from our conference evaluations: the conference overall, networking opportunities, session content, and willingness to attend another CHART conference.

Since we started tracking this metric, our average conference engagement score has increased by .2 points – to 4.5 out of a possible 5 for our last six conferences from 4.3 for the six conferences prior to that, with Colorado Springs being our most highly-rated conference yet. What gets measured gets done, and also gets celebrated! **Let’s take a moment to celebrate the quality of our wonderful conferences, where we tap into our trusted connections to learn, share, grow, and care, and create relationships that last a lifetime!**



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Submission
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