



FlipCHART



February/March 2013

Connecting the CHART Member Community ~ in print

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Upcoming San Diego Conference

Opportunities for Fun in San Diego (and learning too!)

By *Monique Donahue, CHT, CMHS, AHLEI*

Bring your favorite beach party attire and join your CHART peers on Monday, February 25 for a beach party themed event that includes dinner, fun, games, music, and dancing!



And in an attraction never before seen at a CHART conference, you will be able to 'Hang 10' without ever getting wet on a mechanical surfboard! You can test your balance and skill with no worries of sand in your swimsuit, with an inflatable landing to cushion you when you wipe out. There will be contests to see who can 'Ride the Wave' longest, so brush up on your surf skills, dudes and dudettes, and come prepared to win! Doesn't the guy in the photo look like he's having a riot?

The event is 7-9:30 p.m., which leaves plenty of time for more networking and fun in our famous Hospitality Suite. This dinner is included in your conference registration fee, so don't miss it! Surf's up!

FEBRUARY 23 - 26, 2013 • WESTIN SAN DIEGO • SAN DIEGO, CA



Trainers Transforming Training
the learning forum for **hospitality training**

Upcoming Dates

February 2013
Denver, CO RTF

February 23-26, 2013
Winter Conference #85
San Diego, CA

March 2013
Atlanta, GA RTF
rfletcher@zaxbys.com

April 2013
Nominations due for
Commitment to People
Award

May 9, 2013
North Carolina RTF
cbennett@Biscuitville.com

July 20-23, 2013
Summer Conference #86
Miami, FL

And the winner is ...

Join your fellow attendees and get a strike at our Sunday night event from 6:30 - 9:00 pm.

Whether your bowling average is a perfect 300 or includes many gutter balls, you will have fun on the dozen lanes we have reserved at East Village Tavern and Bowl. Shoe rental (*Lysol spray optional*) is included!

If bowling isn't your game, consider taking a cue and trying to sink the ball in the corner pocket at pool.



The event includes two separate buffet stations and a cash bar.

Your Activity Directors (thanks **Gabe Hosler**, Rubios & **Barbara Latimer**, Sonny BBQ) have arranged for tons of TVs in our private area so we can also watch who wins the Oscars and more importantly watch what the stars are wearing!

Sign up online today. The cost is \$35 in advance and includes bowling with shoe rental, pool, dinner buffet and lots of networking with old and new friends.

Be sure to sign up on our conference site at: <http://bit.ly/T3CHART> Fee increases onsite.

Learning Legacy

CHART Lights the Way

We are excited to announce that **Eric Bartlett**, Rib Crib, has joined as a **Gold Level Founding Donor** of the Learning Legacy Fund.



Enclosed with his donation, he wrote, *"this is my pledge to assist other trainers in their quest for enlightenment - for that is what CHART is to me*

- a unique group of individuals who light the way for those who yearn to understand how to bestow the ultimate gift of knowledge and, in turn, help others succeed."

Thank you Eric!

Stay tuned as later this spring we will unveil a member and friends campaign so you can choose to contribute to this fund in various financial amounts.

Founding Donors a/o Nov 2012: Mike Amos, Eric Bartlett, Monique Donahue, Joleen Goronkin, Janet Hoffmann, John Kelley, Jason Lyon, Lisa and James Marovec, Chip Romp, and Jim Sullivan

CHART Partners

Welcome our New Partners



View our press release online at www.chart.org/newsroom

PRESIDENTTalks

John Kelley

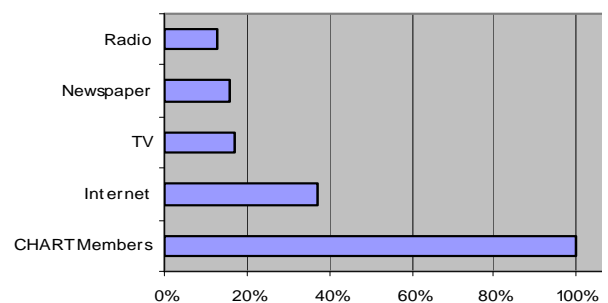


A Trusted Network at your Fingertips

I have had the pleasure of speaking with many potential new members and partners on behalf of CHART over the past few months. Inevitably the conversation turns toward information. We are in the "information age," and the sharing or dissemination of information is the currency of the times. Often I am asked about our membership and what makes CHART different than other sources, especially with the proliferation of all the sources of information on the internet.

Forbes published an article in 2009 that shared survey results of which of the four primary information sources was thought to be the most reliable. Internet

Reliability of Information by Source



was number one with 37%, while television, newspapers and radio each garnered 17%, 16% and 13% respectively. At that time, we thought, "If it's on the internet it must be true...you can't lie on the internet!"

Now, we all know everything on the internet isn't always true. If you are like me, it sometimes takes a couple of searches or more to compose the right combination of words to get what you might be looking for; and that is before you even start deciding on the validity of the source. Also, the amount of information immediately available on the internet is so overwhelming that it can take an unreasonable amount of time to read and sort through the voluminous options, opinions and volumes of possibilities.

Now more than ever, face-to-face communication **with the right people** is the most efficient and effective way for people to find answers to many of their questions.

We are lucky in CHART because we have a network of trusted resources in each other, whether it's sharing face-to-face at a conference or Regional Training Forum (RTF), via a phone call, or on our online *Ask My Peers* forum. We know the information is coming from someone you can trust, someone who has "been there and done that" and truly wants to help.

It is a gift that we have this trusted network at our fingertips and we should use it to its fullest extent. I hope to see you in San Diego and/or Miami, at an RTF, or online often in 2013.

And, I am always just a phone call away!

John

Upcoming San Diego Conference

Learn the Tips which Conference Team Members have Learned

Team members were asked ... *What is one practical tip you've learned at CHART that has transformed your training?*



Hospitality Co-Director, **Joe Sowerby**,
Moe's Southwest Grill

"Ever since I attended John Kidwell's session on determining ROI, I have been able to develop better assessments of our program and how its tracking over the year. That data can then be turned into an ROI statement that helps me prove that not only does my department have a direct line to the bottom line of the company, but helps me build a bigger budget each year to further develop our program."



Registration Co-Director, **Jessica Taylor**,
AMF Bowling Centers

"From the first conference, I was 'sold.' I gained valuable techniques I could immediately implement. The most ground stomping was training through the use of a QR code. This method allows us to get important messages to the employees who are performing the job."



First Time Attendee Co-Director, **Kirstie Johnson**,
Enlighteneer Consulting

"The most practical tip I've learned at CHART is to listen to stories of my industry peers: what they are challenged with and what type of business solutions have made an impact on results in their organization. These cutting edge stories and solutions have been an invaluable addition to my toolbox, especially when new initiatives are on my plate."



Conference Director, **Kristin Burk**, Wood
Ranch BBQ & Grill

"One tip I've learned at CHART is the significance and impact training advisory councils have on the overall success of a training department."



Activities Co-Director, **Barbara Latimer**,
Sonny's Real Pit BBQ

"A great suggestion was to put your ideas from what you learned to action, instead of coming back and not doing anything with what you just absorbed."



Registration Co-Director, **John Alexander**,
National Restaurant Association

"Take advantage of the multitude of resources and opportunities that are available to you through CHART. The skills that you gain from presenting or volunteering at a conference or RTF will make you a stronger trainer, better leader, and provide more value to your organization."



Facilities Director, **David Myers**, Fazoli's

"CHART has helped me realize that if you want to transform your training, then be open to transforming yourself. For me, that was stepping outside my comfort zone and opening the door to network with others. In the real estate business, they say it's all about location, location, location. Since joining CHART, I say it's all about networking, networking, networking."

Jenga and Much More

Is the Hospitality Suite one of those mysteries that you have yet to solve?

Don't miss it this year!

It is open to everyone and it is worth staying up for! And ... you can show up just by yourself! It truly is worth experiencing as it is legendary for its unparalleled networking, relationship building and of course, Jenga. Your CHART conference will not be complete unless you spend at least some time there.

The Hospitality Suite is in a large sleeping room suite, where attendees gather at the end of each night to hang out, play games, look through photo albums of past conferences, and connect with each other in a very relaxed and casual setting. It is where you truly get to know people and build lasting relationships that you can draw upon throughout the year as training questions and issues arise.





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T3: Trainers Transforming Training
 It's not too late to register ... www.chart.org

FlipCHART

Member Publication of
 Council of Hotel & Restaurant Trainers

Please send content to:

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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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Member News

Nominate your CEO/President



The **CHART Commitment to People Award** was created in 1993 to recognize leaders in the hospitality industry who demonstrated a continuous dedication to people. The award is presented annually at our Summer Conference to a member's CEO/President in recognition of their

outstanding commitment to the development of people in their organizations. Nomination packets will be due in April. http://chart.org/membership/commitment_people/

Future CHART Member



Congratulations to **Colby Hutchinson**, Best Western International, on the birth of his son Kekoa Marshall.

Member on the Move

Best Wishes to **Jeff Portwood**, SPHR, who has brought his leadership experience to People and Performance Strategies as their Vice President.

Staying Connected with CHART



Thanks to everyone who joined us for our 2nd **Twitter Tuesday** on January 15. It was exciting to watch the tweets and re-tweets from our members, speakers, trade associations, conference team, partners and others! Twitter was buzzing with enthusiasm for our upcoming conference. Simply search #CHARTSanDiego to read some of the posts.



Congrats to **Janet Hoffmann** and **Lisa Oylar** who were randomly selected among all our tweeters to each win \$25 gift cards to our online logo store Café Press. Order your own CHART merchandise and proudly show your CHART spirit!

www.cafepress.com/chartonlinestore1970



Some of you have noticed that CHART postings may not be automatically showing up in your news feed. Facebook made some changes which may require you to adjust your settings. Simply go to www.facebook.com/CHARTtrainers and hover your mouse by the LIKED button and click Add to Newsfeed and/or Add to Interest List. Don't miss out on Friday Fun Photos!