



# FlipCHART



July/August 2012

Connecting the CHART Member Community ~ in print

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## Upcoming Chicago Conference

### John Grady to receive Commitment to People Award



CHART will present the 2012 Commitment to People Award to **John Grady**, President of Ninety Nine Restaurants, during our Chicago conference. Created in 1993, this prestigious award is given annually to a CHART member's CEO/president in the hospitality industry who demonstrates outstanding commitment to the development of his or her associates.

John began his career at Ninety Nine as a bartender. He rose through restaurant management ranks, multi-unit supervisor ranks, spent ten years leading the training department and in 2004 was named President. These experiences allowed John to set the example of what one can achieve through personal motivation and development. He is committed to recognizing the value of all team members.

Please join us in congratulating John on this award.

84<sup>th</sup> HOSPITALITY TRAINING CONFERENCE



RADISSON BLU AQUA HOTEL CHICAGO, ILLINOIS • JULY 21-24, 2012

*"John counsels patience and looks at people for their potential, commitment and energy. He understands that mistakes will be made but that mistakes are things to learn and develop from," said Greg Witmer, Senior Director of Training, Ninety Nine.*

## Upcoming Dates

### July 21-24

84th CHART Conference  
Radisson Blu Aqua Hotel  
Chicago, IL

### August 31

CHART Renewals Due

### September 6

Bettendorf, IA RTF

### September 21

Orlando, FL RTF

## More Education, More Fun, More Chicago

Our Sunday night activity allows you to experience one of the world's most beautiful cities on a private shoreline sightseeing architecture boat cruise along the Chicago River. You'll hear the

By Kristin Burk, CHT, Wood Ranch BBQ & Grill



dramatic story of Chicago's rise from the Great Fire of 1871 to becoming the home of the skyscraper and cradle of modern American architecture. Don't miss seeing dozens of landmark buildings by world-famous architects.

Most importantly, you will be surrounded by your favorite CHART friends (*typically over 90% of attendees sign up*), great music, food, soda, wine and beer. The event is 7-9 pm, so you have plenty of time to hit the city (and our Hospitality Suite) afterwards.

Cost is \$35 now or \$50 at conference. Register today!  
[www.chart.org](http://www.chart.org)

**More Conference News Inside:  
Profile on 2 Keynote Speakers!**

Follow Conference via Twitter



**Stay connected before, during and after conference. Follow us @CHARTrainers and also search #CHARTChicago for the latest posts.**

## CHART News

### Reasons to Renew Today

With your CHART membership, you have access to the best-in-class minds, programs and solutions of other top hospitality training professionals. You can count on CHART to help you grow both personally and professionally.

#### Membership Highlights:

- Learning, Sharing, Growing & Caring at our Semi-Annual Training Conferences (with featured speaker webcasts available if you happen to miss a conference)
- Educational and Networking opportunities at Regional Training Forums held across the country
- Discounts to several other Industry Conferences
- Sharing, Learning and Connecting through Ask My Peers, our popular online discussion forum and through member blogs and online postings
- Free Webinars featuring top rate presenters
- Learning via our monthly Training Flash e-newsletters
- Staying connected with FlipCHART, our monthly member newsletter
- Access to competency courses to grow and earn certificates

## PRESIDENTalks

Jen Swan



### The Swan Song

This is my final PRESIDENTalks. Sad! But of course, I'll always be involved with CHART and am thrilled at what we've accomplished since I joined the board in 2007. As you may remember, my election platform was "12 in 12" with a goal to complete all twelve CHART competencies by end of 2012. We are well on our way to accomplishing this task with the help of our talented designers and our incoming CHART President, **John Kelley**. In 2013 - 2014, the competencies will be brought to a new level with brand marketing, a structured certificate process and improved packaging.

CHART started the Trainer Competency Certificate Workshops with the intent to offer continuous and detailed ongoing development for our members; whether your role is a new trainer, a manager, an instructional designer or an executive in your organization.

The competencies have proven valuable; based on the high number of CHART members attending. The competency tracks are currently offered as a pre-con at each conference – in topics such as Strategic Planning, Business Acumen, Coaching, Program Design, Communication, Presentation Effectiveness and six more! In upcoming years, they will also be scheduled at our Regional Training Forums.

Don't miss the opportunity to attend a CHART Trainer Competency Certificate workshop. There are four workshops on the pre-con agenda for Chicago and time to register.

Here's to our on-going development through CHART!

With much respect and admiration,

*Jennifer Swan*

CHART President

## CHART Board



**THANK YOU** to our outgoing 2011 - 2012 CHART Board: **Jen Swan, John Kelley, Jen Johnston, Calvin Banks, Patrick Yearout and Jason Lyon.**

We appreciate your dedication and service to our organization and the hospitality industry.

*Austin Conference Photo (L to R) Jason Lyon, Common Man, Patrick Yearout, Ivar's, Lisa Marovec, CHART, Jen Johnston, Darden, John Kelley, White Castle, Jen Swan, CSM Lodging and Tara Davey, CHART.*

*Not pictured: Calvin Banks, Gaylord Hotels*

# Upcoming Chicago Conference

## Conference Team Quotes

Team members were asked,  
How has CHART helped you

**RISE**  
ABOVE THE  
**REST** ?



Hospitality Co-Director  
**Paul Hineman, National Restaurant Association**  
*"CHART allows a unique opportunity to share innovative ideas and best practices. The level of care and attendee diversification is impressive and CHART continues to have a significant impact on our industry!"*



Activities Co-Director  
**Kevin Hostetter, Auntie Anne's Pretzels**  
*"CHART has provided opportunities to build relationships with a phenomenal group of professionals who freely share best practices and challenge you to grow."*



Facilities Co-Director  
**Doreen VanGorp, First Hospitality Group**  
*"CHART has assisted me in putting together my operations background and sharing my knowledge with others; creating a participatory environment. I have worked for some of the best companies and it would not have been possible without the support of CHART."*



Volunteer Co-Director  
**Christine San Juan, Boloco - Inspired Burritos**  
*"CHART has helped me Rise above the Rest like a compass guides you on a journey. Any time I need a resource, referral, or sounding board, I know with certainty that the information shared will help me find my way and I will not get lost."*



Community Service Event Director  
**Alisha Gulden, National Restaurant Association**  
*"CHART has helped me create stronger relationships with those I work with and has encouraged me to volunteer and participate in activities that are outside of my comfort zone."*

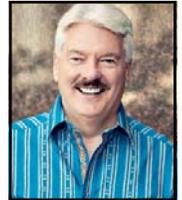


Facilities Co-Director  
**Terry Pappas, FMP, MS, Monical's Pizza**  
*"CHART has provided incredible networking opportunities to share and compare best practices with trainers from companies similar to Monical's as well as those from multi-national companies in every segment of the industry."*

## Keynote Speakers

### Don't Miss the View from Above

**Wally Doolin**, Founder and CEO of Black Box Intelligence, is a widely recognized and respected leader within the global hospitality industry and will provide us with a view of the hospitality industry, unlike anyone else has. With his unique perspective working with multiple concepts on a global basis, from turn around, start up, and high growth, to public and private ownership, as well as his commitment to the foodservice industry, Wally has his own and expert perspective that he will share with us.



You won't want to miss his view from above.

### 5 Choices to Extraordinary Productivity

A senior consultant at Franklin Covey for the past 20+ years, **Sydne Kalet** will incorporate an engaging approach that is spiced with anecdotes and abundant energy.



She will share that in today's world, the answer is no longer about getting everything done; it's about getting the right things done. This however can't be achieved through time management alone. She will help you learn how to make more selective, high-impact choices about where to invest your valuable time, attention, and energy.

Impressively, Sydne has trained more than 125,000+ people in organizations representing a number of America's Fortune 500 and 100 organizations.

Her session is sure to be time well spent!

## CHART Members Care

CHART members have several ways to show their caring spirit at the Chicago conference.

- Join us on Saturday, July 21 for our 19th Community Service Event. Watch for details online.
- Participate in our Scholarship Silent Auction by donating and/or purchasing items.

**RISE** Learning. Sharing. Growing. Caring.  
ABOVE THE  
**REST**

**Register Today**  
[www.chart.org](http://www.chart.org)



CHART Headquarters Office  
 P.O. Box 2835  
 Westfield, NJ 07091  
[www.chart.org](http://www.chart.org)  
 1.800.463.5918



## Contact Us

Visit [www.chart.org](http://www.chart.org) for the latest CHART News including member blogs, links to articles written by members, and more!



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**Please send content to:**

**FlipCHART Editor:** Natalie Beglen

**Email:** [nwbeglen@sbcglobal.net](mailto:nwbeglen@sbcglobal.net)

**Phone:** 708.870.8010

**Deadline for submissions:**

1st of the month for next month's issue

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

**Managing Editor:** Lisa L. Marovec, FMP,  
 CHART Sr. Director of Marketing

## CHART News

### Regional Training Forum - Orlando

By Barbara Latimer, Sonny's BBQ

In May, the Orlando RTF had a double header and hit 2 home runs with their presenters. **Jessie Bray**, VP of Training for Romacorp. Inc, presented a very engaging presentation on ***Building a Culture of Accountability***. This seminar, built in partnership with Edge Training®, showed us the unpacked opportunities we have in holding people accountable at all levels in our organizations and for us personally and professionally.

In addition, **Monique Donahue**, VP, Research & Development for American Hotel & Lodging Educational Institute, gave us a sneak preview of a key portion of CHART's newest competency workshop, ***Process Improvement***. As trainers, our goal is to teach new skills and change or improve employee performance. But how do we know if we've been successful in doing this? This session explored the Kirkpatrick Model of measuring the effectiveness of training programs and included examples and tips for overcoming measurement challenges.



The Training Summit, held at the Rosen Shingle Creek Hotel and Convention Center, was attended by 30 attendees from 12 different hotel and restaurant companies