



# flipCHART

CONNECTING THE CHART  
MEMBER COMMUNITY



## VISIONARY TRAINERS TRANSFORMING HOSPITALITY



## A GREAT DAY FOR GREAT NEWS JUNE 2017



Angelica Gamble-Wong  
Senior Vice President of Human Resources,  
Rubio's Restaurants, Inc.

### Take the "T" Out of Your Can't – San Diego Keynote



Rules are all around us, they make living simple and efficient. As advisors, trainers, and managers, we rely on rules to guide our curriculums and manage our workforces. But are we also allowing rules to strip out motivation and innovation? Go from a rule propagator to a leader! Empower your company by powering yourself up. Come spend an hour with Angelica to take the "t" out of Can't and Don't and begin to un-limit your potential by focusing on Do and Can!

This fun, motivating session will focus on the possible, rather than the impossible. And how to use motivation rather than rules to guide development.



Rick Zurburg

### Special Member Blog Spotlight: Confessions of a "TRAINERHOLIC"

*After 40 years in training and development and as a CHART member, Rick Zurburg shares his career journey with CHART. Many of you may know Rick. He and his wife, Leslie, are moving to England on a full-time basis in their retirement. Rick would love to stay in touch! His contact information follows, and remember, the UK is six hours ahead of U.S. CT!*

It all started back in 1974, when Rick just happened to be sitting in his so-called cubicle office at Holiday Inn University (HIU), the training headquarters for the chain, located in Olive Branch, MS. There was a group meeting going on to discuss training in the hotel and restaurant industry – a group called CHART. Holiday Inn's personnel director was one of the founding members of the organization and was hosting the meeting. *Read Rick's wonderful story at [chart.org](http://chart.org) – Trainer Tools & Resources – Member's Blog. Enjoy! And, please give Rick a shout out!*

[richardzurburg@gmail.com](mailto:richardzurburg@gmail.com)  
Facebook Messenger is very good as well

### It's a Pool Party!

Everyone loves a pool party! Join us in San Diego for our Sunday night event – a party poolside at the lovely Rancho Bernardo Inn. Think cabanas, BBQ, and limbo, all while relaxing with your CHART friends.

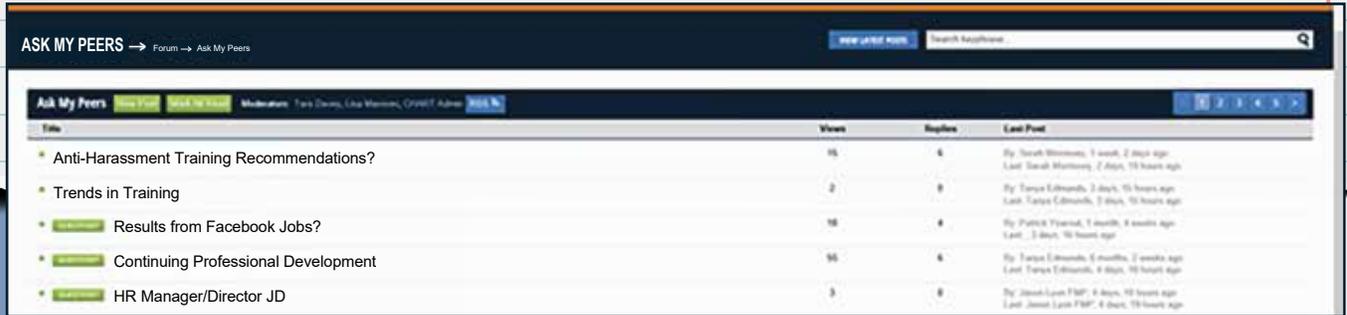




**Ask My Peers Has AMPed Up!**

Since the notifications function on Ask My Peers was improved, CHART's member-only, online discussion group has seen a substantial increase in activity. Do you have a burning question you would like to ask your trusted group of peers? Or maybe would like to help out on someone else's issue? Join the discussion today!

To access Ask My Peers, go to [chart.org](http://chart.org), where the link is in the top bar. Use your member login. If you have any trouble logging in, contact the CHART office.



**UPCOMING OPPORTUNITIES**

**FREE 2<sup>nd</sup> Wednesday Webinars**

Register at [chart.org](http://chart.org) – *Trainer Development & Events – Webinars*

**Wednesday, June 14**

**2:00 PM EST** (Note time change)  
*Winning the Talent War with Enlightened Hospitality*  
 Erin Moran, Union Square Hospitality Group  
 Peter (PK) Kirwan, Wisetail LMS

**Wednesday, August 9**

**1:00 PM EST**  
*Trends in Hospitality Training & Development: New Insights & Fresh Perspectives*  
 Donna Herbel, Perkins & Marie Callender's  
 Colby Hutchinson, Best Western Hotels & Resorts  
 Melissa Doolin-Koehne, TDn2K

**Wednesday, October 10**

**1:00 PM EST**  
*Multi-unit Leadership Training & Development*  
 Jim Sullivan, Sullivision

**Wednesday, December 6**

**1:00 PM EST** (Note date moved to 1st Wednesday of the month)  
*Using Incentives to Reinforce Training!*  
 TJ Schier, SMART Restaurant Group,  
 Which Wich Franchisee

**FREE RTFs**

Details at [chart.org](http://chart.org) – *Trainer Development & Events – Regional Training Forums*

June 21, 2017: Detroit, MI

**Conferences**

Details at [chart.org](http://chart.org) – *Trainer Development & Events – Upcoming Conferences*

July 15 – 18, 2017

**CHART 94**  
*Hospitality Training Conference*  
 Rancho Bernardo Inn  
 San Diego, CA

**PRESIDENTalks**

**Business Partners Hammer It Out**



Donna Herbel

Recently, I was making some small repairs on a garage exterior. While certainly not a professional, I am able to work my way through many small challenges with a little help from YouTube and a solid, basic toolbox. While I was wrestling with a piece of siding, my neighbor stopped by. He took a look at what I was doing, asked me to wait just a moment, and returned with some tools I had never seen or used (which were also not featured in the YouTube videos I had turned to for expert advice).

He had been in construction and hand work early in his professional life, and shared some insider tips for the work I was doing. We accomplished in a few minutes what I had spent the previous 45 trying to get started. I found the lesson in the moment, and am sure you have too. When we work only from our personal experience and our go-to resources, we miss opportunities for breakthrough moments.

The adage holds true:

**“ If you only have a hammer, you approach every problem like it is a nail. This truth was as relevant in my attempt at chores as it is in business. To have more tools in the toolbox, and more resources to solve problems and achieve innovation, business partners make a big difference! ”**

Training professionals as business partners are adept at asking questions, identifying needs, and providing solutions. As importantly, we facilitate conversations and ideas within our organizations, generating synergy and breaking down silos; learning from others' perspectives and areas of expertise. Being curious and aware of the business needs, we draw on our special perspective and experience to bring tools that other leaders may not have in their toolboxes. In partnership, we learn from others as well.

Thanks to CHART, we have a versatile set of tools we can draw upon to contribute to any business project!

In partnership,

## Silent Auction – Now accepting donations large or small!

The Silent Auction held at the summer conference each year nets more than \$10,000 toward our vital CHART, NRAEF, and AHLEI scholarship programs. And we can only do it with your help! We are now seeking donations of any kind. Hotel stays, restaurant gift cards or logo items, gift baskets...the only limit is your imagination!

To donate, please contact Kristin Burk at [kburk@foxrc.net](mailto:kburk@foxrc.net).  
Donations need to be received prior to July 10, 2017.

*Many thanks in advance!*



## Meet Your San Diego Conference Team

We asked our team members to share a CHART story around how they work to be better Learning Strategists, Business Partners, Culture Cultivators, and Visionary Trainers



### Conference Director Dan Walker

*Director of National Training Director of National Training and Development, Little Caesars*

"It would be hard to imagine the success that I have had professionally if I had not used the CHART guiding principles of Learning, Sharing, Growing and Caring. Learning to be more caring and being an empathetic leader have been invaluable. I truly believe that people do not care about how much you know until they truly know how much you care."



### Hospitality Co-Director Craig Forbes

*Senior Manager Ops Services, McAlister's Deli*

"When I attended my first CHART Conference, I was in my own little world and thought nobody else was having the same challenges as I was. Very quickly did I find out I was wrong. When I left that conference I was recharged and ready to take on any of the challenges, because I knew I now had a large support structure."



### Silent Auction Co-Director Alie Gaffan

*Vice President of People and Culture, Pacifica Hotels*

"Having grown up on stage and screen, I never would have imagined that I'd find myself with a career in hospitality. An unemployed actress, I landed my first 'real' job as server at one of Pacifica's hotels. Flash forward about 22 years, and this amazing industry of ours has allowed me the opportunity to grow and develop a set of skills that have shaped who I am."



### Communications Director David Lawyer

*Senior Manager Learning & Development, HMSHost*

"Because of the learning opportunities and relationships I've been exposed to within CHART, I am able to better consult our senior leaders in identifying and resolving performance gaps. My development has built my confidence in delivering learning solutions that not only drive business objectives, but also promote our organization's culture."



### Volunteer Co-Director Beth Campbell

*Field Training Consultant, Arby's Restaurant Group*

"My role is to help our teams to 'become the best that they are capable of becoming.' I approach that with a passionate commitment and consistent drive for excellence in my day to day actions. I am relatively new to CHART, but in my short time I have been provided the connections and resources to better me in that quest."



### Facilities Co-Director James Vavak

*Manager of Training and Development, Drury Hotels Company, LLC*

"Attract, Develop and Retain. Three words that mean so much in today's work environment, and CHART has given me the opportunity to connect with like-minded individuals that offer different insight and ideas on additional ways we can develop and retain team members once they join our company."



### Service Event Co-Director Christin Bell

*Director of Culture & Team Engagement, The Bernstein Companies – Hotel Division*

"After several years in the industry, I took my first role in the training field, and realized that I came with little more than pure operations experience. It has been with the help of CHART that I have developed my knowledge, skills, and abilities to run a training department and make a difference in the overall operation of my company – and specifically the culture of the company."



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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)

## Spring Regional Training Forums (RTFs) – Quantity AND Quality



**Seattle**

Eighteen attendees representing casinos, hotels, brewery and restaurant organizations gathered at Scott's Bar & Grill in Edmonds, WA. Angie Dorgan and Restaurants Unlimited were the hosts, plus a representative from PlayerLync, the WA State Hospitality Association Education Foundation, and a developer for a restaurant-focused mobile application were also in attendance.

Bill Marvin, The Restaurant Doctor, did a presentation on what managers new to the role need and want for training and what they actually receive. The group ended the forum with a robust, Live Ask My Peers session.

As we headed into 2017 earlier this year, there were no less than 10 RTFs scheduled by our dedicated RTF Directors!

Here is an update on good people doing great things all across the U.S.



**Boston**

On April 18, a dozen Trainers, Instructional Designers, Managers, and Executives came together at the Massachusetts Restaurant Association's office for a collaborative and inspiring workshop about the many challenges, solutions, approaches and uses of technology in the restaurant world.



**Atlanta**

It isn't everyday you get to have some real quality time with an industry leader like Kat Cole, Group President of FOCUS Brands. The group enjoyed an intimate discussion with Kat, who answered any and all questions they had for her.

