



FlipCHART



Connecting the CHART Member Community ~ in print

Upcoming New Orleans Conference

The New Fundamentals: Training, Transfer and Execution!

June 2010

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You'll witness the dawn of a new day in New Orleans when you re-energize your training fundamentals with keynote speaker Jim Sullivan. Whether you are a seasoned veteran or new to training, you will learn something of value during this dynamic presentation. Currently the CEO and Founder of Sullivision.com, Jim will share best practices he has learned as a veteran of over 20 years in the hospitality industry as an award-winning operator, best-selling author, and 22 year CHART member. Drawing from his many

clients, he will detail how the best trainers have re-imagined employee education and development in the 2nd decade of the 21st Century. Beginning with the 12 new fundamentals of unit-level excellence, CHART attendees will work upward to the design and execution of a training regime that gets superior results.

This is NOT your parent's corporate education! -- *The New Fundamentals: How to Be Brilliant at Training, Transfer and Execution* promises sizzling inter-action and tons of takeaways to ignite your creativity.

By Sue Wasylik, Ashbury Initiatives



"Jim Sullivan is a treasure chest of ideas to improve your people, service, and profits." – Walt Disney World

"Wow, What an excellent presentation! Our attendees are still pumped!" – Applebee's

Don't miss a moment of Jim's stimulating presentation Monday morning.

Plan now to attend CHART in New Orleans . . . and transform YOUR future!

Upcoming Dates

- June 3**
Seattle RTF
- June 12**
Deadline for Early Conference Registration Discount
- June 14**
Atlanta RTF
- July 1**
End date for reduced rate at The Ritz-Carlton
- July 2**
Due date for Habitat service event registration
- July 24-27**
80th Conference
New Orleans, LA

Register by June 12 and receive the Early Conference Registration Discount

<http://chart.org/conferences.php?x=>

No Sleeping in New Orleans



Known as the "Big Easy", New Orleans has not stopped roaring since its inception in the 1700's. The city is dazzled in confetti, beads, rich music and natural history which make this the prime spot for hosting CHART'S 40th anniversary party.

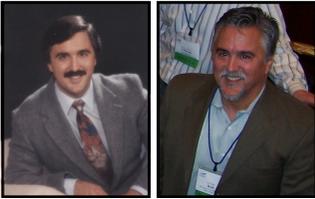
New Orleans has so many things to see; from the world-renowned French Quarter and Bourbon Street's notorious nightlife to voodoo stands, ghost tours, and rich food!

The Activities Team of **Jason Lyon**, Common Man Restaurants, and **Nikki Boeshansz**, White Castle, have plenty of memorable activities under consideration for you to select from on Sunday evening such as a Swamp Boat Tour, French Quarter Pub Crawl, City Walking Tour, Rock 'n Bowl, as well as several others.

So bring your *dancin' shoes*, pack the *energy drinks* and get ready to be mesmerized by the sights and sounds of New Orleans as this *city doesn't sleep!!!*

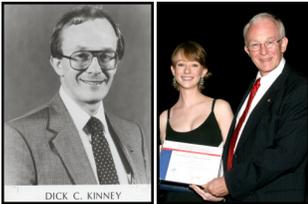
CHART News

Changing Faces at CHART



Then Now

Rob Gage, Hire Smart Train Hard, shown "then" in 1994 and "now" in 2009 as part of the Portland conference team.



Dick Kinney, pictured in 1981 and now most recently at the 2006 Las Vegas summer conference, presenting the scholarship award.

Who Shows that CHART Spirit?

Nominate now (**by June 10**) that someone special who embodies and models the volunteer spirit that moves CHART forward. The **Spirit of CHART award** will be presented at the New Orleans Conference so please email the CHART office (chart@chart.org) today and let others know whose dedication to our organization is above and beyond.

Partner News

National Restaurant Association
EDUCATIONAL FOUNDATION
Leadership & Management Program
featuring HARVARD
ManageMentor[®] PLUS

You're Invited ...
to login and explore Harvard ManageMentor PLUS, made available to you as a CHART member with *compliments* of CHART:

<http://elearninghome.hbsp.org>

User name: your email address
Password: 'harvard'

Attention: HR Leaders and Operators ...

SUMMER CAMP
PEOPLE REPORT WORKFORCE SYMPOSIUM

June 8-10, 2010
Dallas, TX

www.peoplereportsc.com/index.aspx

PRESIDENTalks

Kate Shehan

Creating Experiences in New Orleans

There is a little bit of Forrest Gump in all of us. On our recent trip to New Orleans for the pre-conference meeting, we were channeling him the whole time! In this case, we were eating oysters not shrimp. We had them as po boys, fried, raw, roasted, grilled, barbequed, and we had dozens of each kind! We could not get enough of the wonderful oysters!

But the oysters were just a small--very small part of the wonderful culture in New Orleans. There is the music, the architecture, the art, the food, the Saints, the accent, and the hospitality. We were fortunate to receive some of the most genuine and gracious service that I have ever experienced in my career. So much so that I went back to see if was real or just a fluke. No, it was real, consistent and genuine. That does not happen by accident and it will be a wonderful example for our members to see and experience. *(Yet another reason to come to the conference!)*

But most vividly displayed was the fortitude of the people who are passionate and devoted to their city that boast the glory of New Orleans post-Katrina. And now the threat of the recent oil rig catastrophe will be yet another challenge for them to overcome. Fortunately, we will all be able to participate in the Habitat for Humanity event on Saturday to give back and help this wonderful city.

Like New Orleans, CHART is full of enthusiasm, fun, food, hospitality, and fortitude. Over the 40 years we have weathered many economic storms, but due to the passion of the people and saving for a rainy day, we stand strong as a leader and major contributor to our industry. We need CHART to keep the importance of training and development front of mind to our industry. You are a vital part of that message. Training is our cornerstone to creating experiences like we had (oysters and all!)--and you will have in New Orleans!

We look forward to you joining us as we celebrate the past 40 years and look forward to another 40 years ahead.
Kate



Renowned New Orleans Chef Paul Prudhomme warmly welcomes CHART board members at the recent pre-conference meeting in New Orleans.

New Orleans Conference

New Orleans Conference Team

Below are details on a few more members of our awesome conference team!



Facilities Co-Director

Bill McDermott, Papa John's

"My first conference in DC in '97 - I was completely overwhelmed by the professionalism, camaraderie and overall spirit of the members - everyone I met was a walking example of the CHART philosophy "Learning, Sharing, Growing, Caring."



Hospitality Co-Director

Cindy Bates, The Common Man Family

"CHART for me is inspirational Kool-aid that recharges my batteries, renews my energy, and sends me home with great ideas to put into practice!"



Hospitality Co-Director

John Poulos, Discoverlink

"The hospitality suite has been a source of many memories and the start of many relationships with my fellow CHART members. I'm excited and hope to create that opportunity for all who attend this milestone conference. Just remember you won't need to leave the conference to enjoy 'Bourbon Street!'"



Registration Director

Jenny Scott, Bar Louie

"I've been a CHART member for three years and this will be my first time on a Conference Team, so I'm really excited about being able to give back to CHART. Being able to actively participate with CHART, during its 40th year, in an amazing town like New Orleans is just about as good as it gets in my training world!"



Service Event Director

Michelle Lange, Landmark Restaurant Group

"I am truly looking forward to celebrating CHART's 40th Anniversary in New Orleans. While in New Orleans, we have a fantastic opportunity to leave CHART's and your personal legacy behind. I look forward to seeing many of you donning your tool belts and raising your hammers to participate in this special event!"

Break-out Sessions

Timely Industry Topics Offered including

- ◆ E-Learning
- ◆ Organizational Solutions
- ◆ Training Authenticity
- ◆ Cross Departmental Strategies
- ◆ Work Ethic in Younger Generations
- ◆ Social Media Management
- ◆ Leadership Lessons for Career Relevance
- ◆ Strategies for Personal Results

Bring your training questions and challenges!

Details on break-out sessions at: http://chart.org/conferences.php?x=conference_sessions

Sign up for the service event when you register for the conference.



New Orleans Area
Habitat for Humanity®

Date: Saturday, July 24

Time: 7:00 am - 4:00 pm (Buses will transport you between hotel and worksites)

Cost: \$50 donation (tax deductible & payable onsite)

RSVP: Sign up by July 2

Any questions, or if your company is interested in helping sponsor part of this service event, please contact

Michele Lange, Landmark Restaurant Group at michelelange@aol.com

Let's show our service spirit and leave New Orleans an even better place. Yes, we can!

Don't be
Silent

be **BOLD ...**

with your donations!

Please contact **Patrick Yearout**, Ivar's Restaurants (Patrick@keepclam.com) or **Christine San Juan**, Bertucci's (csanjuan@bertuccis.com) if you have something you can donate to the Third Annual Silent Auction in New Orleans. **Thank you!**



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Back issues: visit www.chart.org

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LIVE: ASK MY PEERS 2.0

The Next Generation coming to New Orleans in July

RTF News



Above is a picture from the recent April RTF held in NYC. On the agenda was *Retaining Your Talent in Today's Challenging Environment* presented by **Janet Hoffmann**, Hoffmann and Associates and **John Kelley**, White Castle, sharing insights from *Undercover Boss*. What a great time learning and connecting!

Upcoming RTF's

Seattle, WA Thursday, June 3; 12:00 – 3:30 pm

Contact: Patrick Yearout, Ivar's; patrick@keepclam.com

Atlanta, GA Monday, June 14

Contact: Richard Fletcher, Zaxby's; RFletcher@Zaxbys.com

Complete RTF Schedule online at: http://chart.org/?x=events_schedule

Cash Referrals

During our 40th Anniversary year, we will give members \$40 cash for each person they refer who joins CHART.



Keep telling others about CHART and your eyes will be seeing real dollar signs!