



# FlipCHART



July/August 2014

Connecting the CHART Member Community ~ in print

## Upcoming Atlanta Conference

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### Harris Rosen, Recipient of 2014 Commitment to People Award



**Harris Rosen**, President & COO, Rosen Hotels & Resorts, this year's recipient of our Commitment to People Award, truly embodies the characteristics that this award represents. Created in 1993, this prestigious award is given annually at our summer conference to a CHART member's CEO/President who demonstrates outstanding commitment to the development of his or her associates.

Training and communication of the Rosen culture is evident in many ways starting with the initial orientation and continuing with weekly newsletters. Communication is in English, Spanish and Haitian Creole to accommodate the diverse workforce.

According to the nomination submission, *"The training emphasis at Rosen Hotels & Resorts is on the empowerment of our people. As an organization, our success can be traced to the personal involvement of our managers to develop their teams by working with the individuals. Managers are expected to lead by example and to react to their associates professional and personal needs. Though we cannot honestly say we have 100% compliance, we are closer than any other hospitality organization because nothing communicates culture better than Mr. Rosen and his leadership team walking-the-walk."*

As a hospitality organization, Rosen Hotels & Resorts has one of the most competitive turnover numbers which many attribute to the commitment to the people. One example, is the company-wide anniversary celebration held annually in June to celebrate those who have been with the company for 10 years or more. Rosen is known for his generosity to his 4,000 plus associates as well as to his community. In addition to traditional benefits, he has incorporated a broad range of innovative associate programs, ranging from an on-site medical center with low-cost high-quality medical visits and wellness programs to funding college education for not only his associates, but for their spouses and children.

Born and raised on New York City's lower eastside, Rosen received a bachelor's of science degree in 1961 from the School of Hotel Administration at Cornell University. He started his company in 1974 with the purchase of his first hotel and this summer the company celebrates its forty year anniversary.

Join us in recognizing and congratulating Harris Rosen on this esteemed award.

*"As the Training Manager, I have the honor of welcoming associates at New Hire Orientation where we introduce Mr. Rosen's commitment to people. I also get to experience tenured associates' same excitement and passion as they had on their first day. We all understand that it's not just an Orientation promotional slide, it is truly our way of business. Every day, the well-being of our associates is the first consideration for Mr. Rosen."*

*-Chris Zaremby, Training Manager, Rosen Hotels & Resorts*

### Upcoming Dates

July 26 - 29



Conference #88  
InterContinental Buckhead  
Atlanta, GA

Late August/Early  
September

Columbus, Ohio RTF  
sebokl@whitecastle.com

September 19

Orlando RTF  
czaremby@rosenhoteles.com

## FlipCHART and Website Changes

### FlipCHART Online Only in 2014 - 2015

We're excited to announce that our website will be undergoing a major re-design to better serve our members and visitors. For the next fiscal year, our FlipCHART newsletter will only be available online. We will use the savings from printing and postage to pay for the website overhaul. Watch for email announcements of when it's available online so you can continue to stay in touch with other members and get the latest news.

## Member News

### Celebrating Anniversaries

#### 20 Year CHART Anniversary

**Harry Bond**, FMP, Monical Pizza Corp.

**Claudia Carr**, FMP, CC & Company

**Julie Carruthers**, Accelerated  
Performance Solutions

**Janet Hoffmann**, SPHR, HR Aligned  
Design

**Toni Quist**, FMP, Perkins & Marie  
Callender's Inc.

**T.J. Schier**, Incentivize Solutions

**Lisa Schweickert**, Golden Corral

#### 15 Year CHART Anniversary

**Joleen Goronkin**, SPHR, FMP,  
People and Performance Strategies

**John Isbell**, CHT, Logan's Roadhouse

**Patrice Micheals**, FMP, CHT, Eat 'n Park  
Hospitality Group

**Brenda Moons**, American Hotel &  
Lodging Educational Institute

**Cheryl Tyler**, Tyler Training and  
Development Solutions

**Doreen VanGorp**, CHT, First Hospitality  
Group

#### 10 Year CHART Anniversary

**Nikki Fuchs de Calderon**, Buffalo Wild  
Wings

**Tammy Calhoun**, Cracker Barrel

**Wade Chancellor**, CHT, Marlow's Tavern

**Timothy Florek**, FMP, CHT, Frisch's  
Restaurants

**Jeffrey Jablow**, Cheeburger Cheeburger  
Restaurants, Inc

**Shane Mannix**, CHT, Clyde's Restaurant  
Group

**Peter Pappas**, Baldinos Subs

**Tami Peick**, International Dairy Queen

**Mike Sutter**, Wingstop Restaurants, Inc.

#### 5 Year CHART Anniversary

**Jay Bunkowske**, Smokey Bones Bar & Fire  
Grill

**Christine Davlin**, CHT, Lee County Visitor  
& Convention Bureau

**Tasha Friedlein**, HVS Hotel Management

**John Hammond**, Charley's Grilled Subs

**Steve Kokolias**, CEC Entertainment

**Yolanda Lara**, CHT, Concessions Intl

**Janna Nichol**, Sonic Industries

**Mary Ann Prah**, Purdue University  
Residence Dining Services

**Theresa Romero**, CHT, Honeybee Foods  
Corp./Jollibee

**Kyle Witbracht**, Flix Brewhouse

## PRESIDENTalks Calvin Banks



### Rollercoaster or Parallel Trains

As I close out my time as CHART President, I would like to take a moment to reflect on not only the past 2 years as President-Elect and President, but the 4 years in total I have been blessed to be a part of the board.

The past 4 years many have seen some ups and downs in the training world. Budgets were slashed and increased, positions were eliminated and brought back, but at the end of the day we all have ended up doing more. This is also what I have seen from CHART during this same time period... *more*. We have had *more* first time attendees, *more* vendors, *more* ideas, and *more* breakthroughs.

With more competency workshop opportunities, we have had a total of 419 members/attendees complete at least one competency course and we had a record 78 complete a competency track in Colorado. More ideas saw the birth of CHART Talks which debuted at the Miami Conference. The Colorado Springs conference saw the largest winter resource gallery with more vendors and the largest winter attendance since Nashville in 2006.

All of this was done with a great staff, an awesome board, and an even better group of members. The promising news is that Patrick and the Board will continue to move this organization forward.

**CHART's future is bright as long as you are a part of it.**

I leave you with a message from a conversation I had with Barbara Glanz a few years ago. Most people look at life as a roller-coaster with many ups and downs, peaks and valleys. However, life is more like two trains on parallel tracks. On one track are all of the good things that happen in life and on the other are all the not so good things that happen. Each day, better yet each moment, we have a choice of which train we will ride. I encourage you to ride the positive one.

Thank you for allowing me to serve you in this capacity and I look forward to serving you in a new capacity in the future.

All Aboard!

## Training High Five

### Share your Ideas so Others can Learn



After a strong debut last summer, we'll again highlight your top submitted training ideas at #CHARTATL. Send your submission in asap and share what is working for you. Let others learn from you.

More details online. If you haven't yet, be sure to check out the ebook of last year's winning ideas. [www.chart.org/membership/training\\_high\\_five/](http://www.chart.org/membership/training_high_five/)

## Upcoming Atlanta Conference

### Our Peachy Conference Team

We've highlighted a few additional team members and asked them to respond to our question, "What comes to mind when you think of Georgia?"



Facilities Co-Director **Charlotte Smith**  
Regional Trainer, Monical's Pizza

*"I think of awesome hospitable new friends, amazing old friends, Peaches, Sweet Tea, Peaches, Michael Bolton singing Georgia on my Mind...and did I say Peaches?"*



Hospitality Suite Co-Director **Gini Quiroz**, CHT  
Director of Training and Development, K&N Management

*"I think of Ray Charles (Georgia On My Mind), HotLanta, CNN, sweet tea and really southern accents."*



Activities Co-Director **Paul Craythorne**  
Senior Training Manager, Cinnabon

*"I think of the beautiful Spring season, humid summers, family, great friends and great food! Atlanta, GA is my home so when I think of Georgia – I think of home!"*



Silent Auction Co-Director **Alisha Gulden**  
Regional Vice President, National Restaurant Association

*"I think of tasting 100 different varieties of soda at the World of Coca-Cola. You can never go wrong with an ice cold Coca-Cola or orange Fanta with pellet ice!!"*



First Time Attendee Co-Director **John Poulos**  
Partner, DiscoverLink

*"I think of Peanuts, Peaches and the Masters."*



Hospitality Suite Co-Director **Dusti Guzman**  
VP of Talent, Sprinkles Cupcakes

*"I think of The Varsity...the hats, the hotdogs, chili and orange soda."*



Volunteer Co-Director **Akosua Nyannor**  
Director, HR & Training Development, Concessions International

*"I think of the great southern food!"*

Link from our website at [www.chart.org](http://www.chart.org)

View Full Agenda, Speaker Bios, Session Descriptions & then Register!

### CHART Talks: Brief Blasts of Brilliance

One of the most highly rated sessions from Miami is back again with new speakers and new ideas for you.

This engaging session will take place on Tuesday morning when about 10 presenters will each share their insightful thoughts in less than 10 minutes. We'll feature big ideas in small packages that your brain can wrap itself around after three days of intense learning.

Just to 'tease' you ... already on the agenda are:

- ✓ "Positive Intention" by Toni Quist
- ✓ "Find that ONE Acronym and Make it Happen" by Chip Romp
- ✓ "Kick Ass or Get Kicked in the Ass!" by Kathleen Wood
- ✓ "Not your Father's Leadership Model" by John Isbell
- ✓ "Delivering Happiness" by Spencer Buck
- ✓ "Slowing the Leap into Technology" by NRA

If you haven't yet watched the Miami CHARTtalks videos, now is the perfect time. <http://www.youtube.com/user/ChartTube1>



### Presidents Panel

On the agenda again is a panel of company visionaries, including Ovation Brands' **Anthony Wedo** and IHG Americas' **Kirk Kinsell**, who will share their expectations about training and developing people in today's business climate. NRN Editor-in-chief **Sarah Lockyer** will moderate this panel discussion filled with high-level insights.

### Mixing Fire & Ice in Atlanta

What happens when you mix Fire & Ice and 200+ CHART attendees on Sunday night? Hard to know for sure but it will definitely be another awesome fun evening filled with networking and camaraderie that you won't want to miss.

Join your peers at one of Atlanta's hottest newly redesigned venues. Break out your dance moves on the 1,500 square foot dance floor upstairs or chill at the upscale, yet comfy lounge next door and enjoy 300 exotic vodka brands at the bar which is made up of 4" thick and 27' foot long solid ice! Cool, eh?



\$35 includes food and entertainment and one drink ticket. Register early as price increases onsite.





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@CHARTtrainers



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FlipCHART

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**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



Become a Visionary Trainer at #CHARTATL

<http://bit.ly/CHART88>

## CHART News

- ✓ Best Wishes to **Cristina Arnold**, Mexican Restaurants, Inc., who recently gave birth to a bouncing baby boy, Zachary.
- ✓ Congratulations to **Rodney Morris**, who is now Sr. Vice President at The Elliot Group.
- ✓ Good Luck to **Brian Loescher** who is now Director of Franchise Operations at Grandy's and to **Kyle Witbracht**, the new Director of Learning and Team Development at Flix Entertainment in Austin, TX.
- ✓ Great job to CHART members at **Cracker Barrel** and **Texas Roadhouse** who were recently honored by NRN as 2014 Golden Chain Award winners.
- ✓ Congratulations to our partner **Skillsoft** who was recently honored by Workforce Magazine, Training Industry.com, Chief Learning Officer and Training Magazine for exceptional learning solutions and programs.



## S. CA and Orlando RTFs



Members and guests had the chance to learn and share ideas & tools with each other at several recent Regional Training Forums. Above is photo from S. CA and the left photo is from Orlando.