

CHART Members Speak Out



Lisa Oyler
Assistant Director
of HR/Training
Loews Ventana
Canyon Resort



John W. Isbell
Director, Training &
Development
IHOP Corp.

“At every conference you learn something to take back with you. I’ve found resources to help with translation, learned to be a more dynamic speaker, and I became a better trainer in the process. You feel so confident when you walk away from a conference—you come away with so many different thoughts about how to do your job better, about how you impact the people in your organization every day.”

At her first CHART conference, she quickly learned that this group of people was different. “It’s an honest, open, welcoming, friendly environment the first time you walk into a CHART conference. People introduce themselves. It’s so overwhelmingly positive.”

Now a member for five years, Lisa has incorporated her CHART experiences into all facets of her work.

For Lisa, “it’s about learning, it’s about being a teacher, a coach. We help others grow, through caring, through trying to enlighten them.”

“CHART is truly focused on training in the hospitality field. It’s a different animal than industrial and other types of training. If you plan to stay in the hospitality industry, CHART is where you want to be.”

John Isbell is now in his seventh year as a CHART member. John’s growing involvement—first as an attendee, then as a conference team member, and eventually as a conference director—exposed him to a cross-section of the industry, from new trainers to senior executives. This helped him develop broader strategic skills that “help me when I go into a room with all our VPs. I’m now more outgoing and more strategic, and I’m able to talk at all levels.”

For John, the most valuable aspect of CHART is interaction with other professionals in our field.

CHART's Impact and Influence



A Foundation for Growth

Like many professional associations, CHART was founded by an informal group of peers who were passionate about their profession. In this case, the year was 1970 and this forward-thinking group already understood the connection between great people practices and organizational achievement. More importantly, they understood the critical *training and human resources* role in this equation. The founders held common beliefs that continuing learning, sharing information, developing personally and building relationships were vital if one wished to achieve a high standard of professionalism and contribute to their company's growth and profitability.

Who are CHART Members?

- Members represent all facets of the hospitality training profession, from entry level to senior executive.
- Members number more than 600 and represent multi-unit restaurant and lodging companies.
- Members usually have between 1-6 years of tenure in the training profession, however, over 26% of members have over ten.
- Member companies have, on average, 6,700 employees in 200 units.
- Almost 60% of members are or have been active in CHART's many volunteer leadership opportunities.
- Members tend to be personable, energetic, initiative-taking and creative professionals who want to positively impact their organizations and further their own career development.

Guiding Principles

Learning. Sharing. Growing. Caring.

Eligibility Requirements

Members must have:

- Authority and responsibility to create and implement programs for educating, training and developing human resources.
- Ability to attend at least one of the two semi-annual conferences per year.
- Willingness to participate and share information with other HR/Training professionals.

How To Join

Call 1-800-463-5918 or visit www.chart.org, click on Membership. We look forward to getting to know you!



CHART

Phone: 800-463-5918

Fax: 800-427-5436

P.O. Box 2835

Westfield, NJ 07091

E-mail: chart@chart.org

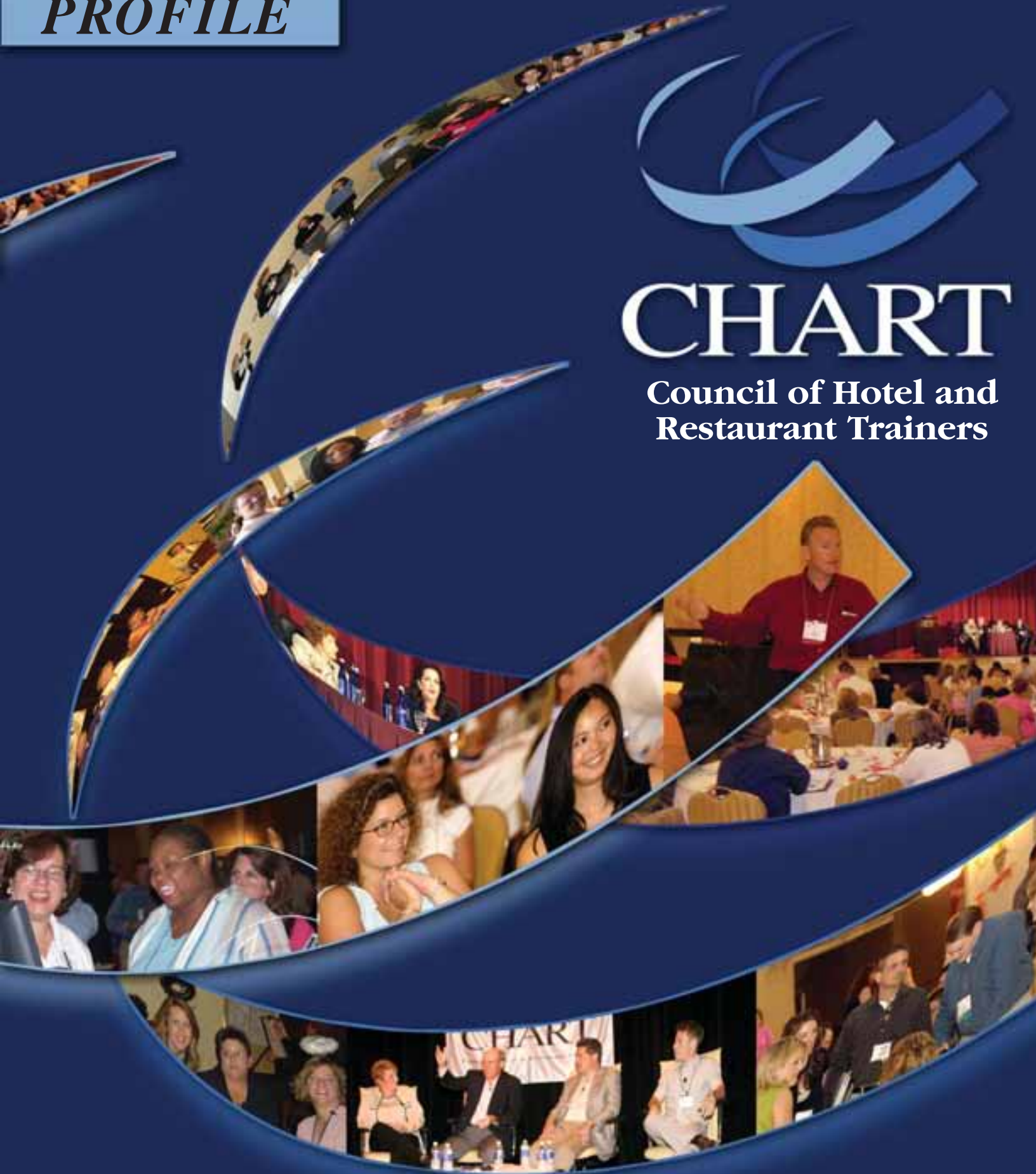
www.chart.org

PROFILE



CHART

**Council of Hotel and
Restaurant Trainers**



Develop People. Improve Performance.

About CHART

The Council of Hotel and Restaurant Trainers (CHART) is a professional organization like no other. Because of the lifelong relationships formed and the positive impact CHART has on members' careers, loyalty to the organization is exceptional.

Since CHART is dedicated exclusively to the hospitality industry, our resources are always relevant. More than 600 members share a passion for training, and are intensely devoted to advancing industry training practices.

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



Developing Trainers

CHART develops leaders that produce results. CHART can be one of the most important and influential forces in a trainer's professional growth and success. Members report that their personal influence and impact on their company has increased dramatically due to the interactions and ideas CHART provides.

Personal and Professional Growth

Many CHART members have come to the realization that personal and professional growth are inseparable. It starts with information and insights gleaned from a conference presentation or breakout session—perhaps a new training technique or a way to benchmark training programs. Next, you get involved in a service event or in planning the next conference or leading a breakout session. At some point you realize you can do things you never thought you could do, and people start to notice.

CHART also offers more concrete professional development opportunities, such as CHT (Certified Hospitality Trainer) certification.

Improving Performance

Great people practices yield results. Companies that value their people and seek best people practices know CHART members are crucial to operational performance and profitability. By helping trainers do their jobs better and raise the bar for their training programs, CHART creates leaders in recruiting, training, and retention.

How Your Organization Benefits

Most member organizations are strongly supportive of their employees' involvement in CHART. They've seen how CHART members gain valuable knowledge, return to the office full of energy and ideas, and raise the profile of their organizations in the industry.

Participating in CHART also opens doors for the whole organization. Jack in the Box won the prestigious Spirit Award after Curt Archambault learned of the award through CHART.

“We all know that ongoing training and development of our employees is critical to our success. But who develops our trainers? CHART is a great opportunity for our training professionals to network, share best demonstrated practices and improve their skills. They look forward to the annual CHART training conferences every year!”

**—Julia Stewart
President and Chief Executive Officer
IHOP Corp.**

CHART Raises the Performance Bar



Advancing Hospitality Industry Training

By improving the people side of the hospitality business, CHART's influence is felt industry wide.

The booming hospitality industry is the largest retail employer in the United States. Millions of new employees are needed with job opportunities at all levels. Without the luxury of a huge labor pool, the performance bar

needs to be raised. To attract and keep employees needed, training and development is essential. CHART members help ensure that hospitality organizations are some of the best places to work in the world.

Member Programs and Resources

- **Semi-annual Hospitality Training Conferences** with expert speakers, topic-centered breakouts, signature sharing sessions, Resource Gallery exhibition and plenty of opportunities for networking.
- **Regional Training Forums (RTFs)** in 15 cities across the United States augment learning and networking throughout the year.
- **Volunteer Opportunities** are reported by members to be a significant career growth tool. Almost 60% of current CHART members are or have been active in CHART's volunteer roles.
- **Community Service Events** that give back are the core of CHART.
- **FlipCHART** printed newsletter features the latest member and association news.
- **Central Association Office** serves as an information resource and assists members with prompt, professional attention.
- **Blueprint for Trainer Development** provides a professional development plan for helping trainers grow and provide more value to their organizations. This landmark study by CHART and Batrus Hollweg International (BHI) defines the competencies necessary for success across a variety of roles in hospitality training.
- **Online Resources** keep the member community connected.
 - **www.chart.org** members only section contains training tools, book reviews and templates.
 - **Webinars** allow members to learn national conference topics at their desks.
 - **Training Flash** monthly e-newsletter summarizes member-to-member best practices.
 - **Member Directory** is searchable by location, type of organization and member's area of expertise.
 - **Career Center** job board offers resume posting and position databases with user-friendly search functions.
 - **Ask My Peers** bulletin board allows members to post questions and quickly share solutions to their most pressing issues.

4 Roles

Trainer

3 Competencies

Presentation Effectiveness
Participant Management
Evaluation/Assessment

Instructional Designer

3 Competencies

Technical Knowledge
Program Design
Process Improvement

Manager

3 Competencies

Operational Knowledge
Project Management
Coaching and Development

Executive/Leader

3 Competencies

Communication/Influence
Business Acumen
Strategic Planning

CHART Members Speak Out



Curt Archambault, FMP
Regional Training &
Development Manager
Jack in the Box

“Unlike other types of organizations for training professionals, CHART is an organization for restaurant and hospitality people who do training—people in a single industry who share a passion for training. I really felt I was among my own.”

When Curt Archambault moved into a managerial role with Jack in the Box, his supervisor suggested he attend a CHART conference. He took the advice, and he quickly learned that CHART was something special. The more involved he gets, the more he takes away. For example, leading breakout sessions at conferences has improved his facilitation and presentation skills—vital skills for any trainer. His participation also has helped him establish a reputation as a subject matter expert.

He continues to give his time and expertise. An active contributor to Ask My Peers on CHART’s web site, Curt shares information to help other members, such as what his organization learned from computer-based training and what pitfalls to avoid. He also posts questions to Ask My Peers because he knows that he’ll get credible responses with real value—not what you’d get from an anonymous, public message board.

“CHART is my campfire. I get to come here every year, sometimes twice a year to spend time with friends, with people that are like-minded, that share the same issues, vision and commitment.”

*—Jim Knight
Senior Director of Training
Hard Rock Cafe*



Teresa Siriani
President
People Report

“To experience that type of development and learning is phenomenal. The learning and sharing that happens is truly amazing. And CHART is the only place where a trainer at any level can interact and network with their industry peers, whether they’re a beginning trainer or a senior executive.”

Teresa Siriani has seen CHART from many points of view in her 15 years of involvement.

Teresa first joined CHART as a trainer with a relatively small organization, and she took advantage of the conferences and networking resources to develop her career. “CHART is where I got my ‘masters in training’, where I went to learn ‘what is training?’”

She found CHART to be especially useful for a smaller organization because it connects them to great resources—top-notch conference speakers, expert-led breakout sessions, and a responsive professional network.

Today, as president of the analytics firm People Report, Teresa is a CHART sponsor as well. As a silver sponsor, People Report provides research and gives presentations on workforce trends and the labor market.

*Develop People.
Improve
Performance.*