



FlipCHART



June 2012

Connecting the CHART Member Community ~ in print

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Upcoming Chicago Conference

By Kristin Burk, CHT, Wood Ranch BBQ & Grill

84TH HOSPITALITY TRAINING CONFERENCE



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

We've lined up **six keynote speakers** to present at our upcoming Chicago conference. Below are profiles on two of them. **Bob Nelson** and **Eric Chester** will help you **Rise about the Rest** with their insights on employee engagement and the performance of your team and how to manage and gain traction with post Generation X'ers.

Keynoter Nelson will take you on a Road to Recovery



"I have less time, a smaller budget and not enough resources."

Does this sound familiar to you?

Bob Nelson, PhD, best selling author of

1001 Ways to Reward Employees, will delight you by expanding your way of thinking of how best to leverage the potential of your people.

Nelson will share the latest research on engagement and performance in the workplace, sharing key insights on six human resource-related dimensions. He will get you on the road to recovery by unveiling what the best companies do to get results in tough times and how training and HR professionals can help.

In Bob's session, you will learn specific, usable ideas and techniques that you can take back and implement in your organizations—and with the motivation to want to do so.

Keynoter Eric Chester to Discuss Reviving Work Ethic



If you are looking to improve the performance of your front line employees, **Eric Chester**, Founder and CEO of Reviving Work Ethic, will show you the way.

Eric is a sought after speaker for companies that need to know how to manage and motivate post Generation X'ers. You will learn the seven core work ethic values that are essential in hospitality, as well as how to identify, develop and reinforce these core work values in the new and emerging workforce. All the while, you will gain the understanding of how work ethic has diminished and been eroded over the past 100 years and why.

Eric's presentation is packed with solid, actionable ideas and tools. You will leave with strategies for increasing productivity and performance while decreasing absenteeism and turnover.

Upcoming Dates

June 1

Spirit of CHART Nominations Due

June 11

Atlanta RTF

June 21

Nashville RTF

June 22

Last Day for Early Registration Discount

June 22

Last Day to sign up for CHT class and exam

June 28

Room Block Expires at Radisson Blu Aqua

July 21-24

84th CHART Conference
Radisson Blu Aqua Hotel
Chicago, IL

August 31

CHART Renewals Due

The online brochure and conference details are at:
www.chart.org

Partner News

Go for the Gold



Guest Service Gold, a training program

developed by the Educational Institute, shows employees how to achieve a new standard of exceptional service based on emotionally engaging with guests in memorable ways. The video features seven brief true stories designed to motivate and inspire employees to 'go for the gold' and set the gold standard of guest satisfaction.

Successful candidates will earn the Certified Guest Service Professional (CGSP) designation. A location that certifies 100% of its line level employees will become a Certified Guest Service Provider.

For additional details and pricing information, visit www.ahlei.org.guestservicegold CHART members who register by 12.31.2012 receive the AH&LA member discount (use promo code **CHRT2**.)

Gold Place Winner



Our CHART partner, Sealed Air, was given the 2012 Kitchen Innovations™ (KI) Award, which recognizes cutting-edge kitchen equipment in the foodservice market, by the National Restaurant Association.

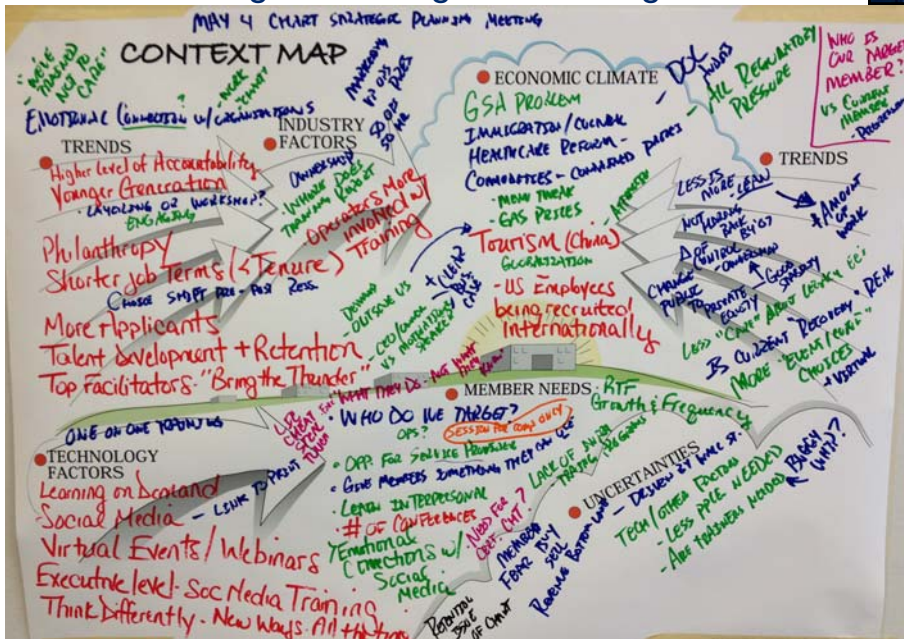
Congratulations!

PRESIDENTTalks

Jen Swan



CHART Strategic Planning: The Writing on the Wall



On May 4, the CHART board organized a Strategy Planning Meeting – a big thank you goes out to our Advisory Council of several Past Presidents and long-term members including; Toni Quist, Dr. Mike Hampton, Joleen Goronkin, Curt Archambault, Christine Andrews, Kate Shehan, John Isbell, Jim Knight, and Jim Sullivan (via satellite). We discussed current trends in the industry, economy and technology, addressed uncertainties and member needs, assessed new opportunities and threats for CHART, and helped set a strategic plan to ensure that CHART continues to be strong and an invaluable resource to members.

Here is just a small sample of CHART's targeted strategies:

- To create an annual educational platform
- To establish tactics for reaching a younger generation of trainers
- To better establish ourselves as a credible brand
- To potentially offer a 2-3 day competency program
- To increase CHART's presence at industry events
- To offer additional awards/recognition for CHART member training programs
- To create a reoccurring 6 month marketing plan
- And as always, to increase membership and partnerships

Cheers to our future! *Jen Swan*

Member Referral Program - Key to Cash

Do you want a Stack of Cash? For every new CHART member you refer you will receive the chance to win \$300 in cold, hard, untaxed CASH! CHART will give you a key for each new member to try your luck with our “**Stash of Cash Box**” at the next conference. If your key opens the box...you WIN! Be sure your referral lists your name on the CHART application.



Upcoming Chicago Conference

Conference Team

Team members were asked, "How has CHART helped you "Rise Above The Rest" in your career?"



Hospitality Co-Director
Craig Forbes, FMP, McAlister's Corporation
"CHART has given me friendships that allow me to have a support structure throughout the whole country. When I am having an issue, I know somebody in the CHART family will always be there to help."



Activities Co-Director
Clinton Anderson, Colonial Ice Cream
"CHART has allowed me to meet some great people who have helped me 'get smarter' and move my business forward."



Silent Auction Director
Kate Shehan, SPHR, Legal Seafoods
"CHART is more than networking; it's about building deep relationships. CHART members are inspiring and have challenged me to do better."



Registration Co-Director
Serah Morrissey, SPHR, The Depot
"CHART has already helped me Rise about the Rest. After my first conference in Austin, I came back to work with ideas, information and technology knowledge that I was able to apply and implement immediately!"



Registration Co-Director
Christine Andrews, SPHR, Hostmark
"CHART has provided me the opportunity to grow professionally and learn from the best in our industry. The learning opportunities and sharing of best practices at conferences and throughout the year are invaluable – I'm able to bring back and impact my organization."

Chicago by the Numbers

- 6** # of Keynote Speakers
- 4** # of Pre-Conference Sessions - *Earn a trainer competency certificate*
- 9** # of Breakout Session Speakers
- 1** # of Post Conference Workshops - **NEW** this year!

RISE
ABOVE THE
REST

Review the great sessions and speakers online. Register today at www.chart.org

Chicago Checklist

- Make hotel reservations at Radisson Blu Aqua. Room block expires June 28. Check out photos of this brand new hip hotel on CHART's facebook page!
- Contact Kate Shehan kshehan@LEGALSEAFOODS.com to offer an item for our Silent Auction.
- Sign up for the Sunday evening architecture boat tour with dinner, beer, wine, music & great views!
- Invite a colleague!



Visiting Chicago Early at NRA Show



Connecting at the CHART reception at the NRA Show are **Jim Sullivan**, Sullivision, **John Poulos**, DiscoverLink, and **Bill Vear**, MindLeaders.

Robert Stewart, Sizzler and **Michele Lange**, IHOP, enjoy visiting with CHART members and friends at Rockit Bar & Grill in Chicago.



More NRA Show Reception photos on our Facebook page.



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FlipCHART

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Back issues: visit www.chart.org

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Make Plans to Rise Above the Rest in Chicago
 Register today at www.chart.org

CHART News

Regional Training Forum - Mpls



Thirty people from the Twin Cities area attended this backyard RTF at the Ribstitute. Famous Dave's (FD's) welcomed us into their home and their culture with fantastic food and backyard games. It truly was a RTF BBQ with friends.

We learned about how FD's has applied the concepts of "Lone Nut" and "First Follower" to their guest experience. Christopher O'Donnell, who began his career with FD's as the VP of Training and grew into the role of CEO, treated us to personal stories.

Be sure to invite a non CHART member to the next Regional Training Forum!

Austin Conference News

Headshots are Online - If you had your photo taken at the Austin conference; they are now online for you to download and use.



<http://picasaweb.google.com/101355298266827424129>

Survey Winner - Thank you to everyone who took the time to share your feedback on the Austin Conference. Congratulations to **Ryan T. Blevins**, Outback Steakhouse, who won the \$200 American Express certificate.

CHART Baby News

Congratulations to **Debbie Martinez**, Lucille's BBQ, on the December birth of their daughter Gwendolyn Ellie Martinez.



CHART Members are Industry Winners

National Restaurant Association Announced Operator Innovations Awards Finalists to the following CHART member companies: Starbucks, The Cheesecake Factory, SMART Restaurant Group, and OSI Restaurant Partners (of which Roy's is a part).