

Training in Music City

COMPOSING EFFECTIVE TRAINING

Nashville, Tennessee February 25-28, 2006



71st Semi-Annual
**Hospitality
Training
Conference**



*Develop People.
Improve Performance.*

TRAINING IN MUSIC CITY

Nashville, Tennessee

February 25 – 28, 2008

Hospitality Training Conference

"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 it every year!"

Julia Stewart, President and Chief Executive Officer, IHOP Corp.

Who Should Attend?

Training and human resources professionals in the restaurant, lodging and foodservice industries who want to positively impact their organizations and further their own career development:

- Vice Presidents • Directors
- Managers • Team Members
- Presidents, CEOs and COOs who are committed to developing people

Register NOW to access a networked community of training and human resource professionals sharing the latest training practices, innovations and solutions.



**Council of
Hotel and
Restaurant
CHART Trainers**

About: CHART is one of the oldest and largest non-profit organizations dedicated to training in the hospitality industry. Members number over 600 and represent multi-unit restaurant and hotel companies. By helping trainers do their jobs better, CHART positively impacts millions of employees, customers and companies and the industry as a whole.

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.

Guiding Principles:

Learning. Sharing. Growing. Caring.

JOIN TODAY!

See registration form or visit our website

www.chart.org



The First Time Attendee Meeting and Welcome Reception will be held on **Saturday, February 25.**

See Back Panel for Details.

Sunday, February 26th

Conference Opening

8:30 a.m. – 9:00 a.m.

"Stuff Happens...and Then You Fix It!"

John Alston

9:00 a.m. – 10:30 a.m.



This is the ultimate "no more excuses approach" to change management, personal accountability and responsibility. When working with the human side of business, Stuff Happens... Then You Fix It! John is a master of delivering the how-you-fix-it answer with simple to understand, easy to do techniques. This presentation will go through three modules, No More Excuses, Attitude and Communication Skills, based on the assertion that "We are what we are not because stuff happens, but in spite of the stuff that happens." Through it all, John creatively and humorously instructs, motivates, inspires and encourages attendees to apply skills and techniques for managing "stuff" by investing in personal responsibility for self management.

"Ask My Peers: LIVE!" Industry Specific Hotel or Restaurant Editions (choose one)

10:45 a.m. – 12:15 p.m.

Discuss hot topics at the live version of CHART's popular on-line discussion group, Ask My Peers. Participants will rotate to several tables so everyone gets a chance to interact with different people and share insights and best practices on several current topics. A conference highlight!

"Business Meeting Lunch and Buzz Session"

12:15 p.m. – 1:30 p.m.

As in the past, the CHART Executive Team will overview the current "state of the union." However, the business meeting lunch format has been changed to include real-time feedback from YOU! You'll be given time to "buzz" ideas and opinions about CHART's key strategies and give the leadership immediate reactions.



Member Breakout Sessions – Round I

1:45 p.m. – 3:15 p.m.

Note: Each session will be presented twice (4 of the 6 breakouts will be presented at each of the 3 rounds). See *Breakout Sessions* page.

6th Semi-Annual Service Event (Optional) or Dinner on Your Own

3:30 p.m. – 7:30 p.m.

CHART plans community service projects that not only provide team building skills for attendees, but helps those in need. Bring clothes that "can work," such as jeans and a sweatshirt, for this interactive, fun event that attendees have really enjoyed in the past. It's also a great networking opportunity.

Hospitality Suite

9:00 p.m. – 12:00 a.m.



Monday, February 27th

Networking Breakfast

8:00 a.m. – 9:00 a.m.

Opening

9:00 a.m. – 9:30 a.m.

General Session: “Better People/Bigger Business”

Organizational Performance Development

Eric Boles & Allen Jones,
Diversified Learning Partners



9:30 a.m. – 10:30 a.m.

Boles and Jones’ business model $C3=S$. $C3=S$ represents the congruency between personal effectiveness, leadership effectiveness, and teaming and collaboration which creates amazing synergy and outstanding business results. $C3=S$ is an integrated development model that focuses on the side of the equation that has the greatest impact on your

organizations success. Learn how to equip your team with tools to develop their competency and capacity to:

- Consistently achieve outstanding personal performance
- Effectively lead from a place of influence rather than positional authority
- Team and collaborate in a highly effective and productive manner

Breakout Sessions – Round II

10:45 a.m. – 12:15 p.m.

Member Focus Group

Luncheons or Lunch on Your Own

12:15 p.m. – 1:30 p.m.

Breakout Sessions – Round III

1:30 p.m. – 3:00 p.m.

Resource Gallery and Networking Reception

3:00 p.m. – 6:00 p.m.

Dinner Event

Wildhorse Saloon

6:00 p.m. – 10:00 p.m.

Visit the world famous Wildhorse Saloon, Nashville’s #1 destination for dining and entertainment. Enjoy some Southern barbeque, drinks and famous fried pickles with your networking at this three-level historic warehouse, which has been transformed into a 66,000 square foot live music and dance destination for Music City visitors.



Wild Horse Saloon

Hospitality Suite

9:00 p.m. – 12:00 a.m.

Tuesday, February 28th

First Time Attendee Breakfast

8:00 a.m. – 9:00 a.m.

Fresh perspectives on the CHART conference experience are gained from first time attendees.

“Hot Cakes”

★ Blueprint for Trainer Development

9:00 a.m. – 10:15 a.m.

Attendees will break into groups based on their respective roles to delve into *Blueprint for Trainer Development: A Customized Competency Model for the Hospitality Industry*. This landmark study by CHART and Batrus Hollweg International, released in July 2005, reveals the competencies needed for success across a variety of roles in hospitality training. Attendees will brainstorm how to be more effective in their own professional development to better develop people and improve performance in their organizations.

“Best in Class”

10:30 a.m. – 11:30 a.m.

A lively, interactive discussion where attendees share the best conference highlights and takeaways that can be immediately implemented back at the office.

Lunch

11:30 a.m. – 12:30 p.m.

General Session: “What’s the Secret?”

Secret Service: Hidden systems that deliver unforgettable customer service

John DiJulius

12:30 p.m. –

2:00 p.m.

Ever wonder why some companies can get 50,000 employees to deliver legendary service on a regular basis and why some companies or departments can’t get a team of 12 to be consistent? After years



of researching the best customer service companies, John has cracked the code! John didn’t read the book; he wrote the book on customer service, Secret Service, Hidden systems that deliver unforgettable customer service, and is redefining customer service in corporate America today. John will share “behind the scenes” systems used by the top, world class customer service companies. He has worked with companies such as the Ritz Carlton, Lexus, General Electric, Progressive Insurance, US Bank, Nemaocolin Resort, Lane Bryant, Chick-fil-A, and many more, to help them continue to raise the bar and set the standard in service that consistently exceeds customer expectations. Attendees will take away John’s revolutionary customer service concepts and techniques that are easy to use and implement

Conference Closing

2:00 p.m. – 2:15 p.m.

Track A

Hourly Staff Training

“The Three Training R’s: Rock, Roll & Retention!”

Discovering the power of music in the classroom

Lanny Okonek, FMP, President, FUN-Nominal Training & Consulting

Former professional musician, hospitality trainer, industry consultant and long-time CHART member, Lanny Okonek will present his dynamic, fun-filled, high-energy playshop about how to effectively use the power of music in classrooms and meetings. Lanny will share hundreds of tips and ideas on how music can be used to motivate your trainees, increase learning potential, keep your training session fun and participative, and improve learning retention.



“The Cost of Disorganization and Six Steps to Getting Organized”

Richard A. Zurburg, CHRE, Hospitality Consulting, Training, Coaching

Learn from this 30-year CHART veteran how disorganized managers can maximize productivity and save an organization thousands of dollars. Discover the top five issues related to disorganization and find out why managers need training and how a well designed system to improve daily work habits can lead to increased productivity. Learn how to organize incoming items including email, phone calls, paperwork and other incoming items that compete for your time. Learn how to implement a simple system throughout the organization that gives managers more control over their workflow and helps them achieve balance in their lives.



Track B

Management Training

“Challenges Solved with E-Learning”

Facilitated by Jeff Tenut, DiscoverLink

Jeff will lead you through this interactive session where you will move through a circuit of stations with a different CHART member hosting each station. Listen to real life training challenges, varying audience needs and learning objectives. You will see live demonstrations of e-learning solutions in use today.



“Using the Clifton StrengthsFinder(TM) Assessment to Improve Team Performance”

Lyn Jeffress, Regional Human Resource Manager, Jack In The Box

Lyn Jeffress has been using StrengthsFinder in her work with a wide variety of both staff and operations teams for over six years. She has learned that much of what impedes a successful team comes from misunderstanding the perspectives and the key talents of individual members. By learning to implement this approach, you can help team interaction go from conflict to collaboration and improve the performance of your teams.



Track C Executive and Multi-Unit Training

“Learning to Measure Learning”

Tama Murphy, Director of Continuing Education, The Culinary Institute of America

Your training programs are GREAT! Now you have to prove it! When determining the return-on-investment of your training, it is worth including other evaluation methods as well. This session will simplify the various evaluation methods using a qualitative and quantitative approach. After all, a strong measurement system can help prove that training is an essential company initiative which impacts the bottom line.



“Creating a Compelling Scorecard”

Sue Kruse, FMP, Senior Field Training Manager, Perkins Restaurants and Bakery

Kick me or count on me? Getting other departments and operations to look at your training department as a business partner can be a challenging task. At this seminar learn how to use the Balanced Scorecard approach to assist with creating, defining, and driving execution to accountability. In this session you will learn how you can use the scorecard in with your training department to partner with Operations, R & D, and other departments to move training directives forward while at the same time establishing yourselves as a business partner through a focus on accountability. You will also discover the importance of using the scorecard to keep your training team focused on high impact activities.



Welcome! Your CHART Experience Begins Here.

Saturday, February 25th

First Time Attendee Meeting

4:00 p.m. – 5:30 p.m.

A must for new members. Come to begin your networking and learn how to get the most out of your CHART experience.

“You’re A Star!” Welcome Reception

6:00 p.m. – 10:30 p.m.

Plan to arrive Saturday afternoon to take part in the welsome networking reception. It’s a must to begin your CHART experience and create those unique bonds CHART members share. Everyone is important and a “star” at CHART!



Pre-Conference Workshop & Activity

NRAEF ServSafe Alcohol™ Course and Examination

John Alexander, FMP, National Account Manager, NRAEF

8:00 a.m. – 1:00 p.m.

Information will also be provided on the process for becoming a ServSafe Alcohol Approved Instructor. All participants must purchase the Fundamentals of Responsible Alcohol Service book in advance from the NRAEF prior to the class; which contains the content and exam answer sheet. To register, call John Alexander at 407-330-2122 or e-mail at jalexand@nraef.org. There is no instruction fee for the class.

American Hotel and Lodging Association Educational Institute (AHLAEI) Certified Hospitality Trainer (CHT) Review and Exam

Rebecca Roth, Corporate Trainer, Best Western International

10:00 a.m. - 5:00 p.m.

The first professional designation for hospitality trainers at the management level. The deadline to apply to attend this seminar is January 24, 2006. Please send your application directly to AHLAEI. For additional information or to obtain a CHT application, please contact the Educational Institute at 888-575-8726 or visit www.ei-ahla.org, click Certification, then choose CHT. Fee: \$350 (reflects AHLA member discount extended to all CHART Nashville conference attendees.)

Best Practices: Implementing a Performance/Competency Based Approach to Training

Scott Matthews, Vice President and Managing Partner, Learning Evolution, LLC and Mike Woodard, Senior Training Manager, PepsiCo

1:00 p.m. – 3:00 p.m.

This session will provide an overview of how to implement a systematic and systemic method for the removal of barriers to individual and organizational performance. Discussion and demonstrations from best in class companies using real world examples of how they leverage technology to deliver a competency based approach to target training. Fee: \$49



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LEARNING
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PEOPLE REPORT™

BHD
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DISCOVERLINK
Delivering Superior Hospitality Performance

February 25–28, 2006



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CHART Council of Hotel and Restaurant Trainers

P.O. Box 2835 • Westfield, NJ 07091