



flipCHART

CONNECTING THE CHART MEMBER COMMUNITY



VISIONARY TRAINERS TRANSFORMING HOSPITALITY

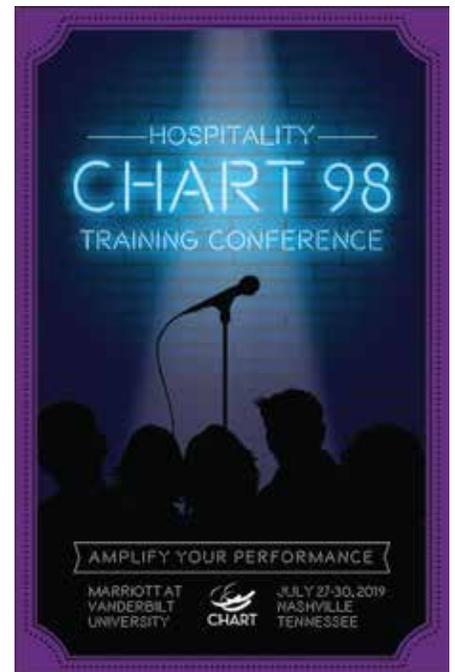
SPRINGING FRESH CHART NEWS APRIL 2019

Amplify Your Performance in Nashville with Turkel, Magenta, and Harris III

We are always excited to announce the theme of our conferences. But this time, there is something so perfect about the location of Nashville, along with the electric feeling of our new CHART 98 logo, that makes us tingle with anticipation of our next Hospitality Training Conference.

Nashville is a place where people come to discover their true potential. A place to develop skills, gather fresh ideas, and learn from and be inspired by others who share the same ambitions. You can't help but feed off the vibrant energy of Nashville and its budding artists. Talented people who create beautiful harmony together. It is the perfect location to hone your craft, no matter what your level of training expertise.

Our mainstage keynoters will help get you there. These are hall of fame speakers with innovative and inspirational content.



Visit chart.org for more details and to register!



Bruce Turkel
Innovative Keynote
Speaker and Author

All About Them — The New Mantra of Customer Relations

Bruce Turkel's newest talk, based on his Amazon Bestseller in Customer Relations, *All About Them*, uses fascinating anecdotes, illustrations, and stories of his years building brands for great companies such as Nike, Discovery Channel, Bacardi, and Miami tourism. Bruce will show exactly what is needed to succeed in today's never-before-experienced environment and how to train teams to take advantage of the new sales environment we all find ourselves in. You will learn how to shift your customer service training 180°!

Next Up on the Main Stage

The Power of Managers: The secret weapon to engage employees, accelerate change, and drive results
Gary Magenta, Customer Experience Guru, Speaker, Author, Leadership Coach, Senior VP at Root, Inc.

The Transformative Power of Wonder in Leadership, **Harris III**, Storyteller, Illusionist, Speaker

Nominations Deadlines for CHART Awards

Nominate that Deserving Someone! You know who they are!

As training professionals, you know that recognition is a key ingredient in motivation and inspiration. Take just a few minutes to nominate that deserving someone for one of CHART's awards or scholarships. The recipients are recognized at the summer CHART conference.



We've made the nomination process quick and easy.

All nomination forms are at CHART.org – Membership & Community – Awards & Scholarships

Commitment to People – Due April 15

Learning Legacy Fund

Due May 1 for summer conference

Due December 1 for winter conference

Training High 5 – Due May 1

Spirit of CHART – Due June 1



>>> Houston | 1.30.19



Orlando | 1.25.19 >>>

How many of our First Time Attendees in Albuquerque came due to an RTF?

- a. 10% b. 18% **c. 22%** d. 30%

UPCOMING OPPORTUNITIES

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

FREE Wednesday Webinars

Held every other month @ 1:00 PM EST

Wednesday, April 10

Human Trafficking in the Hospitality Industry
Kim Carson, Rosen Hotels

Wednesday, June 12

Best Practices in E-learning
DiscoverLink

Save the Date

August 14

October 16

December 11

FREE Regional Training Forums (RTFs)

April 18: Minneapolis, MN

April 24: Boston, MA

April 25: Chicago, IL

More will be added for spring.
Check out the RTF schedule online.

Upcoming Conferences

July 27–30, 2019

CHART 98

Hospitality Training Conference
Nashville Marriott at Vanderbilt University
Nashville, TN

February 22-25, 2020

CHART 99

T3: Training Competencies Conference
Embassy Suites
Napa Valley, CA



Gabe Hosler

PresidenTalks

Monique Donahue's Legacy as CHART's 1st Education Strategist

Mere superlatives can't describe the positive impact Monique has had on the Hospitality Training Competencies

After a four-year term, Monique Donahue will step down in July 2019 from her Board-appointed role of Education Strategist for CHART. This role was created four years ago to provide strategic oversight on the revision of the Hospitality Training Competencies program workshops and overall direction of CHART's educational focus for its members.

During her time in this role, all 12 workshops' materials and presentations were updated, a Learning Management System (LMS) was implemented, the capstone courses were created, and a group of qualified workshop instructors was developed. Whew!

This had to be a labor of love for Monique, as this was a tremendous amount of work. We are extremely grateful for all that she added to the Board these last four years. Her commitment to the learning of the CHART membership; making sure our training competencies are current and relevant, and that those who deliver the programs are well-prepared facilitators.



A heart-felt thank you for three years of hard work and dedication!



Welcome JEW!

Jennifer Belk White to be the Next CHART Education Strategist

Jennifer has agreed to succeed Monique in this important role. The transition will take place between now and the Nashville conference in July to ensure a smooth transition.

Here is to many more years of keeping our learning as trainers fresh and relevant,

Gabe

Kim Carson Agrees to Amp it Up in Nashville!

We are pleased to announce that Kim Carson will be our Conference Director for CHART 98 in Nashville. Kim comes well-prepared for the role, having recently served as Co-Activities Director for the Boca Raton conference in July of 2018. We will be introducing the rest of the conference team to you in future issues of the flipCHART.



Kim Carson, SHRM-SCP
Rosen Hotels & Resorts

IMPACTING THE FUTURE OF OUR INDUSTRY

Albuquerque Community Service Event – Serving Students While Sharing Perspectives

Eighteen students pursuing careers in hospitality/restaurant/hotel management and culinary arts got to spend valuable time with CHART attendees the Saturday of the recent Albuquerque conference. The day included a panel discussion of training and HR professionals with career advice, one-on-one speed interviews, a resume review, and a working lunch on various industry topics. The students were from New Mexico State University (NMSU) and Central New Mexico Community College (CNM).



Alycia Harshfield of the California Restaurant Association Foundation moderated a panel, including (left to right) Michele Lange, Serah Morrissey, Chris Severance, and Lindsey Moon-Lenggenhager. Chris told a very relatable story about when he was a theatre arts major in college working at Applebee's. He liked the hospitality industry work so much that he "blended his career position to more of his style."

Notable quotable:

I moved my stage. ”

– Chris Severance when sharing about moving from a theatre arts major to working in hospitality.

Overheard from a student about the speed interviews –
"That wasn't nearly as scary as I thought it would be!"

"We got to demonstrate to students that there are so many different jobs in our industry beyond server, chef, or bartender," said volunteer event organizer Leslie Huffman of the NRA/ServSafe. "Many people in our industry started in entry-level positions and worked their way up. It was great for the students to hear these real-life stories about tremendous opportunities."

A Note of Thanks from a Student

Hello Ms. Huffman and CHART,
I wanted to say thank you for volunteering your time this past Saturday. I really appreciated getting to speak to you and hearing your insight into the industry. Thank you for connecting us to professionals to look over our resumes and set up mock interviews. The critiques were extremely beneficial to me. I am so glad I got to learn more about the training side of our industry, and will be considering training as a future career path as I move forward.
It was great to meet you -- Diana Cook, Student, NMSU



Call for Scholarship Committee Judges

Looking for a way to get more involved that does not take a lot of time, yet is very rewarding? Consider being a judge for our NRAEF and AHLEI scholarships. The stories of the applicants in their applications can be amazing and provide hope in the workforce yet to come! The judging takes place each spring. If you are interested, contact tara@chart.org.



Council of Hotel and Restaurant Trainers // chart.org // (800) 463-5918
 Please send content to flipCHART Managing Editor | Lisa Marovec, lisa@chart.org
 Deadline is 1st of the month for the next month's issue | Back issues: chart.org



Partner Spotlight at the Albuquerque Resource Gallery

Our partnerships are stronger than ever, and we are so grateful for their support. These member-recommended organizations provide more tools and solutions for our training toolboxes. Over the past year, we have had PlayerLync move from a Silver Partner to a Gold Partner. We have gained four (count 'em, four) new Silver Partners, and formalized more Bronze-level and Alliance Partners.

We appreciate you!



Member News



Michele and Gabe pictured with NAFEM President Joe Carlson (*left*), CFSP of Lakeside Manufacturing, Inc. and NAFEM Secretary/Treasurer and Trade Show Advisory Council Chair Rich Packer, CFSP of American Metalcraft, Inc. (*right*).

Lange and Hosler Honored with Doctorate of Foodservice

CHART's immediate past President Michele Lange and current President Gabe Hosler were honored with NAFEM's Doctorate of Foodservice (DFS) award, presented at each NAFEM show to allied hospitality association leaders in recognition of their contributions to the industry. Honorees were recognized at the All-Industry Awards Breakfast during The NAFEM Show, Wednesday, February 6, Orange County Convention Center, Orlando, FL.



Christin Bell of The Bernstein Company had a beautiful baby boy!