



# flipCHART

CONNECTING THE CHART MEMBER COMMUNITY



## VISIONARY TRAINERS TRANSFORMING HOSPITALITY

## HOLIDAY CHEER FROM CHART DECEMBER 2019

### Magnetic Mike Ganino to Keynote in Napa

#### StoryCulture: The Art & Science of Engaging Your Team



Mike Ganino,  
Author/Speaker  
Executive Producer,  
TEDx Cambridge

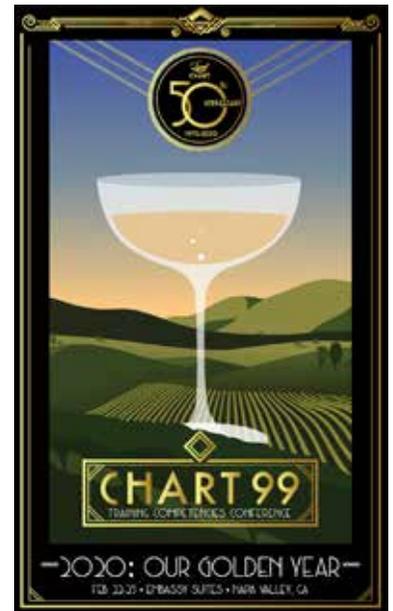
“Mike Ganino was one of the most engaging speakers I have ever seen. Everything he spoke about was extremely relevant to me and my current needs at my organization. 10 out of 10 would recommend him to speak again, even as a keynote for CHART.” – *verbatim from Nashville evaluations*

Your peers absolutely RAVED about Mike’s presentation in Nashville this past summer. As one of our highest-rated speakers, we are pleased to welcome Mike back to appear on the mainstage in Napa.

Mike is a culture + storytelling expert who helps executives, teams, and thought leaders communicate, connect, and engage. Mike believes that stories aren’t something to be controlled, managed, or designed. That they’ve got to be fueled. Fueled by the way your team designs the employee experience, fueled by the way your leaders lead, and fueled by how you approach the growing demand for a whole new way of work.

Mike will show us how to uncover, craft, and tell the stories that draw people in, create engagement, and spark change. Employee engagement is in high-demand and the organizations that know how to fuel great stories will be able to hire and retain top talent, thrill customers, and rewrite the story of their cultures.

Join us in Napa to take part in this  
transformative session!



## Trade in Your So-So Idea for a Better One!



As a CHART member, you have a wealth of fresh ideas and perspectives right at your fingertips with Ask My Peers (AMP), CHART’s online discussion forum.

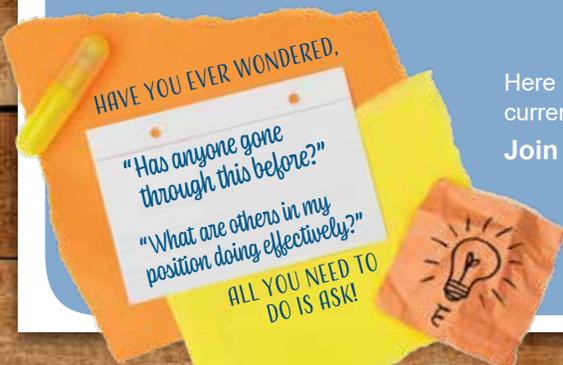
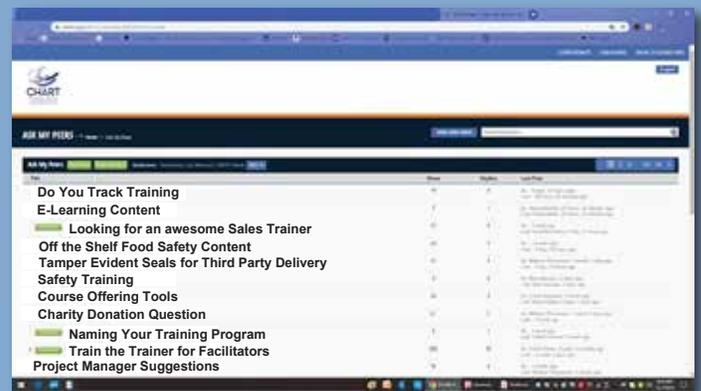
In a sea of information, having a private, trusted network you can turn to for solutions to your most pressing challenges can be one of your greatest benefits of membership.

Need a reminder of how to access AMP?

Username: Your email address

Password: chart123

Here are some current topics. >>>  
Join the conversation!



## Heartfelt Thanks from our

## Scholarship Recipients

Dear CHART,

From the bottom of my heart I want to say thank you for your generous contribution towards my college education... This scholarship will allow me to stay at the college dorms which will save me time and gas money from my current commute to work. The dorms and college campus are located within five minutes from SealWorld, compared to my current commute to work of at least 45 minutes. With this extra time, I am able to focus more on my class work and get more involved with the different events that happen on campus like career fairs, clubs, and seminars about the industry...

It is not just a scholarship; it is an experience that I cannot put a price on. Being able to attend the summer conference is something that no other scholarship can offer me and for that I am eternally grateful. I truly feel a part of the CHART family.

Sincerely,  
Xabdiel Nunez

# THANK YOU!

"This scholarship will allow me to continue to grow in this industry that I am so passionate about, it will help make my parents proud, and it will help me accomplish my dreams of one day owning my own amusement park and resort."

Name: Xabdiel Nunez  
Hometown: Lakeland, Florida  
College: University of Central Florida



No foolin', it's easy for you to make a difference in the lives of these deserving young people! Mark your calendar now to donate to CHART's silent auction to be held in July at the summer conference. All of the money goes directly to support our scholarships. We accept donations of any kind. Hotel stays, restaurant gift cards or logo items, gift baskets...the only limit is your imagination!

Mark Your Calendar  
for April 1

## UPCOMING OPPORTUNITIES

Details and registration at [chart.org](http://chart.org) – Trainer Development & Events

## FREE Wednesday Webinars

Held every other month  
@ 1:00 PM EST

Wednesday, December 4  
*Trends in Hospitality Training and Development*

CHART/TDn2K

Colby Hutchinson, Best Western Hotels & Resorts  
Jen Swan, First Watch Restaurants  
Melissa Doolin-Koehne, TDn2K

Early 2020 Dates  
February 12  
April 8

## FREE Regional Training Forums (RTFs)

January 16: Minneapolis, MN  
January 17: Orlando, FL

Check out the RTF schedule online.

## Upcoming Conferences

February 22-25, 2020  
CHART 99  
*T3: Training Competencies Conference*

Embassy Suites  
Napa Valley, CA

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



Serah Morrissey

## PresidenTalks Gratitude.

“We wish for

food, peace, and happiness for all the people of the world. Today, I'm thankful for...

”

This is how my son and I have ended our days since he was in preschool. At 16, he's not as charming and enthusiastic as he used to be, but we never sleep without first sharing what we call "gratitude time." Sometimes he's thankful for having an education, other times it's pancakes or Billy Joel. Regardless, it's a way for us to connect and notice all the abundance and good fortune in our lives.

At first, it wasn't a habit for me. In fact, I had to put a recurring event in my Outlook calendar that was labeled "Gratitude x5" every Friday. Sad, but true. I had to remind myself to be grateful and notice all the incredible people around me doing spectacular things at work. Over time, though, my Outlook reminders became a habit.

Wouldn't it be nice if at the end of every training session or conference or new location opening, we took the time to share what we are thankful for? We are so quick to move onto the next task that we don't often revel in what we've just accomplished and who helped us achieve it.

So put it on your calendar if you wish. Use technology to remind you. Find whatever way works to take time for gratitude every day. You will begin to notice so many wonderful things around you and eventually, you won't need to be reminded. Replace "have to" with "get to." I GET to train an opening team! I GET to go to work each day. I GET to drive in traffic today!

During the holiday season and always, I remain thankful for each and every CHART member and partner, particularly those to whom I owe so much for guiding me and believing in me from my First Time Attendee (FTA) meeting until today: Jen Swan who got me involved in CHART; my FTA mentor Steve Howarth for telling me, "you're going to be President of this group someday;" and John Poulos who told me it was time to run for the CHART board.

Finally, I am thankful for YOU. We are member-led and member-driven. The success of this organization is because our members care deeply about developing and teaching other people. What a noble profession we have. It is an honor to know each of you.

I GET to be your President! How grateful I am!

*Serah Morrissey*



Dear CHART,

...Thanks to your generous support, I am the first in my family to attend college. Receiving this scholarship will help reduce my financial burdens and help me continue pursuing my education.

I live in a small town in Indiana which is home to many Hispanics and unfortunately college is not widely discussed or sought after high school. This has encouraged me to continue working hard to pursue a higher education and break the stereotype within my community. I currently have a part time job at a retirement home as a waitress. I really enjoy working with food and interacting with guests. All my experiences have reassured me to pursue a career within the hospitality industry.

In the future I hope to become a restaurateur or a hotel manager in Spain & make a difference in people's lives.

Sincerely,

Ruth Vazquez Ramos



## Meet Your CHART 99

### Napa Conference Team

To get to know our team a little better, we asked them to share their best tip or trick to make things

**better** **easier** or to **speed up** the traveling process.



#### Activities Co-Director

**Kirstie Johnson**, *Enlighteneer Enterprises*

"I pack any items (besides clothing) that I will need for the next 24 hours in my carry-on bag, so in case of a delay with my baggage, I can keep moving forward. Also, I like to leave a few extra hours in my schedule open to explore and experience the city's culture and local vibe."



#### Registration Co-Director

**Crystina Bukrinsky**, *Williston Holding Company*

"I've learned to pack an empty duffel bag inside my luggage when I go on vacation with my kids to bring back all the extras we accumulate. (Otherwise I will come home with another new Disney suitcase!)"



#### Service Event Co-Director

**Larry Robins**, *Resort Lifestyle Communities*

"Always pack the same way. Keep everything organized in cubes so you always know where everything is."



#### Volunteer Co-Director

**Erin Edling**, *Nothing Bundt Cakes*

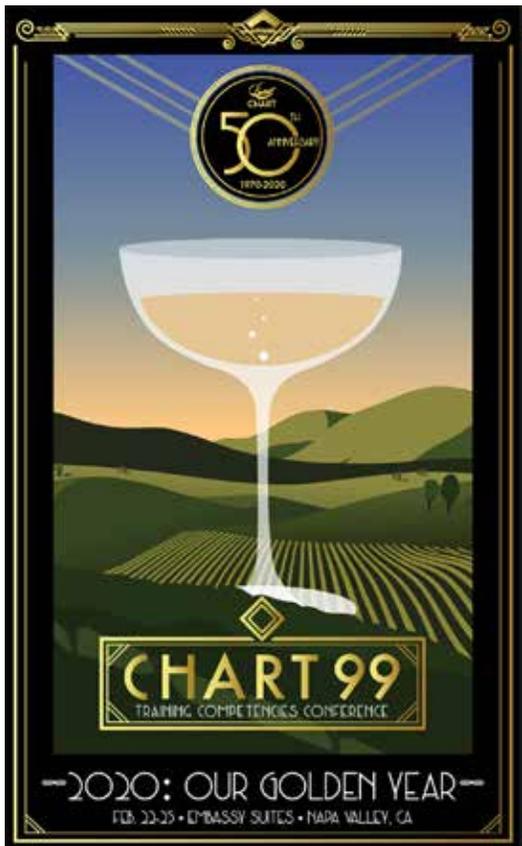
"I like to have my travel toiletries bag always ready to go! I will just keep it stocked and when I am packing to head out of town, all I have to do is grab it. I also think it is key to have an extra set of the following which are only used for when you travel. I recommend having them handy in your work bag or carry-on; phone charger, adapter, headphones, wireless charger. **BONUS: those of you with kids who borrow (steal) your charger and things, you will always have a backup set! Ha!!**"



#### Registration Co-Director

**Leslie Miyamoto Teague**, *ServSafe, National Restaurant Association*

"For the upcoming conference, travelers should consider flying in and out of Sacramento (SMF) if possible. It is about the same distance as SFO and Oakland and much easier to get in and out of. Traffic is lighter and more predictable too, and there aren't any bridge tolls."





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

## In Case You Missed It | RTF Wrap Up



### >>> Chicago | 11.5.19

Sara Bray moderated a panel called "Show Me the Exit – Bad Managers Let Good Employees Go." What a great group of experts!

Left to right: Carrie Barrix of Maru Hospitality Group, Matt Fallon of Hyatt Hotels, Christine Andrews of Hostmark Hospitality, and Chad Chmielowicz of Naf Naf Grill.

The meeting, which was held at the glamorous Tao Chicago, also included a guest service presentation by DiscoverLink.



### >>> Boston | 11.6.19

Seventeen attendees from seven companies came together at host 99 Restaurant & Pub, who provided lunch. Thank you also to Caffé Nero for providing morning coffee.



### <<< Minneapolis | 10.17.19

Thank you to Nikki Fuchs de Calderon and CSM Corporation for hosting! The group met at the Courtyard Minneapolis West.



## MEMBER NEWS

Leslie Huffman is newly married! She is now Leslie Miyamoto Teague.



*Congratulations*  
to the happy couple!