



# FlipCHART



June 2015

Connecting the CHART Member Community

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## Mark your Calendar

### June 10

CHART Webinar - *Not Your Father's Leadership Model*

### 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 24

Denver, CO RTF

### June 24

Minneapolis, MN RTF

### June 27

Detroit, MI RTF

### July 18 - 21

Conference #90  
Ritz-Carlton  
New Orleans, LA

### August 12

CHART Webinar

### September 18

Orlando, FL RTF

### October 14

CHART Webinar

### November 5

Phoenix, AZ RTF

### February 20 - 23, 2016

Conference #91  
Sheraton Seattle Hotel  
Seattle, WA

## New Orleans Conference

### Joleen to Impact your Communications



Have you ever thought about how critical communication is when an organization is driving toward a strategic vision? Vision, Alignment, and Execution. Each of these are essential in order to generate powerful conversations that will

increase performance and will drive a team towards a common goal.

In New Orleans, **Joleen Goronkin**, President of People & Performance Strategies and past CHART President, will use a Leadership Model to encourage you to reflect on your own leadership styles and illustrate how your communication impacts organizational effectiveness.

Incorporating over 25 years of working with organizations large and small identifying talent and assembling and cultivating teams to execute organizational strategies, Joleen's high-energy keynote session will deliver substantive lessons you can take back to your companies.

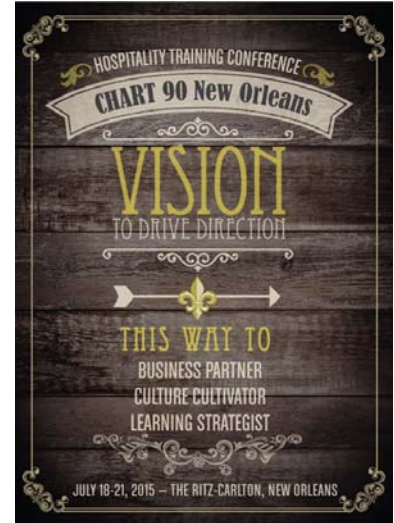
### David to Share Training Principles that Work



Would you like to have your service jobs performed regularly to (near) 100% execution to the standard? Not some of the time, but all the time? Not some of your personnel, but all of your line personnel and yes, even during your peak business time periods? Just imagine your customer's satisfaction level!

Does this sound too good? **David McClaskey**, Co-Founder and President, Pal's Business Excellence Institute, will share his experience at a restaurant company with 26 units that has training and an overall process that routinely does this. His keynote presentation will discuss the training and overall management principles that make it work. He'll share the principles that are transferable to most service businesses, so you can obtain a higher level of training with your current work force. You will also learn how you can achieve this while keeping your training costs down.

David is an independent consultant, Baldrige expert and one of the few individuals to have the privilege of assisting seven companies to win eight Malcolm Baldrige National Quality Awards.



Join your hospitality peers this July at #CHARTNOLA



Register Today  
[www.chart.org](http://www.chart.org)

Early Registration Discount ends June 18



# PRESIDENTalks

Patrick Yearout



## What's Next? New Post to Oversee Competencies and Educational Platform

“What’s next?” That’s what Colby Hutchinson of Best Western International asked the other attendees at our CHART T3 conference in Napa earlier this year when receiving his pin for completing all twelve of the sessions in our Hospitality Training Competency Program. Although it was a years-long process for him to participate in the different workshops, Colby was already looking toward the future and wondering about new challenges he could tackle in his quest for lifelong learning. “What’s next” is an important question that we must all consider from time to time, and one especially pertinent to me as I wrap up my year as the President of this amazing organization.

It’s also a question that we on the CHART Board ask about the training workshops themselves. They were originally conceived back in 2004 and development of their content began in 2006, but the world has changed a lot since then – and so have the competencies of hospitality trainers. External events such as the Great Recession and the creation of smartphones and tablets have certainly changed functions of our jobs, and internal changes within our companies have often expanded our duties and allowed us (or sometimes forced us) to take on ever-increasing responsibilities. Additionally, we’ve had three CHART members complete all 12 sessions already and we expect many more to finish up at our next several T3 conferences, so our core lineup of winter educational tracks is going to be sought out by a dwindling number of returning attendees as the years go by.

Due to these circumstances, we know that our Hospitality Training Competencies simply cannot remain a set of static courses. They must strategically evolve and expand with our membership, our industries, and the world at large, and they will never truly be “complete.” It is therefore our duty as the guardians of this program to ensure a deliberate and detailed plan is developed to keep the sessions contemporary and meaningful for future attendees, and so we have **decided to create a new position – an Education Strategist – to coordinate this process.** The Education Strategist will be a non-voting post appointed to a two-year term by the current board members, and he or she will work with the other board members, our Association Management, and a hand-picked committee to:

- æ Ensure that the design and content of session materials are regularly updated
- æ Research and develop new competency tracks and workshops


The secondary responsibility of the Education Strategist will include overseeing the progression of CHART’s educational platform, collaborating with the CHART President and our Association Management to:

- æ Periodically revise CHART’s educational platform based on hospitality training trends
- æ Seek opportunities to integrate planks of this platform into the conference agendas (Live Ask My Peers questions, speaker content, breakout sessions, etc.) and into the content featured on the CHART website, newsletters, and webinars

The board will be selecting a person to take on the role of Education Strategist just after our 90th Hospitality Training Conference in New Orleans this summer, and our preferred candidates will be CHART members who have already taken a majority of the sessions and have a background in instructional design. Anyone interested in being considered should contact me at [patrick@keepclam.com](mailto:patrick@keepclam.com) or our Executive Director, Tara Davey, at [tara@chart.org](mailto:tara@chart.org).

Is this Education Strategist position what’s next for you? If not, what new challenges are you seeking?

*Patrick A. Yearout*



**Training High Five Award**

What training ideas really work for you? It doesn’t matter if it’s a simple training game or a complex rollout strategy, as long as it moved the needle in some way at your company and isn’t proprietary.

We’re showcasing the top training ideas in New Orleans so let us put you and your idea on center stage and others can be wowed. Submit your idea today (email Tara at [tara@chart.org](mailto:tara@chart.org)) and share what is working at your company.

# 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 more of their stories with you. The remaining team members will be profiled in the next issue.



**Kendall Ware**  
**CiCi Pizza**

This true southern gentleman tackles each day with a fire and zest for life that will make you want to shout "FIREBALL" but he loves to unwind with a Hurricane and a warm southern sunset.

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



**Ashley Williams**  
**Sea Island**

An enchanting blend of Southern charm and sarcasm, she'll bless your heart in a second. Became a member of CHART in 2013. May be seen sipping spirits from a mason jar.

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



**DEVIN GAMES**  
**Domino's Pizza**

Like Mardi Gras, she is full of passion and personality and enjoys long walks on Bourbon St. As a first time visitor to "Who Dat Nation," she's looking forward to enjoying a King Cake or two with fellow #CHARTNOLA attendees!

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



**CINDY BATES**  
**Common Man Family**

CHART member since 2008, this northern girl has a passion for southern hospitality and charm. Lover of Cajun food, hot nights and cool drinks.

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



# CHART News

## Member News



**Baby News:** Congratulations to Chad Klocke, Pizza Ranch, on the March 2015 birth of his son, Asher Joseph.



**Member Articles in Print:** *Developing the Right Strategy to Attract Millennial Talent*, by Doreen Van Gorp, appeared in the April 21 edition.



Patrick Yearout's article, *7 Interview Strategies to Help Discover Top Candidates*, was featured in the May issue.

You can read both of their articles in the Member Blogs area on our home page. Thank you to Doreen and Patrick for sharing your expertise with others in the industry.

## Regional Training Forums (RTFs)

There have been lots of opportunities to learn locally the past few months and several additional RTFs are planned (see calendar on page 1). These are open to non-members as well so invite some colleagues to gather for a morning or afternoon to network, share and learn. As a recent Wash DC RTF attendee commented, "An excellent opportunity to meet other trainers."

The photo below is from the Dallas area RTF on May 12.



## #WhyIChart



Why does Colby CHART? View his quick video, along with others, online at: [www.chart.org/about/testimonials](http://www.chart.org/about/testimonials)

## Free CHART Webinars

### Not Your Father's Leadership Model

**Presented by:**  
John Isbell, Logan's Roadhouse  
Wednesday, June 10  
1:00 - 1:45 pm EST

**Free CHART Webinar**



**Register online:**  
<http://chart.org/events/webinars/>

Register for upcoming webinars online at: [www.chart.org/events/webinars](http://www.chart.org/events/webinars)



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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)

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