



# FlipCHART



June 2013

Connecting the CHART Member Community ~ in print

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## Upcoming Miami Conference

### Keynoter Ty Bennett to Share Power of Influence

By *Morreen Rukin Bayles*, *Creative Restaurant Solutions*

The restaurant and hotel industries are focused on influencing others and the experiences they have with you and/or your brand. Respected leadership expert, Ty Bennett, believes successful leaders use this influence to engage and inspire others.

*In early May, Ty released another book, The Power of Storytelling*



During Ty's upcoming session at the Miami Conference, titled *The Power of Influence* (based on his book by the same name), you will learn how to attract an audience and get them to connect with you through your introduction, hear tips from today's greatest leaders on how to effectively use influence, and walk away with a plan to develop the skills necessary to be well-respected and influential amongst your peers (and strangers too!).

Who better to share these skills than Ty, who started a business with his brother when he was just 21 years old, and built it to over \$20 million in revenue while still in his 20s! Ty was recently featured in Utah Business' Top 40 Under 40 and has shared his vision with more than 1 million people in 50 countries. Ty's keynote speech has been dubbed as "entertaining, hilarious, thought-provoking, and inspirational" – surely a session not to be missed!

Register today at:

<http://bit.ly/CHARTMiami>



## Upcoming Dates

### June 1

Nominations due for Spirit of CHART Award

### June 18

Twitter Tuesday

### June 20

Last day for Early Bird Registration Discount

### June 21

Deadline to register for CHT exam

### June 25

Room Block expires at Inter-Continental Miami

### July 11

Las Vegas RTF  
[kathy.harris@capriottis.com](mailto:kathy.harris@capriottis.com)

### July 20-23

Summer Conference #86  
Miami, FL

## Miami Service Event to Highlight CHART Cares

By *Mark Williams*, *Coakley & Williams*

The Service Event at each CHART Conference is where the guiding principles of Learning, Sharing, Growing, and Caring all come together at once. It's also an opportunity where participants can directly team up with a unique local organization to help the community around them. The Service Event in Miami, FL will be no different.

Plan to arrive early on Saturday, July 20, as we partner with **Shake-A-Leg Miami** for a truly memorable day. Shake-A-Leg Miami is a not-for-profit working with children & adults with physical, developmental and economic challenges in a marine environment, utilizing Biscayne Bay to teach environmental lessons, therapeutic sailing, swimming & kayaking.

More details to come. In the meantime, visit [www.shakealegmiami.org](http://www.shakealegmiami.org) to learn more about this organization.



Sail. Teach. Kayak. Tell stories. Laugh. Meet great people of all ages, and have the time of your life. But be worried; volunteering at Shake-A-Leg Miami may be habit forming.

## CHART Board

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## PRESIDENTalks

John Kelley



### Excitement Surrounds Miami Sessions

Your Board and the Miami conference team has been working hard on creating another great conference experience for the July conference. There is a lot of excitement behind the scenes.

In addition to the many networking opportunities that we all love at CHART conferences, we are really excited about the line up of speakers and breakout session topics on the Miami agenda. We have some often requested topics covered such as e-learning, communication and others.

We are eager about building on the foundation set last year in Chicago around the hotel specific track. We will have executives from Best Western, Marriott, Coakley & Williams and the InterContinental Hotel Group sharing their insights and perspectives on issues facing our hotel members specifically.

We are very grateful for the many members who stepped up to create and facilitate our breakouts. Be sure to take advantage of our pre and post conference sessions for additional learning opportunities.

We are also looking forward to unveiling the results of the state of training in the restaurant industry survey that many of you (hopefully!) have recently completed.

These are just some of the many reasons I am excited about our summer conference. I hope you are too.

I look forward to seeing everyone in sunny Miami!

*John*

## Learning Legacy Fund

### Paying it Forward

We are excited to announce that **Betty Rae Camarillo**, former CHART president (1992-1993), has become a Gold Level Founding Donor of the Learning Legacy Fund. We asked her what motivated her to give so generously to this fund. Her response was,

*"As one of the first women to join CHART I have been richly blessed in both my professional and personal life. CHART afforded me the opportunity to learn, grow and share in an exciting, ever changing industry, through the relationships and friendships that I have developed and maintained throughout my life. Become a Learning Legacy Fund contributor is an honor and just a very small way to say 'Thank You CHART'".*

**Gold Founding Donors:** *Mike Amos, Eric Bartlett, Betty Rae Camarillo, Monique Donahue, Joleen Goronkin, Janet Hoffmann, John Kelley, Lisa and James Marovec, Chip Romp and Jim Sullivan*

**Silver Founding Donors:** *Jason Lyon and Serah Morrissey*

**More details at:** [http://www.chart.org/membership/learning\\_legacy\\_fund/](http://www.chart.org/membership/learning_legacy_fund/)



## Upcoming Miami Conference

### Conference Team

Here are some quotes on how CHART has helped our conference team navigate 'the waters'. Just a little insight into some of our team.



FTA Co-Director **Tren Reed**, O'Charley's

*Since joining CHART, I have been able to develop & improve my skills as both a trainer & a leader. There is no doubt CHART has given me the knowledge & confidence to help guide my career in the right direction. I am a better trainer/leader today because of the mentors & people I've meet at CHART.*



Activities Co-Director **Jessie Bray**, Tony Roma's

*Over the last five years, CHART has provided me with the industry insight, professional networking and personal development to set a clear course for my department. Each conference has provided me with the fundamental "True North" of people management needed to navigate the sometimes stormy waters of the Hospitality Industry.*



Hospitality Co-Director **Christine San Juan**, Boloco

*Every morning you get a beautiful gift - the gift of choice - I choose happiness everyday!*



Silent Auction Co-Director **Alicia Gulden**, NRA

*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.*



Silent Auction Co-Director **Christine Andrews**, Hostmark

*Over the last 16 years, CHART has been my compass - I wouldn't be where I am today without CHART!*

### Highlights of Break-out Sessions

Check out our conference site for more details on our breakout sessions for Miami:

- *E-Learning With Ease: Punch it Up with Audio, Video and Graphics*
- *Inspector Files: Service Lessons from a Former Inspector*
- *Leveraging the Respect Effect to Build a Better Business*
- *The Powerful Coach*
- *Zooooom! Tools to Communicate More Effectively*
- *Accelerating Performance with Next Generation E-learning: Easier Than You Think*
- *Align Your Learning & Development with Key Business Objectives*
- *The Essential Qualities of Being a Team Player*

**PLUS** several sessions included in the Hotel Track featuring leaders from Best Western, Marriott, Coakley & Williams and the International Hotel Group.

### Donations Sought for Auction

No item is too big or too small! To donate an item for our auction, please contact one of our co-Silent Auction Directors: Alisha Gulden at [AGulden@restaurant.org](mailto:AGulden@restaurant.org) or Christine Andrews at [candrews@hostmark.com](mailto:candrews@hostmark.com).



**Thank you very much!**

### New Post-Conference Health Care Summit

As October 1, 2013 nears, employers need to finalize their planning on how to manage the effects of Health Care Reform. Thankfully (and finally), we have answers and solutions! Regardless of your business size, this fast-paced, highly informative, 2-hour session on Tuesday, July 23, will have something for everyone. Register today .... No additional fee.

**Jim Knight**, CEO, Hospitality on Point, and Owner, Knight Speaker, **Randy Spicer**, Director, NRA Health Program and **TJ Coyle**, CEO, ClearCareMD will be the presenters and will:

- Share the "8 Things You Need to Know Now About the Affordable Care Act"
- Discuss strategies & tactics you can utilize to continue operational success
- Answer the most frequently asked questions
- Provide a customized packet as a take away
- Offer some alternatives for smaller brands & franchisees (with less than 50 employees)



# CHART Member News

## Members Reaching Milestones

Time sure flies when you're Learning, Sharing, Growing and Caring! At #CHARTMiami, we are excited to present the following CHART members with pins to commemorate their service to CHART. **Congratulations!**

### LIFETIME

**Rob Gage**, Hire Smart Train Hard, and **John Kidwell**, Mazzio's

### 10 YEAR MEMBERSHIP

**John Alexander**, FMP, CHT, NRA, **Clinton Anderson**, Colonial Café, **Kristin Burk**, CHT, Wood Ranch BBQ, **Monique Donahue**, CHT, AHLEI, **Debra Fox**, FMP, CHT, Palm Restaurant Group, **Michael Kacmar**, CHT, Clyde's Restaurant Group, **Sue Kruse**, FMP, SPHR, Perkins and Marie Callender's, **Katie Mangett**, Johnson & Wales University, **Lori Rolek**, SPHR, Clearview Cinemas, **Christine San Juan**, Boloco, **Wendi Scarborough**, CHT, Frontier Enterprises, Inc., **Carol Sinclair**, CHT, PHR, Concessions International, **Jacqueline Williams**, Boddie Noell Enterprises, and **Janice Williams**, Burgerville

### 15 YEAR MEMBERSHIP

**Susan Chavez**, El Pollo Loco, **Donna Goldwasser**, Goldwood Partners, LLC and **Kate Shehan**, Legal Sea Foods

### 5 YEAR MEMBERSHIP

**Cindy Bates**, CHT, The Common Man Family Restaurants, **Charles Blankenship**, Firebirds International, **Camille Chavez**, Farmer Boys Food, Inc., **Kai Cox**, Ram International, **Jeffrey Drozdowski**, Little Caesar Enterprises, Inc., **Jim Hofer**, CRAVE, **Nancy Hutchens**, Perkins & Marie Callender's, **Jeannine Loy**, BJ's Restaurants, Inc., **Michelle Mason**, Granite City Food & Brewery, **Terry Mayhew**, CHT, Papa John's, **Rickie Moore II**, CEC Entertainment, **Cherie Neyrey**, Corner Bakery Café, **Chris Patterson**, CiCi's University, **Frank Pizzo**, City Barbeque, **Bob Stripsky**, CEC Entertainment Inc., **Michelle Wasik**, Doherty Enterprises, and **Mark Williams**, CHT, Coakley and Williams Hotel Management Company

## Atlanta Regional Training Forum



Twenty three participants attended the May 6 Atlanta Regional Training Forum at the FOCUS brand's R&D center. Our Guest Speaker was **Sara Gilbert** (pictured on left), President of meLearning Solutions, who did a wonderful presentation on leveraging Learning Technology today including topics on HTML5, Tin Can API, the flipped classroom and publishing eBooks. We received a presentation from

**Sheila Bennett Perea** from *Share our*

*Strength*, and enjoyed a delicious lunch from Moe's Southwest Grill. Those sharing best practices were: **Ryan Mason**, IHG – 10 minute trainer program, **Will Van Staden**, Outback International – Key Training program, **Destinie Ames**, Moe's – Annual QSC initiative and **Patrick Yearout**, Ivar's – "Give & Take" sessions. *Photo & Recap provided by Richard Fletcher, Zaxby's*

## Partner News



Show your Strength and help *Share our Strength* ensure that No Kid goes Hungry. Register your restaurant today.

<http://dineout.nokidhungry.org/restaurant/add>

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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)

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