



# flipCHART

CONNECTING THE CHART MEMBER COMMUNITY



## VISIONARY TRAINERS TRANSFORMING HOSPITALITY

### Survey Says – 2017 Trends in Hospitality Training & Development Study Results

Attendees at the recent conference in San Diego got to dive into the newly-released results of the CHART and TDn2K 2017 *Trends in Hospitality Training & Development Study*. Key findings were interspersed with roundtable discussion, making this one of the most highly-rated and valuable sessions of the conference.

The purpose of the study is to keep CHART members up-to-date on the most recent benchmarks in training practices in the areas of learning investments, learning hours per employee type, delivery methods, instructional design, content areas, e-learning practices and internal versus external resources.

Members were given the opportunity to complete the survey in the spring, and the full report and individual company comparison will be shared with those who completed the survey. An infographic flyer and executive summary presentation will be available to all. *Many thanks to those who contributed by sharing their organization's practices for this important report!*



## A GREAT DAY FOR GOOD NEWS AUGUST 2017

### HOSPITALITY COMPANIES WITH LOWER HOURLY EMPLOYEE TURNOVER

- Tend to spend more time on new employee orientation
- Offer more hours of ongoing training to their incumbent employees
- Spend a larger percentage of their new hire training time on classroom training

### BEST PERFORMING COMPANIES TRAIN THEIR MANAGERS TO BECOME BETTER LEADERS

Management Turnover by Percentage of Training Time Spent on Supervisory Skills



### TRAINING STAFF



Over half of companies said training expenses increased over the last year; most of it from rising labor costs.

Over a third of companies said the staffing of their training departments increased over the last year.

### E-LEARNING ON THE RISE



76% of companies expect their E-learning training solution usage to increase in 2017

### TRAINING NEEDS INCREASING

Percentage of restaurant companies that said their job applicants have less experience than a year ago\*



\*Based on 2017 People Report study

Results are on [chart.org](http://chart.org) – Training Tools & Resources – Training Trends Study





## Jennifer Belk White Takes the Wheel as we Cruise on to San Antonio

We are pleased to announce that the fantastic Jennifer Belk White has agreed to be our conference director for CHART 95 in San Antonio.

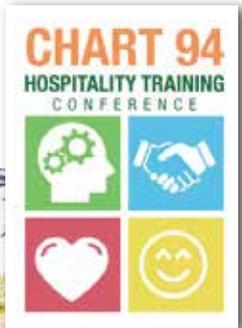
All aboard for a fantastic conference!



## CHART 94 San Diego Highlights

[View all the vibrant and fun photos on our Facebook page!](#)

1. Calvin Banks was Awarded the Spirit of CHART
2. Keynoter Colette Carlson Enlisted Dan Walker's Help
3. 78 First Time Attendees were Welcomed
4. 11 Lifetime Members were Celebrated
5. And...a CHART 1st! Angie Durbin Married Dale Morris in the Hospitality Suite!



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

### Members On the Move

Mark Boccia, Ed.D., CHE, CHT, is now Head of Learning & Talent Development for Royal Caribbean. He also has responsibilities as Dean of *Royal University*, which includes training centers located around the world to bring the new hires up-to-speed before they are deployed to the different ships. He will oversee each of the training consultants on-board the 49 ships and team located shore-side at the Miami headquarters office where he will now be based.

### 30 – 30 – 30 – CHART Does Good in San Diego

In our 30th conference service event, more than 30 CHART attendees participated in a beach clean-up at the Oceanside pier. This important service event helped clean the beach not only for beach goers, but also to help protect precious sea life. Over 30 pounds of trash and recyclables was picked up. They found everything from cigarette butts to toys to flip flops.

Post-beach clean-up, attendees treated themselves to funnel cakes and lunch at Ruby's on The Pier.

