



# FlipCHART



August 2008

Connecting the CHART Member Community ~ *in print*

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## Upcoming Washington, DC Conference

### CHART debuts Silent Auction *Proceeds to Benefit Share our Strength*

CHART will host our first fundraising auction to support Share our Strength at the DC Conference. Share our Strength is the leading non-profit organization dedicated to ending childhood hunger. The proceeds of the auction will work to provide children and their families with the healthy food they need. We are very passionate about this cause and we hope you are too.

After the wild success at the March conference where CHART members stepped up by donating 400+ teddy bears and over \$1,000 in gift cards to the Ronald McDonald home, we know we can amaze Share Our Strength by the **generosity of CHART members once again!**

#### How can you help?

We need your donated items for the auction. Some ideas may be:

- ◆ Restaurant gift cards
- ◆ Hotel accommodation gift certificates
- ◆ Books and/or videos
- ◆ Spa or golf package
- ◆ Basket of sauces, spices or company food items
- ◆ A Training Session
- ◆ Cooking class with one of your chefs, maybe throw in a chef's hat or apron!

Be creative, the possibilities are endless! No item is too big or too small!

With the generosity of CHART members, we can help Share our Strength in their fight against hunger. For further details, please contact Kate Shehan, Morton's The Steakhouse, at [kate\\_shehan@mortons.com](mailto:kate_shehan@mortons.com)

### Adolf and Siriani added as Keynote Speakers

We are excited to have 2 additional speakers present at the DC Conference. **Mary M. Adolf, M.S., R.D.** (pictured top right), President and COO, Products and Services Division, NRA Solutions, and **Teresa Siriani** (pictured bottom right), President of People Report, will present "Then, Now, Next - What's Happening to Our Industry?". Plan to attend Monday morning to hear them give us an in depth look at the trends facing the hospitality industry and how our people will continue to be the best solution to the challenges the industry faces.



Bid and win for a great cause!

### Newsmakers:

- ◆ **John Alexander**, NRA Solutions, offers a three-point training strategy to help businesses thrive in an economic downturn. To hear the entire audio interview, visit: [www.chart.org](http://www.chart.org).
- ◆ **Richard Fletcher**, Zaxby's, featured in "Zaxby's: Making Employees' Jobs as Palatable as its Menu", [Talent Management](#) magazine, June 2008



Don't forget that CHART membership renewals are due by August 31st.

For all the latest information on the upcoming DC conference, including agenda, speaker bios, and much more, check out: <http://conference.chart.org/>.

## Industry News

### NAFEM Show

The North American Association of Food Equipment Manufacturers (NAFEM) invites **CHART** members to attend The NAFEM Show, February 5-7, 2009, in Orlando through two programs – Complimentary Badges and Attendee Scholarships.

#### Complimentary Badges

To get a free badge to attend The NAFEM Show, follow this simple process: Register at [www.thenafemshow.org](http://www.thenafemshow.org) by January 9, 2009. Enter source code: **CHART9**. Badges will be mailed before the show.

#### Attendee Scholarships

Scholarships to offset the cost of attending the show will be given based on very easy-to-meet criteria. National attendees will be given \$500 to cover travel expenses and locals will be given \$250.

To find out the criteria and details, please contact Charlie Souhrada, 312.821.0212; [csouhrada@nafem.org](mailto:csouhrada@nafem.org)

### People Report Symposium



**George Green**, Bread and Co, **Joleen Flory**, Elliot Leadership Institute, and **Scott Stanford**, McAlister's Deli, at the June QSR Symposium held in Dallas.

Check out the blog from this event posted by **Curt Archambault**, Jack in the Box, at [www.fohboh.com](http://www.fohboh.com)

## Working for You

### CHART Board of Directors

Photos and contact information for CHART's board members can be found online:

[www.chart.org/about/board.php](http://www.chart.org/about/board.php)



## DC Conference Breakout Session

### Q&A with Presenter Lisa Schweickert, "eLearning at Golden Corral – Evolution or Intelligent Design?"



DC Communications Directors (DCCD's): What were some of your challenges in implementing and/or upgrading your company's eLearning initiatives?

*Lisa Schweickert (LS): Figuring out how to fully utilize eLearning in a restaurant environment, rolling out a program to 450 restaurants in 42 states with over 150 different franchise entities, developing courses within short time frames with a limited budget.*

DCCD's: What are some of the successes you've experienced at Golden Corral from your blended learning approach?

*LS: Managers and franchisees are now asking for more material and information to be added to our eLearning Center. It has become an integral part of our SOP now. We have seen our system go from 45% of our Co-workers having completed training to over 90% of our Co-workers certified in at least one skill position within 14 days of hire and our Co-worker retention has improved.*

DCCD's: What have you gained personally from this experience?

*LS: It has been great to see the positive impact our eLearning program has had on our system. It is very rewarding to hear operators talk about how the eLearning system has helped them run a better operation.*

## PRESIDENTalks Curt Archambault



### Fond Farewell

Are we there yet?

I am always amazed how rapidly time flies by when involved in worthwhile and engaging work. I can not believe that it is already August and my time with you as President is almost at an end. This is my last PresidentTalks article prior to turning everything over to the incomparable John Isbell – President Elect.

We are just a little over a week away from the summer conference at the awesome new Gaylord National in Washington, DC. Jen Michaud, Christine San Juan and the entire DC conference team have put together an outstanding agenda for this event. The general session and breakout speakers are sure to add value to your experience. We have our very popular service event again this year along with our first ever silent auction to benefit Share our Strength. We will also be celebrating at our annual awards dinner the best in the industry who put the people in our industry first.

What I enjoy the most about the conferences though is the opportunity to reconnect with old friends and make many new ones through the excellent networking activities. CHART is truly unlike any organization and I have enjoyed my time on the Board and as this year's President.

I look forward to seeing as many of you as possible in Washington, DC.

Curt

## Member News

### Anniversary Celebrations

The following individuals will be presented with their anniversary pins in DC. **Congratulations to all of you!**

#### Lifetime Members

Tami Kaiser, Darden Restaurants

James Sullivan, Sullivision.com

#### 15 years

Rob Gage, Hire Smart Train Hard, LLC.

John Kidwell, Mazzio's Corporation

#### 10 years

Kimberly Rivera Beattie, Catapult People Solutions, LLC.

Jay Bunkowske, Perkins & Marie Callender's, Inc

Terrence Pappas, Monical Pizza Corp.

Susan Chavez, El Pollo Loco, Inc.

Julie Pastel, Pappas Partners LLP

Donna Goldwasser, Goldwood Partners, LLC

Kate Shehan, Morton's, The Steakhouse

Denise Franck Aboody, D. Franck & Associates

Deb Johnson, Penn State University

#### 5 years

Jacqueline Williams, Boddie Noell Enterprises

Carol R. Sinclair, Concessions International

Michael G. Kacmar, Clyde's Restaurant Group

Janice Williams, Burgerville

Sue Kruse, Perkins & Marie Callender's, Inc

Linda Hanssen, Guckenheimer

Ron Wood, Rubio's



#### 5 years (cont.)

Lori Rolek, Clearview Cinemas

Christine San Juan, Bertucci's Corporation

Stephanie Edwards, LongHorn Steakhouse

James Rich, California Pizza Kitchen

Debra Fox, Palm Management Corp.

Tracy Richter, Famous Dave's of America

Doyle Paden, Cherokee Nation Enterprises

Andrew Tascione, Carrols Corp.

David Allen, SBK, Inc./Peer Plus, Inc.

Bill Carmichael, Back Yard Burgers, Inc.

Nanette McWhertor, BJ's Restaurant and Brewery

Joan Crawford, Rockbottom Restaurants

Katie Mangett, Xanterra Parks & Resorts

Tara Fitzpatrick, Max & Erma's Restaurants

Clinton Anderson, Colonial Café

Kristin Burk, Wood Ranch BBQ and Grill

Monique Donahue, AH & LA Educational Institute

Tami Skillingstad, Arby's Restaurant Group

Robert Tomlinson, ACG Texas -IHOP

Leslie Bauer, Weber Grill Restaurants

Kim Nastri, Bruegger's Enterprises

John C. Alexander, NRA Solutions, LLC

Wendi Scarborough, Frontier Enterprises, Inc.

Liz Stone, Gordon Biersch Brewery Restaurant Group, Inc.

Lolita K. Mackey, Steak Out Franchising, Inc.

### Candidates for Board of Directors

Embodying CHART's volunteer spirit, a number of passionate CHART members are running for five open Board positions. We appreciate your willingness to serve. For those who are attending the DC Conference, voting will take place there. **Kate Shehan**, Morton's The Steakhouse, is slated to run as President-Elect, which is a two-year term. Best wishes to the following candidates who are running for the remaining five one-year term positions:

**Jen Michaud**, CSM Lodging

**John Alexander**, NRA Solutions

**Mike Amos**, Perkins & Marie Callender's, Inc.

**Lisa Oyler**, Loews Hotels

**Cheryl Wilkinson**, Tropical Smoothie

**Gail A. Lyman**, First Hospitality Group, Inc.

**Jennifer Johnston**, Red Lobster People Development

### Newsmakers

- ◆ **Sue Kruse**, promoted to Senior Director, Training & Development for Perkins & Marie Callender's, Inc.
- ◆ **Toni Quist**, promoted to Vice President, Human Resources for Perkins & Marie Callender's, Inc.
- ◆ **Cheryl Wilkinson** has a new job as Director of Training for Tropical Smoothie

# Washington, DC Activities

Submitted by **Nikki Boeshanz**, White Castle System

In addition to all of the learning at the Gaylord, activities abound for you and the entire family in our Nation's Capital. You'll have the chance to explore this monumental city through a host of tours that are educational and exciting. Here are just a few of the fun activities to try! View other activities at: <http://www.gaylordhotels.com/gaylord-national/>.

## Ghost Guided Tour

Take Alexandria's footsteps to the past and follow an 18th century costumed guide by lantern light through the historic streets and learn how this charming seaport town was a major player during the birth and formation of the United States....not to mention hearing Old Town ghost stories, legends and folklore. \$10.00



## Old Town Alexandria Self-Guided Walking Tour

The charm and quaintness of Old Town's acclaimed architecture are best experienced on foot. Begin your tour at the Alexandria Visitors Center at Ramsay House, walk along and see Gadsby's Tavern, where notable patrons included George Washington, Thomas Jefferson, Robert E. Lee and John Quincy Adams, and continue on to George Washington's townhouse. You choose the path. FREE.

## Old Town Alexandria Pub Crawl, Wine Flight or Coffee Pub Self-Guided Tours

All the hot spots in Old Town to crawl, swirl or perk up and enjoy at your own pace. DRINKS ON YOU.

## DC Night Monument Tour

This highly recommended tour will pick you up at the Gaylord and drive you to downtown DC. See our national monuments and federal buildings flooded in lights; from the illuminated dome of the US Capitol to the breathtaking view from the roof of the Kennedy Center. Step off the coach and visit the memorials. Cost is \$65.00 per person.



## Georgetown River Cruise & Dinner

Start with dinner at one of Georgetown's unique river front restaurants, then walk across the street for a River Boat Cruise and cruise for about 45 minutes down the Potomac River. The narrated guide will point out all the buildings and monuments that you will view. River Cruise is \$13.00 plus the cost of your dinner.



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### **Deadline for submissions:**

1st of the month for next month's issue

**Back issues:** visit [www.chart.org](http://www.chart.org)

**Managing Editor:** Lisa L. Marovec, FMP,  
CHART Sr. Director of Marketing

**Editor-in-the-Know:** Allison LeTourneau

## DC Conference Packing List

**Items to donate** for the silent auction, **checkbox** to buy items (proceeds support Share our Strength), and plenty of **business cards**.