



Council of Hotel and Restaurant Trainers
P.O. Box 2835
Westfield, NJ 07091

chart.org
(800) 463-5918



Please send content to flipCHART Managing Editor | Lisa Marovec, lisa@chart.org
Deadline is 1st of the month for the next month's issue | Back issues: chart.org

PARTNER NEWS

TDn2K is Now Black Box Intelligence

In January of 2020, our long-time partner TDn2K, announced its evolution to a new brand identity, Black Box Intelligence. Other changes included its logo, website, product enhancements, new product names, and a refined company purpose and values.



The Black Box Intelligence suite of products now includes Workforce Intelligence (formerly People Report), Guest Intelligence (formerly White Box Social Intelligence), Consumer Intelligence, and Financial Intelligence (formerly Black Box Intelligence). *Congratulations on your continued growth and success!*

MEMBER NEWS



Cindy Bates got a well-deserved promotion and is now Chief People Officer of The Common Man.



Harmony Mulchahy is now the Training and Development Manager for One Off Hospitality.



Felicia White of Church's Chicken made the Power List! She was recognized by Nation's Restaurant News for being one of 50 outstanding leaders who are shaping the foodservice landscape.



Trey Pease is now the Director of Enterprise Training for G6 Hospitality.



Lexi Burns of Twin Peaks is an Inspiring Woman! She was recognized by Franchise Update as being one of 20 inspiring female franchise leaders.



Ashley Helkenn is now the Senior Manager of Learning and Development for the Cotton Patch Café.

Congratulations to these CHT Recipients



The following achievers received their Certified Hospitality Trainer (CHT) designation from the AHLEI at the Napa Conference in February 2020.

- Brandon Cluff
- Shannon Deperes-Adams
- Sohie Golembowski
- Johnathan Hill
- Meshelle Liette
- Chris Osgood
- Chris Ruiz

Well done!



flipCHART
CONNECTING THE CHART
MEMBER COMMUNITY



VISIONARY TRAINERS TRANSFORMING HOSPITALITY



GOOD NEWS IN UNCERTAIN TIMES APRIL 2020

Quite Possibly the Best Keynote Speaker You Will Ever See

Nice Bike: Making Meaningful Connections

½ **MOTIVATIONAL** SPEAKER + ½ **THOUGHT-PROVOKER** = **PURE INSPIRATIONAL ENTERTAINER**

The recently imposed "social distance" from each other has made many of us realize that it is absolutely crucial to be able to connect and interact with each other in person. **Connections are everything!** This fact is something we took for granted just a short while ago, but has now been brought to the forefront as something we highly value and **depend on** for productive, happy lives.

One of the most talented keynote speakers in the country, Mark Sharenbroich (sharon-brock), has spent his career helping others create authentic connections and inspiring audiences to transform corporate cultures through the power of connections.

Mark delivers a powerful presentation supported with high impact stories, brilliant comedic timing, and actionable strategies. Audiences describe the experience as an emotional roller coaster ride, "laughing hysterically one moment and touched by tears the next."

Mark's "Nice Bike" metaphor is a memorable principle that will help you connect more effectively with your team, which in turn helps them connect with the customer – creating raving fans one customer at a time.

Visit chart.org – Trainer Development and Events – Upcoming Conference for more details as the agenda shapes up.

COVID-19 Update

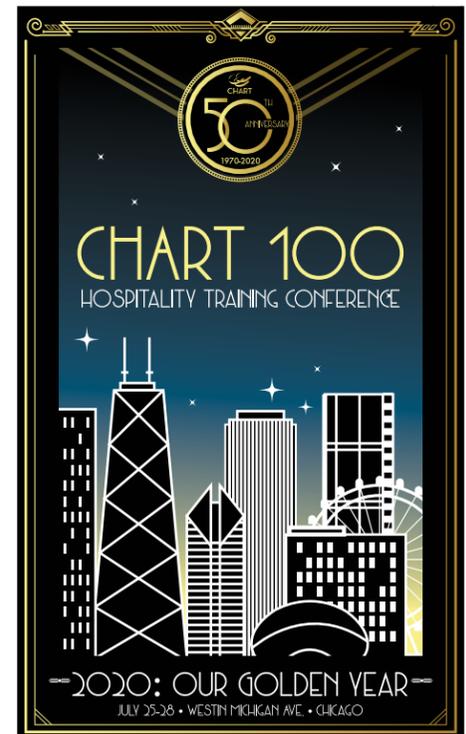
The Chicago conference is four months away, so we are moving forward under the assumption that the summer conference will go on as it has for 50 years. The situation is evolving, and we will update you immediately with changes, if any, to the Chicago conference.



Emmy Award Winner
Hall of Fame Keynote Speaker
Author of *Nice Bike: Making Meaningful Connections on the Road of Life*

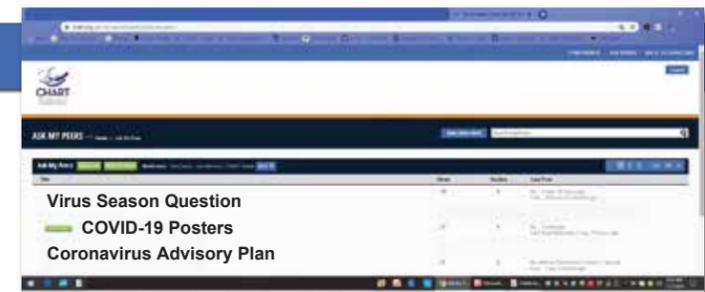


Mark Sharenbroich



Ask My Peers Proves the Real Power of Community

As the COVID-19 pandemic unfolded, CHART members turned to Ask My Peers (AMP), your trusted, private online network for advice and solution sharing. In a sometimes confusing sea of information, and when you need answers to your most pressing challenges, having a wealth of fresh ideas and perspectives right at your fingertips can be one of your greatest benefits of CHART membership.



Nineteen gathered, and were joined by guest facilitator, Eric Caron, Senior Director of IT at Caribou Coffee. Eric shared his passion for demystifying technology and led the group in a DIY Alexa project. He shared the evolution of chatbots and provided examples of current and future training and information solutions. The session was very engaging, hands-on, and created a lot of curiosity surrounding the possibility of using chatbots in restaurants and hotels.



Napa Conference Highlights

A high attendance of **more than 200 hospitality training pros** contributed to some amazing energy **at CHART 99.**



It's all smiles at the Paint 'n Sip event



Blowing bubbles to set the stage



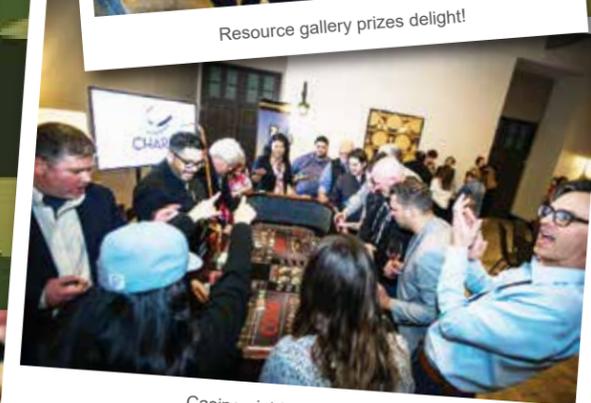
Our cup overfloweth



And, of course, some wine was enjoyed, because...Napa!



Resource gallery prizes delight!



Casino night was a real win



Who says men don't read directions?



And, the finished product



Simonne Bowe on using Emotional Intelligence to drive performance



Breakout speaker Colleen Morrow presents Training Mastermind

PresidenTalks

Trainer's Role in Times of Chaos: My ABC Approach

"For more than a decade, Delta has been preparing for such a scenario."

These comforting words came in an email from Delta Airlines CEO Ed Bastian, in regards to their company's response to the COVID-19 (coronavirus) situation. My first reaction was gratitude for the foresight of our industry to prepare for challenging times...and the people who are in charge of such planning and preparation: TRAINERS.

For many of us, training goes far beyond job skills, new openings and limited time offers. We are trusted to oversee food safety, responsible alcohol service, hazard communication and...emergency preparedness.

What is our role in times of panic and concern? How can we most effectively train our employees on topics that might be scary? Here is the approach I have taken since that horrible day in 2001 when so many lives were lost and our industry came to a screeching halt:

Arm yourself with knowledge coming directly from government agencies, not the news media.

Be supportive to employees.

Communicate. Communicate. Communicate.

In the case of COVID-19, visit www.cdc.gov for extensive information including travel guidance, interactive maps and updated statistics.

For global data and recommendations from the World Health Organization, visit www.who.int.

It is also advisable to know the city, county and state resources available for those without health care.

If your employees are experiencing a reduction in hours, know how they can apply for unemployment/underemployment benefits in your state. Train the facts, not the speculation.

For the 1/3 of all Americans in jobs that do not offer sick leave, staying home from work to rest is not a financial option. Encourage those who can to work remotely. Reassure employees that they are not at risk for losing their jobs solely on the basis of staying home when sick. Remind them that our industry already follows safety and wellness practices designed to help prevent spread of communicable illnesses. Keep a list of businesses that are hiring temporary workers during this crisis. Consider being a 'handshake-free zone' during cold and flu season.

Have a daily email or posting that updates your team on the latest developments relating to COVID-19, even if some are home on furlough. They want to hear from you, even if just to know you're thinking of them. Let your employees know what the forecast looks like for your business, so they can perhaps work more hours at 2nd jobs or rework their personal budgets.

Transparency is critical during these times, and people appreciate knowing how they could potentially be impacted.

Finally, be the model of what you expect and take care of yourselves. We are of no use as trainers and leaders if we are unhealthy. If we all do our part, we can minimize the impact of this virus just as we did with SARS, H1N1 and Zika. I can only imagine how happy people will be to travel and spend money to support our industry. I know I can't wait to sit on a patio in the sun at my favorite restaurant and celebrate that we got through this. Until then, I wish you wellness and wisdom.

From six feet away, but closer than ever,




Sarah Morrissey

UPCOMING OPPORTUNITIES

Details and registration at chart.org – Trainer Development & Events

FREE Wednesday Webinars

Now held EVERY month @ 1:00 PM EST

Wednesday, April 15
The Top 10 Ways To Be Innovative
Gretta Brooks, SalesBoost
Andrea Christopherson, SalesBoost

FREE Regional Training Forums (RTFs)

Check the website for schedule changes relating to COVID-19.

April 16: Minneapolis, MN
April 22: Boston, MA
April 30: Chicago, IL
July 16: Minneapolis, MN
October 15: Minneapolis, MN
October 22: Chicago, IL
November 4: Boston, MA

Upcoming Conferences

July 25-28, 2020
CHART 100
Hospitality Training Conference
Westin Michigan Avenue
Chicago, IL