



FlipCHART



June 2014

Connecting the CHART Member Community ~ in print

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Upcoming Atlanta Conference

Get Unstuck. Be Unstoppable.



Even though your professional and personal life includes challenges can slow you down, Atlanta Keynote Speaker **Valorie Burton** will show you how you can get unstuck and be unstoppable.

She is a bestselling author, speaker, and life coach dedicated to helping people persevere until they reach their goals, even in the face of adversity, fears, and complications.

Obstacles in your job can be relentless, but your organization expects you to rebound time after time. Valorie will help you create the building blocks of resilience so you can stay strong until you and your company's goals are reached. Providing practical takeaways and application steps, her session will equip you with a survival toolkit to maintain a positive perspective and navigate disappointments in a way that makes you better, not bitter.

Valorie is the founder of The Coaching and Positive Psychology (CaPP) Institute and has served as a Certified Personal and Executive Coach to hundreds of clients in over 40 states and ten countries.

Do not leave Atlanta early as she will be presenting on Tuesday morning.

RESPECT - How to Get It



Respect is a simple concept, a universal powerful motivator, and a core value for many organizations. Why, then, is it so elusive in the modern workplace? Atlanta Keynote Speaker **Paul Meshanko** will share how you can improve business culture, productivity and profitability by incorporating respect and trust into your training.

Paul will share the research proving that employees who engage in respectful behavior are more likely to have higher job satisfaction, higher customer satisfaction, and better physical health, which carries over to the organization's increase in productivity and resiliency. He'll ignite your brain with the 12 rules to increase positive behaviors in your workplace.

Paul has inspired over 500,000 people in 20 countries. He is consistently rated a "best in class" speaker and facilitator by companies nationwide. Paul is an author, professional speaker and business leader with over 20 years of experience in leadership development and organizational culture change. After a 12-year career with AlliedSignal, he opened Legacy Business Cultures in 1997 to serve the region's growing demand for change management and employee engagement training.

With his interactive, often humorous style, Paul will also help you better understand the emotional experience of respect, what it looks and feels like, and how it radically differs from tolerance. Register now for the Atlanta Conference to hear Paul.



JULY 26-29, 2014
INTERCONTINENTAL BUCKHEAD · ATLANTA, GA

Link from our website at www.chart.org to register!

View Full Agenda, Session Descriptions, Speaker Bios, & more.

Upcoming Dates

June 5, 2014

So. CA RTF
kburk@woodranch.com

June 19, 2014

CHART/SkillsSoft Webinar
Noon EST
<http://chart.org/events/webinars/>

June 24, 2014

\$129 Room Block Expires at InterContinental Buckhead

June 26, 2014

Last Day for #88
Registration Discount
<http://bit.ly/CHART88>

July 26 - 29, 2014

Summer Conference #88
InterContinental Buckhead
Atlanta, GA



Atlanta Conference

Break-out Sessions to Deliver

Design, Development, and Deployment Strategies for Multi-Unit Training

Mark Boccia, M.Ed., Marriott International and Monique Donahue, CHT, CGSP, CMHS, Hilton Grand Vacations



Exemplary Service: Every Employee, Every Guest, Every Time

Melanie Shanks, The Broadmoor, and Danielle West, The Broadmoor



E-Learning on a Budget

Sherry Gesiorski, National Restaurant Association



Creating an Empowered Coaching Environment

Kathleen Taylor Gadsby, KTG Leadership Solutions, LLC



High-Functioning Teams Deliver High Performance: What Is your Plan?

Curt Archambault, People & Performance Strategies



Delivering on Your Brand Promise: Rebranding Training to Support Strategy

Tren Reed, O'Charleys Restaurant & Bar



Between the Lines: Training with Guidelines instead of Manuals

Jessie Bray, Tony Roma's



Show Us Your Apps

Chip Romp, Ovation Brands



ALSO:

- ✓ Hotel Huddles
- ✓ Diversity Dialogue
- ✓ Lifetime Lessons
- ✓ CHART Talks
- ✓ Training High Five
- ✓ Presidents Panel

PRESIDENTTalks

Calvin Banks



Heighten Knowledge of 100% Member Companies

“Knowledge has to be improved, challenged, and increased constantly, or it vanishes.” – Peter Drucker

This power statement by Peter Drucker, considered the father of modern management, is not only true for individuals, but also true for organizations such as CHART. CHART is excited to partner with TDn2K, to conduct the 2014 Trends in Hospitality Training and Development study. This study will allow members, learning professionals and business leaders in restaurant and lodging companies the ability to benchmark their company to the latest training trends in areas such as budgets, delivery methods, content focus, and so on. **In other words, this is an opportunity for us to increase our knowledge as individuals, organizations, and as an association.**

In order to obtain insightful and actionable information, **we need 100% participation from each member company.** As members, we can only get out of this survey what we put in.

Last year's survey, presented at the Miami conference, revealed that most training teams felt like they were being asked to do more with less including a greater focus on being a “consultant” and business partner. I was able to use this information, among other findings, to restructure my training team and gain additional support to meet the needs of the organization.

Soon you will receive instructions on how to submit your data. I urge you to participate and make this information valid. The hot-off-the-press findings will be presented at the Atlanta conference. I am anxious to see what information will be discovered with this year's survey and how it will help us move our businesses forward.

Thank you in advance for sharing your time, information, and for being an active member of CHART.

CHART Online

Numbers behind Diversity

Does your hotel or restaurant provide diversity training? Read latest blog posted by **Patrick Yearout**, Ivar's Restaurant, on the numbers surrounding this important topic. Check out the infographic on our home page too. Be sure all your employees feel valued, cared for, and respected, and that they understand the importance of treating others in that same manner.



Upcoming Atlanta Conference

Highlights of our Conference Team

We think our Atlanta Conference Team is 'peachy'! Below are some of their responses to our question, "What comes to mind when you think of Georgia?"



Registration Co-Director **Tammy Calhoun**,
Management Training & Development
Specialist, Cracker Barrel Old Country Store
"I think of True Southern Hospitality!"



Registration Co-Director **Donna Herbel**,
Director, Perkins & Marie Callender's
*"I think of my first trip to Georgia to enjoy the
Summer Olympics in 1996, so I say, 'Well done,
Atlanta.'"*



Volunteer Co-Director **Monique Donahue**,
Director, eLearning, Hilton Grand Vacations
*"I think of southern hospitality, Gone With the
Wind, and road trips to Atlanta to visit my two
sisters and their families who live there."*



Facilities Director **Mark Boccio**, Senior Director,
Global Operations - Training, Marriott Intl.
"I think of Stone Mountain."



Silent Auction Co-Director **Kristin Burk**,
Director of Training & Development, Wood
Ranch BBQ & Grill
*"I think of ATL Housewives (you know you
watch it too...). Wigs, hair pulling, a peach in
hand and oh so much southern charm."*



Communications Director **Melissa Papaleo**,
Sr. Director Business Development & Events,
TDn2K
*"I think of the time when I interned at the
Georgia Restaurant Association and their rich
true spirit of hospitality. I'm proud to be a
Georgia Peach myself!"*



Activities Co-Director, **Danielle West, CHT**,
F&B Training Manager, The Broadmoor,
*"I've never been to Georgia, but when I think of
it, my great friend Laura comes to mind, who is
a Georgia Peach through and through!"*



Conference Director **Mark Williams**,
Director of Development, Coakley & Williams
*"I think of summers at Lake Oconee waterskiing
and having fun with the family."*

Giving Back - Making a House a Home

By *Destinie Ames, Moe's Southwestern Grill*

As members of CHART we work to build the future of training. Our Atlanta service event will give us the opportunity to simultaneously build the future for those in need.



Plan to arrive early to the conference to give back to our host city and participate in this year's service event at The Furniture Bank of Metro Atlanta (www.furniturebankatlanta.org). This organization helps over 3,000 people in metro Atlanta every year by outfitting individuals and families moving out of homelessness, fleeing domestic violence and living with HIV/AIDS with the necessary furniture to live safely and securely.

Most of the furniture provided by the Furniture Bank is recycled from individuals and companies, but our task will be to work in groups building coffee and dining room tables for those in need. No building experience is necessary and all materials and instructions will be provided. Volunteers just need to show up and be ready to work (and have fun connecting with new and old CHART friends)! A \$10 donation per participant is required.

The plan is to leave the hotel about 7 am on Saturday, July 26 and take the local train system (MARTA). We'll return before 1 pm, though alternate transportation will be available for those needing to return a little early to attend one of the afternoon pre-conference sessions.

This is a great way to start off the conference and a great way to network while supporting a local non-profit. We hope you'll join us!

Giving Back - Donate Items for Auction



Help make our auction a success to provide scholarship funds for your future peers. Please consider donations of gift cards, electronic items, hotel stays, speaking engagements, logo items, or even fresh produce like corn-on-the-cob!

Contact either Kristin Burk kburk@woodranch.com or Alisha Gulden AGulden@restaurant.org

Link from our website at www.chart.org
to register for #CHARTATL



CHART Headquarters Office
 P.O. Box 2835
 Westfield, NJ 07091
www.chart.org
 1.800.463.5918



Contact Us



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Please send content to:

FlipCHART Editor: Natalie Beglen

Email: 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

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



Who are you inviting to #CHARTATL?

<http://bit.ly/CHART88>

CHART News

Best Wishes and Congratulations to the following members who have recently taken new positions:

- ✓ **Michelle Patton**, Director of Training, Tom and Chee Worldwide LLC
- ✓ **Christina Jones**, Manager of Instructional Design, Enlivant
- ✓ **Chris Patterson**, Director of People Development, Dickey's Barbecue Restaurants
- ✓ **Kate Shehan**, Vice President of Human Resources, Cosi

Spirit of CHART Award



Nominations are now due to recognize a fellow CHART member who demonstrates their commitment to excellence, quality and service. Submit your form today.

http://chart.org/membership/spirit_of_chart/

Highly
Involved

Model Member

Leader

Respects
CHART
Culture

CHART Ambassador

Promotes
Teamwork

Advocate for Learning

Partner News



Learn from your desk as Laura Rexford, Global Manager, Client Loyalty at SkillsSoft, conducts a webinar for CHART

members and guests focused on helping you obtain measurement data and demonstrate and present ROI.

All effective business leaders believe people are the key ingredient in building a healthy, successful business. But, belief alone doesn't stand up when tough budgeting and resource allocation decision have to be made. Business cases in favor of investing in learning must clearly illustrate alignment of learning investments to improved efficiency, high effectiveness, and link to desired business outcomes.

Thursday, June 19
12 pm EST



Check <http://chart.org/events/webinars/> for webinar instructions and further details.