



# FlipCHART



May 2015

Connecting the CHART Member Community ~ in print

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## Mark your Calendar

- May 12**  
Dallas, TX RTF  
S. CA RTF
- May 15**  
Orlando RTF
- May 17**  
NRA Show Reception
- May 19**  
N. CA RTF
- May 21**  
Washington DC RTF
- June 10**  
CHART Webinar
- June 18**  
NOLA Early Bird Discount Ends
- June 19**  
Hotel Room Block Expires
- June 21**  
Deadline to sign up to take CHT exam at #CHARTNOLA
- June 27**  
Detroit RTF
- July 18 - 21**  
Conference #90  
Ritz-Carlton  
New Orleans, LA
- February 20 - 23, 2016**  
Conference #91  
Sheraton Seattle Hotel  
Seattle, WA

## New Orleans Conference

### Brilliant Breakout Line-Up Strong

The strong panel of break-out speakers at New Orleans will offer you insights into a variety of current topics and provide you the tools and solutions you need to engage your staff and make a positive impact. Register Today.



TJ Schier



Mark Boccia



Sara Anderson



Gabe Hosler



Jill Harper



Josh Miller



Colby Hutchinson



Jeff Drozdowski



Kelly Saunders



Chip Romp



Kris Lonsway



Todd Horchner



Adam Huddleston

Details on these Breakout Sessions are on Page 3

## Head, Heart, & Hands: Café Reconcile Promises to be an Inspirational Service Event



*Building Hope and Changing Lives.* This is what the workforce development program at Café Reconcile is about for severely at-risk young people in New Orleans who have experienced a vast (and often unimaginable) set of challenges. At the recent pre-conference meeting, the Board was impressed and inspired by the good work being done at Café Reconcile and are excited that conference attendees

will have the opportunity to give back to this organization during our service event.

There will be something for everyone in which to participate. Plan to arrive on Friday, July 17 as we will begin early Saturday morning (tentative hours are 8 am - noon).

- Head** - we will be analyzing and giving them feedback on their training program
- Heart** - help break the cycle of generational poverty one youth at a time
- Hands** - we will jump into whatever needs to be done on site – painting, clearing lots, etc.

In addition, **Glen Armantrout**, Chief Executive Officer of Café Reconcile, will inspire us during one of our General Sessions. He has a very interesting story from his days at Acme Oyster House where they achieved an amazing 25% turnover rate and how he took these principles of respect and developing people to the expansion of Café Reconcile. He'll share his plans to scale the effort across the nation. His session will give you a whole different perspective on the 80/20 rule.

*"We spend our efforts 'poaching' the best employees from each other, when we could be cultivating the forgotten ones. Glen opened my eyes to how we could all win if we focused on the development of the 20%."*

*Michele Lange  
The Habit Burger Grill*

# PRESIDENTTalks

Patrick Yearout



## Puttin' on the Ritz

How do you measure the quality of a hotel? For some people, it has to do with the physical elements of the property: spacious guest rooms, lavish decor, or thick walls to keep noise at a minimum. For others, it has to do with the amenities: luxurious linens on the beds, 24-hour room service to cater to their every whim, or an upscale spa where they can melt away their cares. And for some guests, it has to do with the location; they want something that will be within walking distance to a city's stores, restaurants, and nightlife.

Luckily for us CHART members, the Ritz-Carlton in New Orleans is wonderful no matter how you measure it. This property, the site of our 90th Hospitality Training Conference this summer, is located right in the heart of The Big Easy, only a block away from the world-famous Bourbon Street and surrounded by restaurants with delicious Southern cuisine. The rooms at the Ritz-Carlton are amazingly appointed, with large comfy beds that you will want to take home with you, and the building is filled with a classic elegance that you don't often find in newer hotels. Everything is simply top-notch, right down to the hand soap you will find in the restrooms (I kid you not; it's truly awesome!).



But as good as all that is, the hotel wouldn't rate highly for me if the people who worked there weren't top-notch as well. You see, **I measure the quality of a hotel by the level of hospitality provided by its workers**, just like I measure the quality of a restaurant more about the service than its location, its furniture, or even its food. For me, the memorable part of a hotel stay has to do with the connection the staff members attempt to make with me, and I don't just mean the greeting by the desk clerk when I check in, but the interactions I have with all the employees throughout my visit. I want to feel special, and pampered, and taken care of when I am away from the comforts of my own home.



So how did the staff members measure up at the New Orleans Ritz-Carlton? I'm happy to report that I was so well-treated during the CHART Board's recent pre-con visit that I cannot wait to return this July for Conference #90. From the moment that I checked in, when Angie thoughtfully made it a point to alert me to keep my room card handy as it would be needed in the elevator to get to my floor, to the check-out process when I shared a few laughs and a wistful goodbye with Theresa, I was overwhelmed by the attentiveness, professionalism, and caring attitude of the ladies and gentlemen who worked there. Tupper didn't just say hello as I walked to the elevator; he offered to help carry my meeting supplies and push the elevator button for me. Adrienne didn't just answer my question about where I could get a Diet Coke; she went and found one for me. And Thomas didn't just apologize when my wake-up call didn't arrive; he offered the hotel's car service to me in case I was running late and needed to get somewhere in a hurry.

I could easily provide you with another dozen examples of employees going above and beyond to assist me, but let me just sum up by saying there's simply no other place I would consider staying in New Orleans now that I've been to the Ritz-Carlton. I want to return to this incredible oasis of hospitality not only because I enjoyed my visit as a guest, but also to learn what I can from these engaged and engaging employees who seem to already know what I need before I do. It's this level of care – meeting the unexpressed wishes of those visiting – that I want to figure out how to duplicate back at my own company so that Ivar's customers will become raving fans of our brand as well.

If you also want to experience this extraordinary level of guest service first-hand, while simultaneously investing in your career as a hospitality trainer, then consider puttin' on the Ritz with us this July 18-21 for CHART's 90th Hospitality Training Conference. Registration is already open on the CHART website ([www.chart.org](http://www.chart.org)), and a reduced attendance fee is available if you sign up by June 18. Our discounted hotel room block rate ends on June 19.

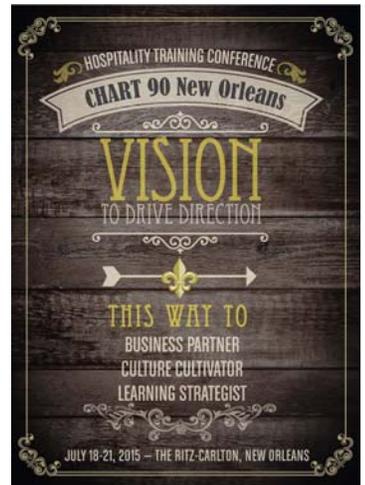
I look forward to seeing you 'at the Ritz'.

*Patrick A. Yearout*

# NOLA Breakout Sessions

In New Orleans, you will have the option to select up to three interactive breakout sessions to positively impact your personal and professional development in smaller settings. More details on these sessions can be found at [www.chart.org](http://www.chart.org).

Next month, we'll highlight our high-energy Training High Five session, as well as CHARTtalks.



Mark Boccia, Marriott	Training Department Business Review and Your Personal Portfolio
Adam Huddleston, Domino's	Transforming Your Training Department: How to Get the Headcount and Budget You Always Wanted
Kristine Lonsway, Lonsway Consulting	Insider Intelligence on Igniting Your Career
Gabe Hosler, Rubios Restaurants	Idea to Implementation: From Rollout to Ongoing Training and Development
Colby Hutchinson, Best Western	Taking NPS into the Training Department for Meaningful Change
Kelly Saunders, Smashburger	Engage Your Team with Social Learning
Chip Romp, Ovation Brands	Show Us Your Apps
Sara Anderson, National Restaurant Association	Competencies Matter!
Todd Horchner, Josh Miller & Jill Harper, Legacy Event Productions	Put the Power in Powerpoint: Maximizing Techniques to Create Vibrant and Effective Presentations
Jeff Drozdowski, Little Caesars	Understanding a Diverse Workforce
TJ Schier, SMART Restaurant Group/ Incentivize Solutions	Presentation Effectiveness for Operations

# NOLA Conference Team

New Orleans is full of significant and interesting historical sites and points of interest. Our #CHARTNOLA conference team is very interesting as well and we wanted to share their stories with you.



**MELANIE SHANKS**  
The Broadmoor

Like gumbo, she's a little mix of everything. Loves to tell stories of Marie LaVeau and her ghostly friends that haunt the plantations. Never without her gris-gris. Enjoys café au lait and isn't afraid to earn her beads!

Designated Historic Landmark  
**CONFERENCE DIRECTOR**  
#90 NOLA



**DAN WALKER**  
Little Caesar

The King of Bourbon Street with the personality to match. Proud CHART member since 2008. Famous for his quote, "Pass the Hurricane and let's get this party started."

Designated Historic Landmark  
**FIRST-TIME-ATTENDEE CO-DIRECTOR**  
#90 NOLA



**TREN REED**  
Ovation Brands

Member of CHART since 2012, is known for her upbeat attitude and energy that can outlast a hurricane (the storm, not the drink!). Ask her to translate the quote, "Laissez les bons temps rouler."

Designated Historic Landmark  
**VOLUNTEER CO-DIRECTOR**  
#90 NOLA



**KRISTIN BURK**  
Mediterranean Cuisine

A southern bell wanna-be who adores the charm of the southern style and Café du Monde beignets, plantations, white picket fences, hot summer nights & Cold Mint Juleps.

Designated Historic Landmark  
**SILENT AUCTION CO-DIRECTOR**  
#90 NOLA

# NOLA Conference Team (continued)

New Orleans is full of significant and interesting historical sites and points of interest. Our #CHARTNOLA conference team is very interesting as well and we wanted to share their stories with you. More will be shared next month.



**APRIL MILLER**  
Chanticleer Holdings

Well-known for her flavorful personality and jazzy humor. She loves Rock n'Roll, Running, Reisling and Yoga and with practice has combined the last two loves! Became part of CHART in 2006, then again in 2014.

Designated Historic Landmark  
**VOLUNTEER CO-DIRECTOR**  
#90 NOLA



**DANIELLE WEST**  
The Broadmoor

Known for having dessert before the entrée, she is often seen licking the powdered sugar off of her fingers from a scrumptious beignet. She enjoys an evening of relaxation while sipping on whiskey smashes, two at a time.

Designated Historic Landmark  
**REGISTRATION CO-DIRECTOR**  
#90 NOLA



**DAVID MYERS**  
Fazoli's

Known for his love of music, sports and getting outdoors, you've likely seen him sharing his latest exploits on social media. Called @faztrainer by some, he joined CHART in 2010. "Deja vu - so nice, experience it twice."

Designated Historic Landmark  
**COMMUNICATIONS DIRECTOR**  
#90 NOLA



**ALIE GAFFAN**  
Pacifica Hotels

She's as sweet as a beignet, but as fiery as a crawfish boil on a hot summer day. Thanks to CHART, this California girl has helped her team give southern hospitality a run for its money.

Designated Historic Landmark  
**SILENT AUCTION CO-DIRECTOR**  
#90 NOLA

# CHART News

## Milestone CHART Anniversaries to be Recognized at #CHARTNOLA

Celebrating  
**20**

Years

Learning. Sharing. Growing. Caring

**Eric Bartlett**, Rib Crib  
**Todd Horchner**, Legacy Event Productions  
**Nancy Loizeaux**, Starbucks  
**Jeff Tenut**, Discoverlink  
**Sue Wasyluk**, Ashbury Initiatives

Celebrating  
**5**

Years

Learning. Sharing. Growing. Caring

**Christin Bell**, Coakley and Williams  
**Pete Bromelkamp**, Torgerson Properties  
**Tim Burns**, Best Western  
**Craig Forbes**, McAlister's Deli  
**Mary Haynes**, Cooper's Hawk  
**Peter Hegele**, BlackFinn Ameripub & VIDA Mexican  
**Gabe Hosler**, Rubio's Restaurants  
**Thornton Johnston**, Zaxby's  
**Fouad Jomaa**, Jason's Deli  
**Mary Mattson-Quagliana**, Rosewood Hotels & Resorts  
**Doug McKinney**, Five Guys, LLC.  
**David Myers**, Fazoli's  
**Gini Quiroz**, K & N Management  
**Katie Rankin**, Landry's  
**Chip Romp**, Ovation Brands

Celebrating  
**15**

Years

Learning. Sharing. Growing. Caring

**Kelye Rouse Brown**, KRB Customized Training  
**Donna Rynda**, Make It Matter!  
**Jennifer Swan**, First Watch Restaurants

Celebrating  
**10**

Years

Learning. Sharing. Growing. Caring

**Richard Fletcher**  
**Jason Forbes**, The Keg Steakhouse and Bar  
**Laurie Haynes**, Apple American Group, LLC.  
**Akosua Nyannor**, Concessions International  
**Christopher Shand**, Silver Diner  
**Bill Story**, Landry's Restaurants

## Beer and Networking Pair Well



Thanks to **Nikki Fuchs de Calderon**, Buffalo Wild Wings, and **Jeff Langeland**, Granite City Restaurants, who coordinated the afternoon Regional Training Forum in late March in Minneapolis. What a fun event.

## And the Winner is ...

Thank you to all who shared their comments from the Napa conference. The board and staff appreciates all the feedback. Congratulations to **Laura Hershops**, Stonebridge Companies, who was selected to receive the \$200 gift certificate for completing the survey.

## Plan Now for Winter 2016



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**Submission**  
**Deadline:** 15th of the month for next month's issue  
**Back issues:** visit [www.chart.org](http://www.chart.org)  
**Managing Editor:** Lisa L. Marovec, FMP, Sr. Director of Marketing

