



# flipCHART

CONNECTING THE CHART  
MEMBER COMMUNITY

VISIONARY TRAINERS  
TRANSFORMING HOSPITALITY

FALLING FOR CHART  
OCTOBER 2020



## Cooking Up a Virtual Service Event

September 30 - November 30, 2020

On September 30, we were excited to announce our 35th community service event! "Cooking and Cocktails for a Cause" will benefit Childhelp, a nationwide organization that has helped abused, neglected, and at-risk children for more than 60 years.

It's a FUN-raiser that's part creativity, part competition, part collaboration, and ALL the Caring of CHART. It's finally time to show us what you've got in the kitchen! We are putting out the call for all you food and beverage enthusiasts, wannabe chefs, home cooks that rock, closet mixologists, and those bound to amuse. Share what you've got by posting a video of your mad (or sad) skills in our CHART Cooking & Cocktails for a Cause Challenge!



### Here are Three Ways YOU Can Participate:



#### 1. Make a Video

Show your cooking skills (or lack thereof) and inspire people to donate to Childhelp.

Download the participation flyer PDF to get started.

#### 2. Donate

Make a donation to Childhelp from any of the CHART Cooking & Cocktails for a Cause fundraising pages.

[DONATE NOW](#)

#### 3. Spread the Word



Inspire your family, friends, colleagues, and the rest of your network to support Childhelp by sharing our videos and links in your social channels.

### Check out these videos for more information and inspiration:

- > Promo Video (40 seconds)
- > Thank You to CHART Video from Childhelp Founders (1 mintue, 47 seconds)
- > Childhelp Founding Video (4 minutes, 52 seconds)

- > Full-length Feature Film "For the Love of a Child" - *A fact-based drama that follows the dedicated founders of Childhelp as they take on their life-long mission to help abused and neglected children.*

## Supporting your Employees

## as you Navigate Change

Wednesday, October 28, 2020 @ 1:00 pm EST

FREE  
WEBINAR!

This year has been nothing less than a seismic event for the hospitality industry, as the pandemic deeply impacted restaurants and lodging businesses across the nation. Now that businesses are reopening and managers are bringing employees back into the fold, one challenge many L&D pros must face is this: How to continue to support your employees as you navigate change.

Join these experts to discuss the tactics this team used to help their employees maintain cohesiveness during times of change.



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



**Orvil Ownby**  
Network &  
Infrastructure  
Manager,  
Copper Cellar



**Bart Fricks**  
COO,  
Copper Cellar



**Lana Dalton**  
Marketing  
Specialist,  
Wisetail



Sarah Morrissey

## PresidenTalks

### The Service Heart of Hospitality

This is the time of year that many of us pack up our recruitment kits and head to college campuses in search of shining stars to hire. While recruitment has become almost entirely virtual, I am looking forward to a time when I can again stroll into a job fair, set up my table, and meet the future of hospitality.

For most of the last twenty years, I have spoken to college students majoring in Hospitality and Tourism. The very first thing I say – much to the surprise of many professors – is that hospitality is not about a degree or what I read on a resume. Hospitality is about having a service heart. I tell the students it's okay if you don't feel called to be of service to others, but they may find joy in another industry. One professor called me after a visit to let me know three students dropped their major after I spoke to his class. They knew they weren't cut out for hospitality. I still believe I gave him (and the students) a gift despite enrollment taking a small hit.

So what is a "service heart?" Being passionate about creating memorable moments for other people.  
Broadly defined, to me it means: It is selflessness and sacrifice, often without accolades or financial gain.

Daily, I walk through the spaces of my hotel and find myself in awe of my team members' service hearts. They are working on the front lines to serve our guests each and every day in an industry critically wounded by the pandemic. They LOVE taking care of other people, regardless of whether they're recognized for it.

As a member of CHART, you are among hundreds of service hearts, and we are proud to present an opportunity for you to give back! We are currently hosting our 35th service event: Cooking and Cocktails for a Cause! It's a FUN-raiser in partnership with Childhelp to help better the lives of children across our nation. Part creativity, part competition, part collaboration, and ALL the caring of CHART will be wrapped into one fantastic virtual event! Visit [chart.org](https://chart.org) for more details and inspiration – or just to see the near catastrophe from my kitchen captured on video!

My heart is thankful for yours, 



While we aren't able to gather in person, we CAN and WILL make a difference by lending our service hearts to young people across the nation.

## Member News



Jesse Boehm is now an Instructional Design Manager for Equity LifeStyle Properties, the leading owner/operator of Manufactured Home Communities, RV Resorts & Campgrounds in North America.



Felicia White was promoted to Vice President, Global OPS Training and Development at Church's Chicken. Nice promotion, Felicia!



Angelina Sabatini has recently accepted a new opportunity as the Director of Training at Cali Restaurants, Ciccio Restaurant Group.

## Introducing Talent for Hire

Talent for Hire is a new resource for CHART members! If you are seeking opportunities for part time, full time, or contract work in training, instructional design, HR, or consulting, you may post your availability and area of expertise in this section which will be viewable to any company looking to hire on CHART's website.

### TALENT FOR HIRE

Connecting Hospitality Trainers with Fresh Opportunities  
Connecting Recruiters with Top Talent

#### TRAINERS

Post your qualifications, along with the types of opportunities you're interested in, and let the recruiters come to you!

CHART is your hub for professional connections.

#### RECRUITERS

View a list of talented trainers seeking full-time, part-time or contract work.

Target your recruiting and reach qualified candidates quickly and easily.

Simply log into the Ask My Peers portal on the CHART.org homepage, and choose "Talent for Hire." Once we have some great CHART trainers to show off here, we'll be marketing this page to recruiters and employers as their one-stop buffet of awesome talent!

*If you are having trouble logging into Ask My Peers, try using your email as the username and chart123 as your password. If that doesn't do it, email [chart@chart.org](mailto:chart@chart.org), and we'll be happy to help!*



## Hospitality Training LIVE

### is in the Books!

More than 140 CHART members and partners gathered virtually for our first online learning series during three consecutive Wednesdays in September. With focused content for hospitality trainers, the speakers and session received very high marks!

#### Participant Comments

- > *Keep these events coming!*
- > *I thought the platform was great and the breakout rooms worked out great.*
- > *It was great to see everyone.*
- > *I truly am thankful for CHART!*

## Bingeworthy Recommendations from Your CHART Peers



After Life

All American

Below Deck

British Baking Show

Broadchurch

Brooklyn 99

Charmed

Cobra Kai

Criminal

Dark

Dead to Me

Defending Jacob

Family Guy

Friends

Homeland

How to Get Away with Murder

Nailed It

Ozark

Peaky Blinders

Ratched

Real Housewives

Schitt's Creek

Succession

Ted Lasso

The Chef Show

The Good Place

Umbrella Academy

The Boys

What We Do in the Shadows

Yellowstone

Young Sheldon

## Arm's Reach Scavenger Hunt

### Cool Icebreaker Idea for

### Online Teams



Can be self-scored by participants. Easy & fun!

**The idea:** You call out items, and everybody who has that item within arm's reach - without leaving their chair - holds it up in front of the camera to prove it.

#### Examples could include:

earbuds/headphones  
CHART swag  
*(like a CHART cup/mug)*  
a blue pen  
external microphone  
laptop bag  
something from the last CHART conference  
a snack  
a pet  
your most recent Amazon purchase  
a mask  
hand sanitizer  
*whatever!*



Mike Ganino gives tips and tricks for how to "Captivate on Camera"



Kelly McCutcheon prepares for her breakout session "Power Up Your Presentations"

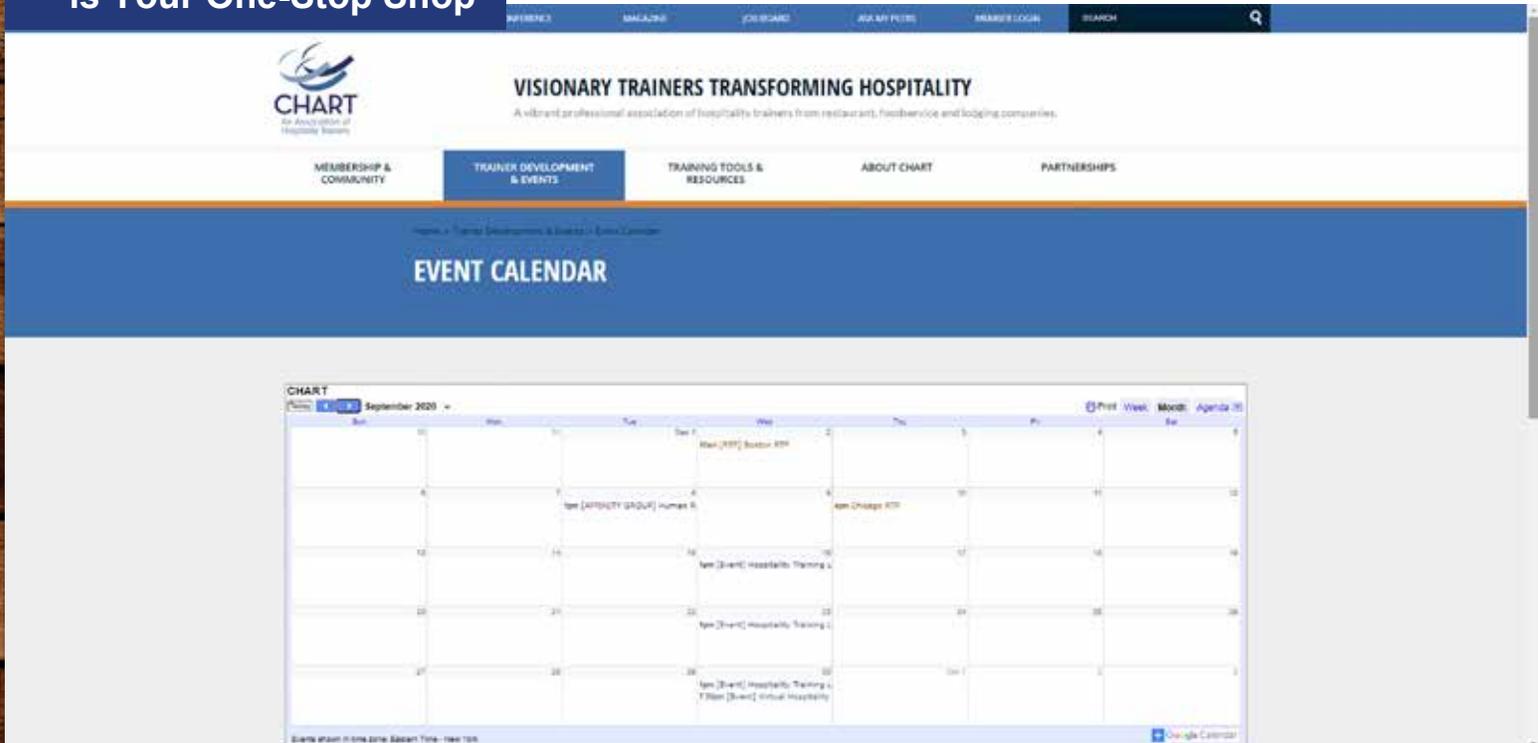


Our High 5 winners got a chance to present their ideas to the attendees

(pictured is Colby Hutchinson with "Rapid Prototyping from Live, Instructor-led to Virtual")

# New CHART Event Calendar

## is Your One-Stop Shop



To make it easier for you to see all of CHART's programming options, we have created a new Event Calendar page on the [chart.org](http://chart.org) website. It is color-coded by Regional Training Forums, Virtual Roundtables, Webinars, etc. It's important to stay connected and learn, share, grow, and care!

## New Member Contest Underway

*A fun way for our newest members to get engaged!*

On August 14, CHART launched a contest for our 250+ new members. New members received a fillable form to keep track of CHART activities. Participants can fast-track participation and connections, PLUS be entered to win:

**Grand Prize – Yeti Cooler, \$300 value**

**5 Second-place Prizes – Hydroflask, \$35 value**

If you are a member who joined after August 14, 2019, and did not receive the form, please reach out to Susan Diepen at [susan@chart.org](mailto:susan@chart.org).

*Contest runs until December 31, 2020.*

**Learn points by demonstrating CHART's Guiding Principles: Learning, Sharing, Growing, & Caring!**  
*And five to repeat activities to multiply your points. Possible points are not listed unless otherwise noted.*

ACTIVITY	POINTS
<b>LEARNING</b>	
Attend a CHART webinar	3
Attend a CHART Regional Training Forum (RTF)	3
Ask a frequent question on CHART's Ask My Peers (AMP) Forum	1
Meet virtually with a CHART Partner company to learn about their services	2
<b>SHARING</b>	
Refer a new member to CHART	5
Attend a CHART Virtual Roundtable/Affinity Group Discussion	3
Answer another member's question on CHART's AMP Forum	1
Share a CHART social media post online (Facebook, Twitter, LinkedIn, Instagram)	1
Share CHART's Training First e-newsletter with a colleague or other training professional	1
Share CHART's Hospitality Training Magazine with a colleague or other training professional	1
Submit an innovative idea for CHART's Trainer Toolkit	3
Post a selfie with the hashtag #CHARTTrainers (and 5 total points)	1
<b>GROWING</b>	
Complete the CHART Check-In Member Survey	3
Write a blog post or article for CHART (include Lisa Marovec)	5
Implement one of CHART's Training High Five Ideas in your own organization	2
Connect on LinkedIn with a CHART Board or Staff Member (and 11 total points)	1
Subscribe to CHART's YouTube channel, CHARTTube!	1
<b>CARING</b>	
Attend a CHART Virtual Hospitality Suite (see Event Calendar for schedule)	2
Post a job opportunity from your organization on CHART's Job Board	1
Participate in a CHART Virtual Service Event (see Event Calendar for schedule)	3

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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)