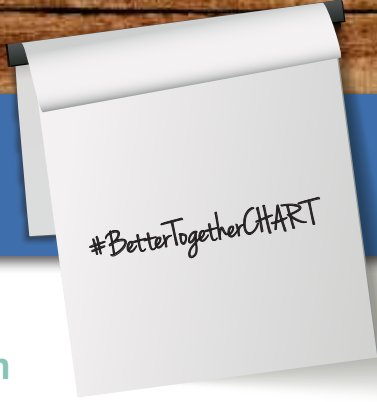




# flipCHART

CONNECTING THE CHART  
MEMBER COMMUNITY



VISIONARY TRAINERS  
TRANSFORMING HOSPITALITY

A GOOD DAY FOR HOPEFUL NEWS  
MAY 2020

## 171 New Members Join Through the Membership Access Program #BetterTogetherCHART

CHART members have always been a bastion of kindness in a competitive world. And the COVID-19 pandemic proved you to also be a pillar of strength in a crisis. Within days, you went from reacting to the crisis to creating new solutions that will reshape the world of learning.

Early in the crisis, your CHART Board decided to make the resources of CHART available to as many hospitality trainers as possible during the pandemic, and a new **Membership Access Program** was announced April 2, 2020. Since that time, we have welcomed 171 new members into the CHART community!

This new program provides members a pay-what-you-can renewal and free membership for new members. Our hope is that by helping our members stay in touch, and growing our connections with even more hospitality trainers that need our trusted network, we will all come out of this better and stronger together.

After months of social engagement and technological immersion, workplace learners and business leaders will have a higher expectation with regard to how they want to engage and learn.



### Membership Access Program

#BetterTogetherCHART  
COVID-19 Response

Pay-What-You-Can  
Renewals

Free Membership for  
Hospitality Trainers

New Member Webinar  
Wednesday, May 6, 2020  
1:00 pm EST

REGISTER

## Calling CHART Instructional Design Experts

In our effort to continuously improve our Hospitality Training Competencies materials, we are looking for CHART Instructional Design experts to collaborate on upcoming revisions to the program. We will be starting with the Instructional Design (ID) track, and we are actively considering creating an E-learning version of the ID track materials.

If you are interested in volunteering as a subject matter expert, please reach out to Jennifer Belk White at [jenbelkwhite@gmail.com](mailto:jenbelkwhite@gmail.com).

To develop these into E-learning courses, we will also need an expert in Articulate Storyline to create the final product. We will pay a stipend for this work. If you are interested, please reach out to Jennifer for details on the scope of work in order to prepare a bid for the project.



Hospitality Training Competencies  
CERTIFICATE PROGRAM

## Do you have something to say?

One of the biggest benefits of CHART membership is that it provides a platform for you to promote and share your knowledge, grow as a thought leader, and become recognized as an expert in your field.

Writing an article for CHART's **Hospitality Training Magazine** or a blog for the **Member Blog page on CHART.org** are wonderful ways to reach more than 4,000 hospitality industry professionals with your ideas.



HOSPITALITY TRAINING  
magazine

The New CHART Hospitality Training Magazine is

Just for You



>>> **Boston's Innovative Virtual Regional Training Forum (vRTF)**

Sixteen joined in as CHART partner Morreen Rukin of Creative Restaurant Solutions co-presented with Brenda K. Reynolds, who is an acclaimed author and speaker. The topic of "Now What?" to "Why Not?" and achieving clarity in uncertain times resonated with all on the call. If you go to [BrendaKReynolds.com](http://BrendaKReynolds.com), you can download the first chapter of her book. The virtual RTF closed with 30 minutes of Live Ask My Peers.

## UPCOMING OPPORTUNITIES

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

### FREE Wednesday Webinars

Now held EVERY month @ 1:00 PM EST

#### 2020 Dates

- May 13
- June 10
- July 8
- August 12
- September 16
- October 14
- November 11
- December 9

### FREE Regional Training Forums (RTFs)

- Chicago: May 14 (will be held virtually)
- Orlando: May 21
- Minneapolis: July 16
- Minneapolis: October 15
- Chicago: October 22

### FREE Virtual Training Forums (VTFs)

These newly formed roundtable discussions deal with timely COVID-19 topics. The schedule is constantly updated, so please check online.

### Upcoming Conference

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

COVID-19

Resources Page

at [CHART.org](http://CHART.org)

- > FREE CHART Membership Access Program
- > Virtual Training Forums (VTFs) & Webinars
- > Free Educational Courses
- > COVID-19 Resources & Links
- > Financial Assistance & Support

## PresidenTalks

### #BetterTogetherCHART

*Caring. It is one of CHART's guiding principles, and has risen to the top of my priority list during these uncertain times.*



Sarah Morrissey

As I write this, over 90% of my hotel team is furloughed, and I know many of you are in the same position. It is hard to find the right words of comfort and assurance. It is NOT hard to care.

At our most recent (virtual) CHART Board meeting, we spent a lot of time discussing how we can best model and employ our core value of CARING. Our hearts were heavy as we listed member after member who had been placed on furlough or laid off, and how that would likely affect whether or not people would renew their CHART memberships. We wanted to remove any barriers to membership when this is the time people could benefit most from the networking and educational opportunities we provide.

The **Membership Access Program** was born from love and caring. For those new to CHART, we are offering free membership through May 31, 2020. Current members who are due to renew before July 31, 2020 are able to pay what they can. In less than a week, we have welcomed 88 new members to our CHART family with open arms! In an immediate and impactful way, we put CARING into action and showed up for our industry because it was the right thing to do, and we had the power to make a difference.

We are all in control of how we show up for our families, our companies, and ourselves in times of crisis. Though we cannot control the circumstances around us, we can always choose how we respond. While I admire those who are learning a new language or taking up crochet, I do not want any of us to feel pressure beyond survival and sanity each day. Whether you're sheltering at home or going to work, please take time each day to check in with yourself. What can you control today? How can you show yourself the grace and compassion you show to others? What new bit of joy can you discover amidst the chaos?

This is really hard stuff, but we can do hard things! It is what we were born to do! We are not in this industry to get rich or live on Easy Street...we do what we do because serving others is in our blood. Your CHART Board is here to serve and support each and every one of you as we navigate this new way of life, and we have never been more grateful for the support you give us in return.

Always remember, we are #BetterTogetherCHART.

## Only Hope at CHART 99

Lisa Marovec  
Sr. Director of Marketing, CHART

I want to go back to Napa. Back to CHART 99, where the attendance was record-breaking, the energy was through the roof, the outlook nothing but optimistic, and where the term "COVID-19" was unknown.

If only we would have known then what we know now, maybe we would have stopped out in the courtyard just one more time and enjoyed face-to-face conversation with dear friends and colleagues. And we for sure would not have taken a handshake and a hug for granted!

Now, careers feel fluid and families upended. The crisis may have brought us to our knees, but together, we have risen



and are climbing this wall together. While it is challenging these days, we can, and will build a stronger industry as a result of this catastrophe. We can, and will innovate new ways to develop people and improve performance. A renewed commitment to people will undoubtedly result. Our future may be uncertain, but you can always count on the people of CHART.

To those of you who have been furloughed or laid off, our thoughts are with you. And, to those of you tasked with more responsibilities than ever, we know you are doing the best you can.

### YOU ARE ALL TRULY AMAZING.

And while Zoom meetings are fun, we can't wait to see you in-person in the future, and give lots of CHART hugs.

## Napa Evaluation – First Time Attendee Comments



Our rock star FTA co-directors laid the groundwork for a fantastic FTA experience. Thank you Calvin Banks and Kelly McCutcheon!



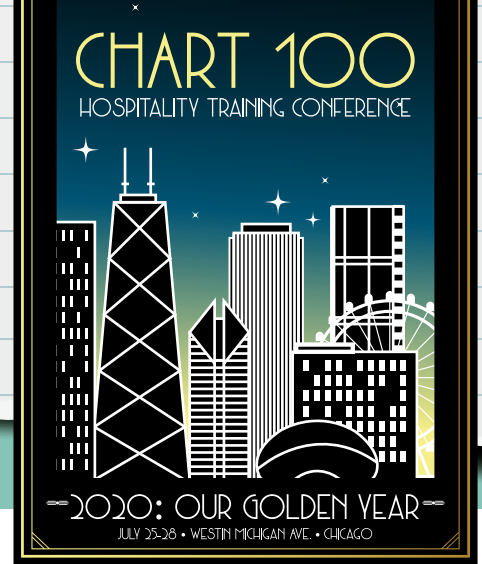
“ Way more than I expected in the best way possible. I was expecting to be inspired but I got so much more than that. I feel like I am walking away with skills and plans. It is everything I didn't know I needed. I feel like I just fit. ”

- “
- > I did not expect the level of talent from the keynote speakers.
  - > I liked the ambassadors at the table to initiate the conversation.
  - > More than what I expected. Networking invaluable. I would like to have been able to go to all of the breakouts but you have to make a choice. Really happy I chose the ID track. Chose it since it was what I am lacking the most. Brant's keynote was amazing.
  - > It has been a different conference experience. You go to other conferences and it feels like the same content as seen before. This is the first thing I have come to where I can see a path of how this will help me progress in my career.
- ”

## CHART 100:

### Chicago Conference Update

Currently, we are hoping to move ahead with the CHART conference in Chicago, scheduled for July. We are watching to see how the current situation and recommendations evolve, and will consider postponing the conference if necessary, or adding virtual options to help ensure that as many hospitality trainers as possible can participate. Stay safe, everyone!



### Virtual Training

### Forums (VTFs)

### Make Their Debut



At the onset of the crisis, the VTFs provided a lifeline for many. Topics like Furloughs, Dining Room Closures, Cross-Training, and much more provided a forum for members to gather and share solutions and stories from the frontlines. View previous VTF notes on the [COVID-19 Resources page](#).

# Many Thanks

to these good people who referred CHART conference attendees at either the Albuquerque (2/19), Nashville (7/19), or Napa (2/20) conferences:

- |                     |                           |                 |
|---------------------|---------------------------|-----------------|
| Aaron Primeau       | Jessica Gibson-Conlon     | Michele Lange   |
| Angela Gamble Wong  | Joleen Goronkin           | Gabe Hosler     |
| Angelina Sabatini   | Juan Lopez                | Rachel Richal   |
| Ashley Giallonardo  | Kathy Dispenza            | Damian Hanft    |
| Chris Patterson     | Karen Ford                | Mark Lyso       |
| Chris Titshaw       | Kim Skolnick              | Matt Kubarek    |
| Christine San Juan  | Krista Krzyzek            | Matthew Brown   |
| Colby Hutchinson    | Lael Garner-Weadock       | Matthew Steele  |
| David Lawyer        | Lauren Grindrod           | Nicole Lewis    |
| David Onderlinde    | Leann Farley              | Renny Freet     |
| Debbie Parone       | Lindsey Moon-Lenggenhager | Robert Stewart  |
| Felicia White       | Louis Basile              | Scott Clark     |
| Jamie Weeks         | Marty Martin              | Shannon Scally  |
| Heather Bailey      | Melissa Ellis             | Shane Mannix    |
| Heather Murray      | Merrin Mueller            | Shar Ingelmo    |
| Jamie Pearson       | Michelle Carlson          | Thea Loucks     |
| Jessie Bray         | Mike Hackney              | Teresa Papaleo  |
| Jason Lyon          |                           | Tracy White     |
| Jennifer Belk-White |                           | Valerie Wilcher |

### Women of the Vine & Spirits Announces Complimentary Access

In response to COVID-19, Women of the Vine & Spirits is providing complimentary access to its community through June 15, 2020.

The organization, whose members include women and men from all sectors of the alcohol beverage industry, is aiming to support those facing direct financial and lifestyle hardships such as sommeliers, bartenders, F&B managers, buyers, restaurant, and hospitality professionals.



**To sign up for complimentary access**  
through June 15 visit  
[womenofthevine.com/covid19](https://womenofthevine.com/covid19)

Additionally, Women of the Vine & Spirits encourages anyone interested to apply for scholarships through its charitable arm, the Women of the Vine & Spirits Foundation, 501(c)(3) to continue their educational, personal and professional development in the alcohol beverage industry. The application deadline is June 30, 2020. To learn more about the various scholarship opportunities including WSET, Continuing Education, Professional & Leadership Development, Master Sommelier and more, visit the Foundation page at [womenofthevine.com/foundation](https://womenofthevine.com/foundation).

## New & Returning CHART Members // September 1, 2019 through April 10, 2020

Brandi Abercrombie, OKC Thunder  
Jacqueline Abtahi, Jack in the Box  
Amanda Adams, Purdue Dining & Catering  
Al Aiona-Aka, Kikka Sushi  
Sarah Allard, Perkins Restaurant and Bakery  
Robert Allison, Taco John's International, Inc.  
Javier Araya, MasterCorp  
Tori Arden, Universal Orlando Resort  
Deborah Ascenzo, G6 Hospitality  
Jose Ayala, Blaze Pizza  
Sandra Banks, Local Favorite Restaurants  
Katie Barongan, Clyde's Restaurant Group  
Colleen Bayne, RB American Group  
Cristina Beaudoin, Modern Restaurant Concepts  
Erica Beggan, Lazy Dog Restaurant & Bar  
Shannon Beyak, Boston Pizza  
Cathy Blake, The Boiling Crab  
Eric Boenig, Wingstop  
Gentry Boles, Blackberry Farm  
Kyle Booth, Condado Tacos  
Cola Boyer, Northern Quest Resort & Casino  
Nate Breen, Pizza Ranch  
Luis Briseno, Harrahs Resort Southern California  
Jared Brown, Slim Chickens  
Russell Brown, International Dairy Queen  
Meaghan Buntin, Ballard Brands  
Loren Burns, Caribe Royale Resort  
Donna Calvano, Del Taco  
Jordan Carson, Fassler Hall Little Rock  
William Carton, Grand Geneva Resort & Spa  
Brandon Cluff, CHT, Buffalo Wild Wings  
Michael Correll, Bad Daddy's Burger Bar  
Shannon Cox, Applebee's  
Joseph Crouch, Dairy Queen  
Eduardo Cruz, Blaze Pizza  
Lisa Cyphert, Sheetz  
Kenneth Davis, Del Frisco's Grille  
Monica Dawson, Jag's Steak and Seafood  
Sherry DeLong, Morrissey Hospitality  
Jen Dismukes, Captain D's  
Michael Ditrich, Captain D's  
Diane Duffey, Best Western  
Rick Eckhardt, Taco John's International, Inc.  
Charles Ehler, Torchys Tacos  
Brandy Eltzroth, Wings Etc. Corporation  
Michelle Emmons, Red Roof  
Brent Engel, Steak 'n Shake  
John Erdman, Northgate Resorts  
Jessica Esteves, Mizner Country Club  
Tiffany Evans, Global Franchise Group  
Diane Fahrenkrug, Chick-fil-A  
Sharon Fincke DGeorge, M Crowd  
Michelle Findlay, Sheraton Vistana Villages  
Beth Fink, Le Pain Quotidien Bakery and Restaurant  
Madeline Flynn, Johnny Rockets

Eileen Foley, PR Management-Franchise Panera Bread  
Jennifer Foltz, Sheetz  
Derek Fournier, Sonesta Hotels  
Daniel Franey, Wingstop  
Cari Freeman, Waba Grill Franchise Corporation  
Arianah Fresques, Twenty Four Seven Hotels  
Nicole Frisella, Frisella's Roastery  
Gwen Fuller, Seminole Hard Rock Support Services  
Pamela Funk, FOCUS Brands  
Kyndra Gamache, Northern Quest Resort & Casino  
Angelica Gamble-Wong, Harrahs Resort Southern California  
Dan Garteiz, Cracker Barrel Old Country Store  
Ashley Giallongardo, Boston Pizza  
Donna Giarratana, Think Food Group  
Jason Glasscock, Lee County Visitor & Convention Bureau  
Lisa Golden, MasterCorp, Inc  
Rachel Grant, The Greene Turtle  
Lauren Haggard, Wingstop  
Christine Harnois, The Cheesecake Factory  
Jamie Haydel, DBMC Restaurants-Walk-On's Sports Bistreaux  
Erica Hedlund, Taco John's International, Inc.  
John Henderson, Sheetz  
Christine Hernandez, Jamba Juice  
Jim Hicks, Nathan's Famous, Inc.  
Liz Higgins, Harrahs Resort Southern California  
Katie Hintz, OTG Management  
Amy Hohimer, Cracker Barrel  
Stacy Hollingsworth, G6 Hospitality  
Lisa Holloway, Roti Restaurants  
Joshua Johnson, Inspire Brands  
Kayla Johnson, Morrissey Hospitality  
Alec Karakolis, Buffalo Wild Wings  
Helena Kehagias-Reed, Good Times Restaurants  
Theresa Keller, Hotel Bennett  
Lindsay Kennedy, Hershey Entertainment & Resorts  
Stephanie Ketron, Westgate Resorts  
Kellie Kulina, Hershey Entertainment and Resorts  
Tracy Labat, Zankou Chicken  
Ryan LaBossiere, Flatbread Company  
Michael LaFlamme, Harrahs Resort Southern California  
Nyal Micah Laird, Universal Orlando Resort  
Robin Lameyer, Best Western  
Stephanie Lauridsen, Jack in the Box  
Emily Lauritson, Ryman Hospitality Properties  
Sandra Lavold, Evolution Hospitality  
James Ledbetter, Galardi Group-Wienschneitzel  
Raymond Lee, Westgate Resorts  
Ashton Lewis, Flatbread Company  
Kelly Licciardi, OTG Management  
Juan Lopez, Blaze Pizza  
Teal Lopez, Grill Concepts  
Thea Loucks, Northern Quest Resort & Casino  
Yvette Ly, west-bourne  
Steven McGuinness, The Habit  
Gregory Mello, Subway

Olivia Mendoza, Blaze Pizza  
Alex Motes, Westgate Resorts  
Melinda Muharemovic, Radisson Blu Minneapolis  
Gretchen Murry, Best Western  
Logan Nadolson, Twin Management  
Jeni Nortz, Northern Quest Resort & Casino  
Amber Novak, Taco John's International, Inc.  
Randy Olson, American Dairy Queen Corporation  
Tara O'Neill, Fresh Kitchen (Ciccio Restaurant Group)  
Christopher Osgood, CHT, Inspire Brands  
Tina Ovsepyan, Zankou Chicken  
Anson Owens, Good Times Restaurants  
Luke Parks, Landry's  
Brandon Payne, Bad Daddy's Burger Bar  
Emily Pflugi, Bad Daddy's Burger Bar  
Josie Podesto Soto, Trump International Beach Resort  
Milcy Polanco, Westgate Resorts  
Wendy Popkin, ORLA Education Foundation  
Tasha Portis, Church's Chicken  
Iina Potter, Millennium Hotels and Resorts  
Bouran Qaddumi, Church's Chicken  
Felix Quinones, Harrah's Resort Southern California  
Virginia Regensberg, Best Western  
Nicholas Rodriguez, Flatbread Company  
Heidi Ross, Applebee's  
Dana Ruckman, 1978  
Claudia Ruiz, Outback  
Chris Ruiz, CHT, Buffalo Wild Wings  
Antonio Salgado, Blaze Pizza  
Neal Schenker, The Greene Turtle  
Micki Schlechting, Nandos USA  
Kristina Schneider, DTOWN Bar & Grill  
Kassi Schulz, Virginia Tech Dining Services  
Maria Serrato, Del Taco  
Melody Shaff, CLC Restaurants  
Kathie Shaw, Taco Time NW  
Amanda Simmons, Sheetz  
Susie Sittner, Blackberry Farm  
Caroline Skinner, Tupelo Honey Hospitality  
Kell Sloan, Westmont Hospitality Group  
Paula Soderberg, Morrissey Hospitality  
Kerri Stallard, The Cheesecake Factory  
Krystena Sterling, Walt Disney World  
Kate Stiteler, Sonesta Hotels  
Calvin Stokesbary, Whataburger  
Naomi Stonerock, IHG Crowne Plaza Columbus-Downtown  
Dina Taher, InTown Suites  
Paul Therens, Buffalo Wild Wings  
Matt Thomas, Bricktown Brewery  
Cheryl Thompson, Habit Burger Grill  
Julie Thompson, Habit Burger Grill  
Sommer Throgmorton, Fassler Hall  
Shannon Tooker, OTG Management  
Jason Trojacek, 7-Eleven  
Kathy Twedt, Bubba Gump Shrimp Co.  
Buddy Uncapher, Captain D's  
Kelly Vaccaro, Kerbey Lane Café  
Carol Vajanyi, Golden Corral  
Antonella Vega Ortiz, Westgate Resorts  
Ron Wade, Inspire Brands  
Kori Walker, Captain D's  
Brittany Watson, Krystal  
Lisa Welch, Makeready  
Inga Wendelin, TFE Hotels  
Rachel Wheeler, Wingstop  
Matthew Williams, Arby's

Ashley Williams, Your Pie Franchising  
Jennifer Wilzbacher, OTG Management  
Georgina Zirbes, Yogurtland

### Addendum since April 10

Anne Aguilar, San Manuel Casino  
May Al Doseri, Kandima Resort Maldives  
Nury Alers, Loews Hotels at Universal Orlando  
Angela Alford, US Air Force Lodging  
Elayne Brick, Sellersville Inn, Inc  
Robert Bryant, A&W Restaurants  
Felecia Burrows, Sandals Royal Bahamian  
Elizabeth Castaneda, Loews Hotels at Universal Orlando  
Kristina Coffman, RB American  
Beth Crowley, 99 Restaurant and Pub  
Kristie Dains, Andy's Frozen Custard  
Emelio Daugherty, Orange Leaf Frozen Yogurt  
LaTonya DeBruce, Atlanta Hawks  
Juan Dove, Slim Chickens  
Katie Duncan, Red Robin Gourmet Burgers  
Tyler Durham, Tavistock Restaurant Collection  
Ramesh Dussoye, Lux Resorts  
Richard Fletcher, Krystal  
Karen Fray, AISG, Inc-US Navy Contractor  
R.L. Garcia, SM Hotels and Conventions Corp.  
Tonya Garvin, BPR Properties  
Rachel Gehrke, Slim Chickens Restaurants  
Erin Hardy, Giordano's  
Louis Harfouche, San Manuel Band of Mission Indians  
Ebony Harris, US Air Force Lodging  
Shawna Harvey, Nothing Bundt Cakes  
Joshua Hayworth, HL Food Service, LLC  
Krishawna Henderson, Checkers/Rally's  
Brian Henry, Orange Leaf Corporate  
Sara Henry, Rock Steady Kitchen  
Samantha Klecyngier, Giordano's  
Melissa Lanouette, Best Western  
Toni Lindner, Best Western Hotels & Resorts  
Melissa Lombardo, Conrad New York Midtown  
Sarah McDuff, Food Concepts International  
Jennifer Miland, Taco Time  
Barry Orbach, Xperience Restaurant Group  
Theresa Papaleo, Checker's & Rally's  
Jean Petridis, Loews Hotels  
Amy Phillips, Golden Corral  
Jocelyn Pangan Robaro, Vakkaru Maldives  
Mario Rodriguez, Red Lobster  
Timothy Sager, A&W Restaurants, Inc.  
Shannon Scally, Oregon's Pizza Bistro  
Raymond Schweiger, Cracker Barrel  
Kristen Shields  
Nate Slichter  
Ben Snow, Loews Hotels  
Adam Spangler, The Cheesecake Factory  
Daran Steele, US Air Force Lodging  
Keith Strew, Uncle Julio's  
Olga Syutkina, North Island, A Luxury Collection  
Jay Timothy, RB American Group  
Xina Togba, FOCUS Brands  
Ena Torres, Rosen Hotels  
Brianna Wolley, Tavistock Restaurant Collection  
Diana Yelder, US Air Force Lodging  
Nidal Zmily, CEC Entertainment Inc.