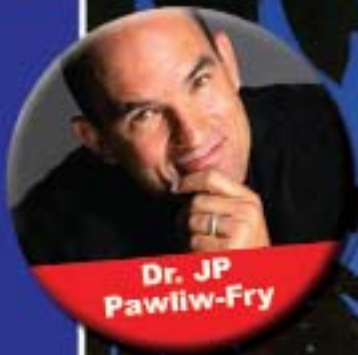


D.C.



**Dr. JP
Pawliw-Fry**



**Barbara
Glanz, CSP**



**Dennis
Snow**



**Dion
Love**

**76th Semi-Annual
CHART Hospitality Training Conference
August 9-12, 2008
Gaylord National • Washington, DC**

CHART Hospitality TRAINING Conference



CHART is the leading resource for the development and advancement of hospitality training professionals.

Who Should Attend

Training and human resources professionals who want to positively impact their organizations and further their own career development.

- Trainers
- Instructional Designers
- Vice Presidents
- Directors
- Managers
- Team Members
- CEOs and COOs who are committed to developing people

Register Online at www.chart.org

For the full agenda and to register for the CHART Conference, visit our website at www.chart.org or contact the CHART office: (800) 463-5918.

Hotel Accommodations

Room rate of \$149. Make reservations directly with the Gaylord National at (301) 965-4000.

Conference Features

• Presidents Panel

Top industry executives share insights and opinions on training issues. A conference highlight!

- *Martin Cole, Starbucks Corporation*
- *Thom Crosby, Pal's Sudden Service*
- *Peter Strelbel, Wyndham Hotel Group*
- *Paul Schultz, Jack in the Box, Inc.*
- *Skip Fox, Fleming's Prime Steak House & Wine Bar*

• 9 Breakout Sessions

Relevant industry topics, presented by expert speakers.

• 2 Competency Courses

Develop your skills as part of your *Blueprint for Trainer Development*.

• Resource Gallery and Networking Reception

Link up with top training resources to help you solve your daily challenges.

Register NOW...

Register online at www.chart.org by credit card OR payment can be made by check payable to CHART.

Early Registration Fee:

On or Before June 29, 2008
 \$695 Member
 \$820 Non-Member

Late Registration Fee:

After June 29, 2008
 \$800 Member
 \$925 Non-Member

On Site Registration Fee:

\$900 Member
 \$1025 Non-Member

One Day Registration Fee:

\$300 Member/Non-Member
 \$100 Student

Host Hotel:

The Gaylord National
 201 Waterford Street
 National Harbor, MD 20745
 (301) 965-4000
 Rooms must be booked by phone for discounted rate.

Room Block Expires: July 7, 2008
 Room Rate: \$149

Contact CHART for more information:

P.O. Box 2835
 Westfield, NJ 07091
 (800) 463-5918
 email: chart@chart.org
 (tax id # 23-7435551)

Conference Written Cancellation Policy:

Full refund on or before July 4, 2008.
 No refunds after July 25, 2008.
 \$100 processing fee between July 4, 2008 and July 25, 2008.



Mission: CHART's mission is to develop hospitality training professionals to advance industry training practices and improve operational results by providing access to education, tools and resources.

Special Conference Feature:

Your Blueprint for Trainer Development

Attendees can use a landmark study by CHART and Batrus Hollweg International that defines the competencies necessary for success across a variety of roles in hospitality training.

4 Roles

| Trainer | Instructional Designer | Manager | Executive/Leader |
|----------------------------|------------------------|-----------------------|-------------------------|
| 3 Competencies | 3 Competencies | 3 Competencies | 3 Competencies |
| Presentation Effectiveness | Technical Knowledge | Operational Knowledge | Communication/Influence |
| Participant Management | Program Design | Project Management | Business Acumen |
| Evaluation/Assessment | Process Improvement | Coaching/Development | Strategic Planning |

Pre-Conference Workshops

Strategic Planning

Dr. Mike Hampton, Ed.D.; Dean, College of Hospitality Management, Lynn University



Presentation Skills: Mixing the 'Stuff' with the 'Fluff'

TJ Schier; Director of Operations, Which Wich



AHLAEI Certified Hospitality Trainer (CHT) Review and Exam

American Hotel and Lodging Educational Institute

Heart Centered Leadership

Susan Steinbrecher; President and CEO, Steinbrecher and Associates, Inc.



Avoiding Training Malpractice: Right Diagnosis/Right Solution

Terrence Donahue; Vice President, Instructor Quality, National Restaurant Association



Keynote Speakers

Managing for High Performance and Retention

Dion Love; Research Director, Corporate Leadership Council



Redefining Leadership: What Highly Effective Leaders Do

Dr. JP Pawliw-Fry; Speaker, Columnist



Spreading Contagious Enthusiasm™

Barbara Glanz, CSP; Barbara Glanz Communications, Inc.



Leading Excellence

Dennis Snow; Speaker, Trainer, Consultant, Snow And Associates, Inc.



Breakout Sessions

Trainer

When Employee Empowerment Fails

Bob Anderson; Founder and President, Star Performance, Inc.



Instructional Designer

eLearning at Golden Corral - Evolution or Intelligent Design?

*Lisa Schweickert; Vice President of Training
Tanya Hill; Manager of Program Design & eLearning, Golden Corral Corporation*



Manager

Leading Change

Cheryl Tyler; Human Resource and Training Consultant, Tyler Training and Development Solutions



Make Your Company a Talent Factory

Harry Bond; President and CEO, Monical's Pizza Corp.



What Straight White Guys Don't Get About Diversity and Why

Gregg Ward, CMC; Co-founder and President, Orlando Ward & Associates, Inc.



Executive/Leader

Building a Culture of Ownership, Commitment and Accountability

Patrick "Paddy" Meskell; Executive VP of Operations, Silver Diner Restaurants



Roadmap to Success-A Coach's Perspective

Susan Steinbrecher; President and CEO, Steinbrecher and Associates, Inc.



Strategic and Tactical Thinking: How to Make Them Work for You

Joleen Flory; President and CEO, Elliot Leadership Institute



Key Industry Topics

Team Resilience Training: A New Paradigm for Young Adults in the Hospitality Industry

Dr. Joel B. Bennett; President, Organizational Wellness and Learning Systems



For presentation descriptions,
log on to
www.chart.org



★ ★ *Presidents Panel* ★ ★



A conference highlight! See details inside.



**Hospitality
Training Conference**

CHART *Council of Hotel and Restaurant Trainers*

P.O. Box 2835 • Westfield, NJ 07091

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