



An Association of  
Hospitality Trainers

# flipCHART

CONNECTING THE CHART MEMBER COMMUNITY

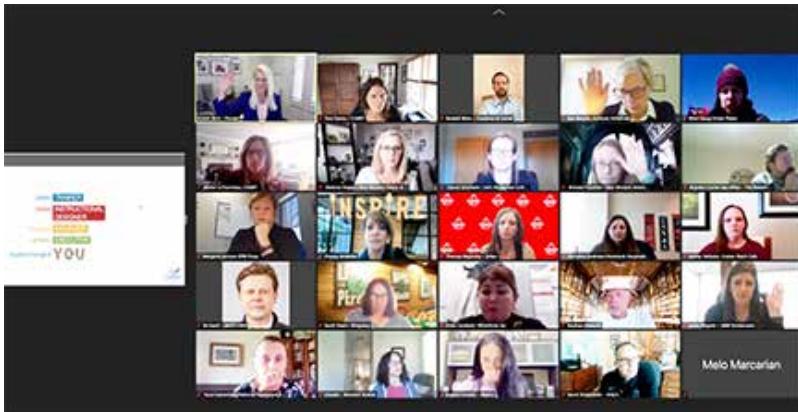
**VISIONARY TRAINERS**  
**TRANSFORMING HOSPITALITY**

Springing into May  
**MAY 2021**

**Join the crowd this June.**

We are kicking off Series 2 of our #12in21  
**Hospitality Training LIVE certificate program!**

92 of your fellow trainers attended the March Series, and already know why CHART's Hospitality Training Competency Workshops are so popular.



Nominate that deserving someone for a CHART award.  
See page 5 for deadlines.



**CHART.org – HT LIVE**

## 2021 Hospitality Training Competency Workshops

TRAINER	INSTRUCTIONAL DESIGNER	MANAGER	EXECUTIVE
Presentation Effectiveness JUNE	Effective Learning Design JUNE	Operational Knowledge JUNE	Business Acumen JUNE
Participant Management SEPTEMBER	Training Evaluation OCTOBER	Coaching & Development OCTOBER	Communication & Influence SEPTEMBER

## **Series 2 June >>> Hospitality Training Competency Workshops // 2:00 PM – 4:00 PM EST**

### June Series Master Facilitators

#### Trainer Track: Presentation Effectiveness

Mondays, June 7 & 14 . . . . .



**Jennifer Belk White,**  
SPHR, SHRM-SCP  
Vice President of  
Human Resources,  
Premier Parking



**Felicia White**, MBA, CHT  
Vice President,  
Global Operations  
Training and  
Development,  
Church's Chicken

#### Instructional Designer Track: Effective Learning Design

Tuesdays, June 8 & 15 . . . . .



**Matthew Brown**  
Vice President,  
Learning and Brand  
Success, Schoox



**Kirstie Johnson**  
Chief Experience  
Officer, Enlighteneer  
Enterprises

#### Manager Track: Operational Knowledge

Wednesdays, June 9 & 16 . . . . .



**Curt Archambault,**  
Vice President,  
People & Performance  
Strategies



**Alec Karakolis,**  
Field Training  
Manager,  
Buffalo Wild Wings

#### Executive Track: Business Acumen

Thursdays, June 10 & 17 . . . . .



**Chip Romp,**  
Sr. Director,  
Training & Instructor  
Quality, National  
Restaurant Association



**Jason Lyon**, FMP  
President & COO,  
Flatbread Company

#### Breakouts

- Training Mastermind: Hacks of Training Pros
- Tech in Training: It's All Fun and Games
- E-learning Course Strategy & Design

#### June 22 Mini Con



**Keynote Bob Anderson:** Ramping Up for  
the Roaring Recovery—Going from YOU  
Management to THEM Management

See CHART's  
Events Calendar for  
all programming in  
one place.

## KEEPING YOU CONNECTED

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

### FREE Virtual Discussion Groups

#### COLLABORATIVE CONVERSATIONS

May 4: LGBTQ in Hospitality

#### FREE Wednesday Webinars Held @ 2:00 PM EST

**May 12:** Multiunit Leadership 2021:  
*The 5 Essential Best Practices of  
Above-Store Leaders*  
Jim Sullivan, Sullivision.com

**June 2:** Forgotten Fundamentals:  
*Rediscovering Training Basics*  
Patrick Yearout, Ivar's Restaurants

**June 30:** Going Mobile: A Strategic  
Plan for Driving Adoption  
Jason Lechner, Pizza Ranch  
Mike Andrews, DiscoverLink

Upcoming topics are in the works,  
check the website for updates.

### FREE Regional Training Forums (RTFs)

May 6: Texas  
July 15: Chicago  
July 15: Minneapolis

Check the online schedule for  
dates and times.

### 2021 Conferences

**Hospitality Training Live**  
Featuring virtual competency  
workshops!

- June 7-22
- September 18
- October 18-21

**Hospitality Training  
Conference**

Planning for in-person!  
September 2021

## President Talks

### In Honor of Mother's Day: Out of the Mouths of Babes (and Moms)



Sarah Morrissey

It's been a long winter, and spring feels like a good time to share with you some voices that aren't entirely mine. Instead, I sought out to learn how CHART is experienced by the person who mothered me, and the person who made me a mother.

I asked my son, Tate, about the role CHART plays in my life. At 17, he'd rather not be bothered with my philosophical questions, but he offered up the following deep thoughts: "I know you're President, so I'm sure you give speeches...and I remember we stayed with...um, I can't think of her name, but Wilson's mom, when we were in New York City and you got E.coli. Remember how she keeps cookie dough in her fridge at all times?"

He was referring to our Executive Director, Tara, who took us in (and me to the ER for IV liquids) when I became horribly sick on our mother/son trip. It is completely on brand for my child to remember warm cookies and cute dogs. Yes, Wilson is Tara's dog. What I remember is knowing she would be there at a moment's notice if I called.

There have been so many times over the last nine years I have reached out to my CHART family because I needed help. When I lost my job, it was my CHART network that kept me from spiraling. When the pandemic hit, it was all of you who helped me stay above water and remember we are better and stronger together!

When I asked my mom, Barb, how she has seen CHART impact my life, she wrote the following:

**“**I have seen you SURVIVE so much in your life, and I have also seen you THRIVE!!! Best of all, I have seen you better able to thrive daily because of CHART and the relationships you have formed with other professionals – now friends! In addition to all that you glean through this organization and its people, you have received personal support that is priceless! I appreciate the opportunities CHART gives you to share your voice and thereby build up others through your leadership. I am thankful to CHART for inspiring, acknowledging and caring for you and each other! CHART ROCKS!! **”**

I agree, completely. I simply can't imagine my life without CHART. Some of my dearest friends are those I see once or twice per year at conferences, yet the bond is never broken. It seems no matter where I travel, a CHART friend isn't too far away.

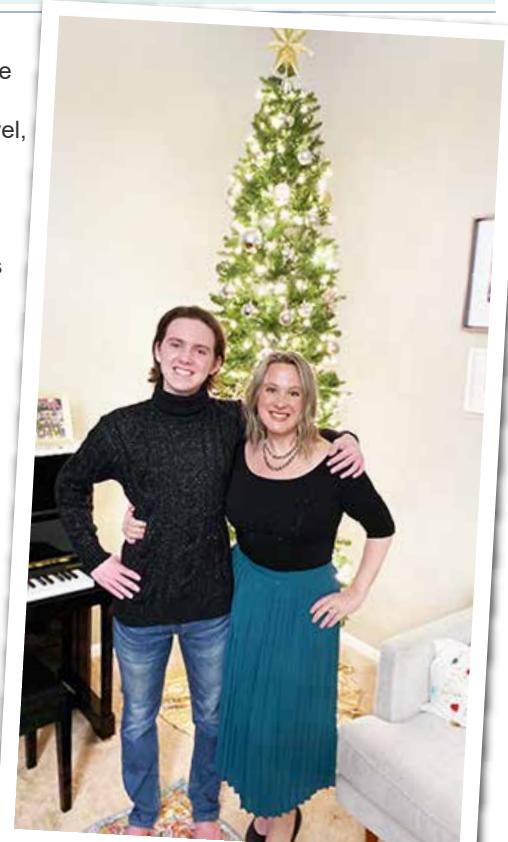
So on behalf of my mother, my son, and all my loved ones, thank you. Know that your positive impact and camaraderie extends far beyond just me. Our families may not always understand what our organization does, but I know they are better for it.

I'm one thankful mama.

*Sarah Morrissey*



Sarah & her mom Barb



Sarah & her son, Tate

## An Enhanced Member Experience

## is Coming Your Way!



This news is about as exciting as seeing you all again in-person! CHART is investing in MemberClicks, an Association Management Software (AMS) solution that provides an exceptional online member experience.

We are taking this step to increase your member value through:

- More opportunities to build high-quality connections
- Better opportunities to collaborate with others through community groups
- Easier access to the member directory and your profile
- Real-time CHART newsfeed
- Smoother event registration
- Seamless login to Ask My Peers
- More fun, like earning badges for being an engaged member
- We anticipate being up and running by the end of June!

## [Free Webinar] Multiunit Leadership 2021:

### The 5 Essential Best Practices of Above-Store Leaders

May 12, 2021 2:00 PM EST

The pandemic affected more than operations in 2020; the meaning of leadership was transformed too. The best Multiunit Leaders learned to evolve from the constraints they faced to invent smarter ways to supervise and motivate their managers and teams through indirect influence and governance. These innovations in leadership will grow as the pandemic recedes.

Jim Sullivan's annual research with a community of above-store leaders is highly regarded, and his insight is leveraged in media ranging from The Wall Street Journal to Fast Company and MSNBC. In this exclusive CHART webinar, he'll share the five core competencies that Multiunit Leaders should master and deploy to maximize people, performance, and profits in their 2021 operations.

**Topics include fresh takes on strategic clarity, situational leadership, critical thinking, intentional resolve, e-learning, and the dos and don'ts of high-impact unit visits.**



Jim Sullivan  
CEO, Sullivanvision.com

**REGISTER**

## Speaking Opportunities on HR and Training Topics

### CALIFORNIA & FLORIDA

CHART Alliance Partner IFBTA (International Food, Beverage, & Technology Association) is working on conference programming at the Western Foodservice & Hospitality Expo in Anaheim, CA August 22 - 24, 2021; and The Florida Restaurant and Lodging Show (FRRLA) in Orlando, FL September 19-21, 2021.

CHART is helping them find operators who can present on various HR and people-development related topics relating to independent and small-to-medium business operators.

Topics can be anything HR and training related: bringing employees back to the workplace, training and re-training, employee mental health, etc.

The event is expected to be in-person. If you are an operator and interested in possibly presenting or being on a panel, email [Tara@chart.org](mailto:Tara@chart.org) for more details.

## Member News

Vicki Houston-Brault and her wife Jennifer welcomed Marina Ophelia to the family on March 3!



# Sandi Spivey

January 4, 1953 – March 13, 2021

## Remembering Our Dear Friend and CHART Lifetime Member

The CHART Community experienced a deep and sad loss with the recent passing of Sandra Spivey.



Sandi was a Lifetime Member of CHART, and has always been a role model trainer, leader, volunteer, and friend. Sandi became a member of CHART in 1984 when she was a Training Manager for Carl Karcher Restaurants. Over the years, she held leadership roles with El Pollo Loco and Yum Brand's Taco Bell – becoming recognized as a luminary in the hospitality training and development world, and also serving as CHART President.



Her accomplishments in life were significant. Sandi had been living with Metastatic Breast Cancer (MBC) since 1998, and dedicated two decades to improving the knowledge levels and skill sets of patient advocates, and helping redefine hope in MBC patients and survivors. All while raising a beautiful and amazing family!

Last summer, CHART recognized Sandi for her outstanding contributions with the first-ever Lifetime Achievement Award. We will miss our dear friend.

The family has suggested the following organizations if you would like to make a tribute gift or donation in Sandi's honor.

[METAvivor](#)

[Living Beyond Breast Cancer](#)



Council of Hotel and Restaurant Trainers

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](mailto:lisa@chart.org)  
Deadline is 1st of the month for the next month's issue | Back issues: [chart.org](http://chart.org)

# CHART AWARDS & SCHOLARSHIPS

*Nomination Deadlines*



Due  
August  
1

## Spirit of CHART Award

Recognize a member who exemplifies CHART's guiding principles of Learning, Sharing, Growing, and Caring.

## Training High 5

Due  
July  
15

Share your sometimes obvious and always brilliant training tip, game, or solution with your peers so they can learn from your success!

## Celebrate the Good

Due  
July 1

## Commitment to People Award

Shine a spotlight on your stellar CEO or President who has shown an outstanding commitment to the development of people in your organization.

## BE the Good for Rising Stars



**Be part of the success story!**

Due  
July  
15

## Learning Legacy Fund

Nominate an up-and-coming trainer for a grant to attend the CHART conference for FREE.

Jan-  
April

## Scholarships for College Students

Current students in hospitality programs can qualify for a \$5,000 scholarship to help them realize their dreams. Presented by CHART, NRAEF, AHLEI.

Now  
for Sept

## Silent Auction to Fund Scholarships

Donations of any kind are welcome in the silent auction to help fund our scholarship program! Hotel stays, gift cards, gift baskets... the only limit is your imagination! Donate now for CHART 100 in September! Contact chart@chart.org

**Nominations are quick and easy!**

CHART.org - Membership & Community - Awards & Scholarships

