



FlipCHART



April 2015

Connecting the CHART Member Community ~ in print

Inside this issue:

If I Had to Choose 3 More ...	2
Industry Event Speakers	3
Webinar Series	4
Welcome New Members	4
Ask My Peers Notes	5
Nominations Due	5
Colorado Springs RTF	5

2015 Training Trends Study Coming Soon!

Seeking 100% CHART Participation in April

When you develop your annual training plan, would it help to have answers to these questions?

- « How does the distribution of my training resources stack up to other companies in my segment?
- « How does the structure of my training department compare to others?
- « How does my company compare to others in the use of e-learning and bilingual training?
- « How do others conduct new employee orientation?
- « What is the average annual salary of training titles in the industry?

Last year, CHART and partner TDn2K provided answers to these and many other questions through our first 2014 Trends in Hospitality Training and Development Study.

Very soon, you will be emailed a link for your organization to complete the 2015 online survey. To obtain insightful and actionable information for 2015, **we are asking for and inviting 100% participation of each member company.** Last year, 60 members completed the survey and this year, our goal is to have 150! **A greater number of participants means high-value and high-validity results for each member and the industry as a whole.**

Every member who completes the survey will receive a free copy of the extensive Full Report and a free pdf summary of your answers that can be compared to the overall results.

Every member is really important, and CHART cannot do this without you! The survey will be open until April 30, and results will be shared at the New Orleans conference in July and on the CHART and TDn2K websites. **Thank you in advance for sharing your time, information, and for being an active member of CHART!**

Mark your Calendar

- April 8**
CHART Webinar
- April 17**
Nominations Due for Commitment to People Award & Learning Legacy
- 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 21**
Deadline to sign up to take CHT exam at #CHARTNOLA
- June 27**
Detroit RTF
- July 18 - 21**
Conference #90
Ritz-Carlton
New Orleans, LA

New Orleans Conference

Register Today to Hear Ross Bernstein in July



Champions have a very unique DNA. Just think about the differentiators they possess and why we all strive to be a peak performer. A champion is someone who we trust, who we like, and who just "gets it".

In an engaging, provocative, and visually entertaining style, **Ross Bernstein** will use inspirational stories and poignant life lessons from the world of sports to show attendees at our 90th CHART conference in New Orleans, that they too can become better leaders, trusted partners and create a culture of excellence.

The best-selling author of nearly 50 sports books, Ross is an award-winning peak performance business speaker who has keynoted conferences on four continents and has been featured in news shows and magazines.

His keynote session, "*The Champion's Code: Life Lessons of Ethics and Accountability from the Sports World to the Business World*" is one you do not want to miss.



Registration is now open at:
www.chart.org

PRESIDENTalks

Patrick Yearout

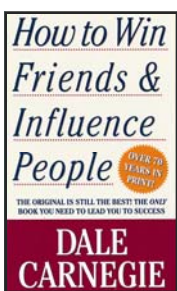


If I Had to Choose 3 More ...

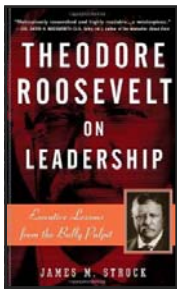
Two years ago I posted a blog on the CHART site titled, *If I Had to Choose Just Three*, in which I wrote about the three books that I couldn't live without as a hospitality trainer (www.chart.org/blog/view/id/315/). I still refer to all three of these books today and use them very regularly in my job as Director of Training for Ivar's Restaurants.

But, as I have moved up in my company over the years, from training specialist to manager to director, and as I've taken on larger projects, partnered with an ever-increasing number of departments, and grown my level of responsibility, I found that lately I've been reading more and more from the Leadership section of the bookstore. I'm now searching for strategies to help me push past various hurdles and achieve success in areas above and beyond what I am tasked to do as a trainer or facilitator.

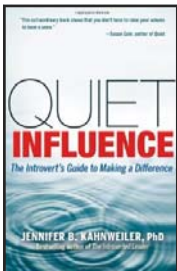
There are an extraordinary number of leadership books which one can read, of course, but if I were to pick just three – the most essential resources that have helped me the most – here are the books I would select.



Nothing tops Dale Carnegie's classic, *How to Win Friends and Influence People*, in my opinion. If you haven't already read it, do yourself a huge favor and pick up a copy. Written way back in 1936, but still incredibly relevant today, Carnegie's book is a treasure chest of simple strategies that will help you better connect with people, make your staff and co-workers truly understand that you value their contributions, and persuade others to your way of thinking. It's a very quick read and is something I always review prior to taking on any project where I am working with a team for the very first time.



My second choice is *Theodore Roosevelt on Leadership: Executive Lessons from the Bully Pulpit*, by James M. Strock. As a National Park enthusiast, I have always been drawn to any publication on our country's "Conservationist President," but this one outshines all of the other TR biographies available. Strock has done an outstanding job showcasing the life and philosophy of one of the most effective leaders in American history and converting these stories into practical advice for any person today who needs to enlist others to achieve a goal. If I ever feel overwhelmed, like I'm facing a professional obstacle that simply cannot be conquered, this is the book I turn to for inspiration.



Quiet Influence: The Introvert's Guide to Making a Difference by Jennifer Kahnweiler also makes my list. I'm a very, very quiet person, and I will often go entire weekends without speaking to anyone (and loving it). But because I work in a profession and an industry where communication is essential, and I also have served on the board of CHART for the past three years and as President since last July, I needed to find a way to make my opinions heard in a world that often feels like it is dominated by extroverts. Kahnweiler's methods have definitely helped to guide me on this path – I now understand that I don't need to pretend to possess a Type A personality, but rather I can leverage my natural strengths and skills to increase my ability to influence and motivate others. The book contains many practical approaches, laid out in a simple and straightforward manner, for us quiet folks to find our voice and lead with confidence.

Although the average American only reads five books per year, according to the Pew Research Center, CEOs of Fortune 500 companies read an average of 5 books per month because they understand that it is one of the most efficient and effective methods to learn and can be a powerful tool for personal and business success. So even if these three books are not your cup of tea, I would urge you to ask your colleagues or co-workers for recommendations and seek out titles that do intrigue you. Invest in yourself, and your company, by being relentless in your pursuit of knowledge.

Enjoy reading. I welcome your book suggestions as well.

Patrick A. Yearout

P.S. If you are interested in leadership, consider running for the 2015 - 2016 CHART Board. Contact Jason Lyon, CHART President-elect (jmlionnh@gmail.com) by mid-April for further details and to complete a profile statement.

CHART Strong at NRA Show

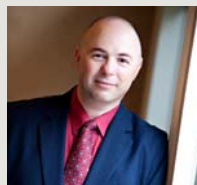
Powerful CHART Presence in Speaker Line-up at Industry Restaurant Show



Speakers



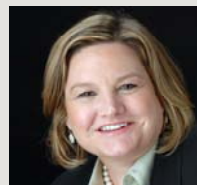
John Isbell
Logan's Roadhouse



Patrick Yearout
Ivar's Restaurants



Nathan Atkinson
Union Square Events



Kate Shehan
Cosi



Heather Hampton
Legal Sea Foods



Jim McCurley
PF Changs



Jessie Bray
Tony Roma's



Mike Jones
Southern Wine & Spirits



Steve Baker
Enlivan



Paul Brown
Chick-Fil-A



Chip Romp
Ovation Brands



Jim Knight
People Forward



John Kelley
White Castle



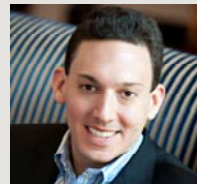
TJ Schier
SMART Restaurant Group
& Which Wich Franchisee



Joleen Goronkin
People & Performance
Strategies



Michele Lange
The Habit Burger Grill



Mark Boccia
Marriott



Mike Freeman
McAlister's Deli

Topics

Recruiting, Hiring, and Training
in Non-Traditional Settings

Allergy-Friendly Practices to
Protect Your Guests and
Increase Your Business

Batten Down the Hatches:
Bracing for a Storm of Wage
Increases

Between the Yellow Lines:
Using Guidelines Instead of
Manuals

Hospitality E-Learning:
Opportunities to Help Save
Your Training Dollars

Building Your Business By
Building Your Culture

Building a Team of Top
Performers

Using Your Training
Department as Your Franchise
Partner

Building a High Functioning
Team

Coming to Show?

Visit CHART
Booth # 663 in
the Power of
Partnership Pavilion

Join us at CHART
Reception Sunday,
May 17 at 5:00 pm

Webinar Series: Learn at Your Desk

Hosler to Lead 2nd CHART Webinar in 2015 Series



E-Mail – There is a Right Way to Do It!

Gabe Hosler, Director of Training, Rubio's Restaurants

Wednesday, April 8, 2015
1:00 pm EST

Have you ever been frustrated by your Inbox? Not sure how to get your message across? Or not getting the answers that you need? In this interactive presentation you will discover the secrets to both sending and making sure that you receive the most effective and appropriate e-mail messages. The stuff that your teacher taught you about how to communicate nicely on the playground...brought into the modern age. Registration and further details at <http://chart.org/events/webinars/>



Upcoming webinar dates:

Wednesday, June 10
Wednesday, August 12
Wednesday, October 14
Wednesday, December 9

CHART Member News

Welcome to our Newest CHART Members

Pamela Ahrens, The American Club Resort

Nathan Atkinson, Union Square Events

Eytayo Ayoola, Royal Shekinah Grand Suites, Nigeria

Aaron Baker, Rubio's

Eunice Bastian, The Somerset Resort at Grace Bay

Wendy Beaver, Balboa Brands

Stephen Belding, HUD

Camille Berg, Gala Corporation

Barbara Blunt, Stonebridge

Amy Brooks, Bowlmor AMF

Autumn Brown, Marriott International

Conrad Buchner, Hideaway Pizza

Beth Campbell, Arby's Restaurants

Joe Campbell, Ovation Brands

Evelyn Cardoza, Real Mex Restaurants

Matthew Casella, LYFE Kitchen

Cate Christie, Marriott International

Chad Cohen, Capital Spring

Shelley Collins, Ovation Brands

Vagi Daera, Australia Pacific Technical College

Ashley D'Agostino, Garden Fresh

Meghan Day, Cinnabon

Kathleen Deal, Rita's Franchise

Danielle Deese, Avalanche Food

Darryl DeVuyst, RAMMP Hospitality Brands - Mr. Mike's

Angie Dorgan, Restaurants Unlimited

Joseph Dunsmore, Noodles & Co.

Charles Ehler, BL Operations, LLC. (Bar Louie)

Tanya Engelhardt, Primanti Bros.

Steven Festa, Ovation Brands

Jeffery Flaherty, FMP, Upper Lakes Foods

Jessica Gibson, McNellie's Group

Genny Gomez, Alicart Restaurants

Wendy Grubbs, Garden Fresh

Elizabeth Hedges, Logan's Roadhouse

Michael Henderson, Real Mex Restaurants

Karina Hernandez, WKS Restaurant Group

Vicki Houston, Red Rood Inn

Carol A. Johnson, Ramada Fargo

Heather Jones, Canalta Hotels

Matt Kubarek, InTown Suites

Melody Lam, Simms Restaurants

Jules Langston, Hacienda Colorado Restaurants

Jason Lechner, Granite City Food & Brewery

Nicole Leon, Bowlmore AMF

Ashley Losoya, The Broadmoor

Kristina Marchesano, Garden Fresh Restaurant Corp.

Melissa Massey, Real Mex Restaurants

Michael McIntosh, Bowlmor AMF

Marisa McLaughlin, Firehouse Subs

Robelyn McNair, Concessions International, LLC.

Emy Miller, Auntie Anne's

Maggie Moore, Houlihan's

Malika Musson, Bermuda Hospitality Institute

Elbyn Mustafa, FOCUS Brands, Inc.

Jaimie Nestor, Hideaway Pizza

Fred Newman, McAlister's Deli

Linda O'Neill, The Broadmoor

Susan Panno, IHG

Michael Peay, Schlotzsky's

Shawna Pirovano, Snooze Eatery

Jessica Prince, Jim 'N Nick's BBQ

Tanika Rohadfox, Real Mex Restaurants

Carla Russo, Global Franchise Group, LLC.

Chris Sanchez, Real Mex Restaurants

Kassie Schmidt, BL Operations, LLC. (Bar Louie)

Kathie Shaw, Urban Plates

Lena Shockley, Dunkin' Brands

Jenny Smith, My Fit Foods

Elle Stella, susiecakes

Rivers Stilwell, Snooze Eatery

Marcus Story, Delaware North

Kevin Sugarman, Home Grown Industries (dba Mellow Mushroom)

Kris Tiarks, SSP America

Rick Tomljenovic, Tri Star Hotels

James Vavak, Drury Hotels

Kate Walker, Cheddar's

Nicole Whittington, IHG

Cristen Williams, Noodles & Co.

Chevalier Wilson, Cinnabon

Tara Wise, Auntie Anne's

Sally Wold, McAlister's Deli

Debra Wuorenma, Dunn Brothers Coffee

Thomas Yurchak, Logan's Roadhouse

Recent Napa Conference

Notes from LIVE Ask My Peers



How good are your notes from the LIVE Ask My Peers session in Napa? Can you read your chicken scratch? No worries if not, as CHART members have access to THE notes online. Just login at www.chart.org



View/Download the notes on Diversity, e-Learning, Engagement, Interviewing and Motivation & Retention.

Colorado Springs RTF

Huge Turnout on St. Patrick's Day - Majority are Potential CHART Members!



CHART News

Nominations Due Soon



Thanks to the generosity of many CHART members, a fund has been created to provide promising trainers, who may not otherwise have the opportunity, the ability to attend a CHART conference. Download the form and submit your nomination of a deserving peer by April 17. http://chart.org/membership/learning_legacy_fund/



If your President or CEO is one of those leaders that recognizes the importance of the people in your organization and works to establish a culture that values their contribution, nominate him or her by April 17 for the prestigious CHART Commitment to People Award. http://www.chart.org/membership/commitment_people/



We've added several photo albums onto our Facebook page with pictures from the recent Napa conference. Check them out! www.facebook.com/CHARTtrainers

 Council of Hotel and Restaurant Trainers
P.O. Box 2835
Westfield, NJ 07091
www.chart.org

Please send content to:
FlipCHART Editor: Natalie Beglen
Email: nwbeglen@sbcglobal.net
Phone: 708.870.8010



Submission
Deadline: 15th of the month for next month's issue
Back issues: visit www.chart.org
Managing Editor: Lisa L. Marovec, FMP, Sr. Director of Marketing