flipCHART

CONNECTING THE CHART MEMBER COMMUNITY

CHART
Council of Hotel and Restaurant Trainers

VISIONARY TRAINERS
TRANSFORMING HOSPITALITY

A GOOD DAY FOR GOOD NEWS
OCTOBER 2015

A flipCHART Facelift!

Welcome to the newly-designed flipCHART!

We hope it invites you in for some welcoming hospitality. So grab a cup of your beverage of choice, relax, and enjoy connecting with your CHART community.

Jim Sullivan will keynote in Seattle on *Training 3.1: How the Internet of Things will Transform Your Job by 2020.* This insightful keynote from our industry-renowned CHART member will share best practices in people development and technology by forward-thinking hospitality companies around the globe. Come and learn how training (and trainers) will change by 2020.

Jim Sullivan

This is the fourth year of our exciting, re-invented format for CHART's winter conference, which showcases an immersive, competency-based agenda. The previous T3 conferences have been three of our most highly-rated conferences ever, and based on attendee feedback, our CHART community is very excited about the beautifully-designed certificates, pins, and coins – tangible and immediate recognition for your achievement.

Professional Development is Brewing in Seattle
Registration is open at chart.org!

So join more than 150 of your peers in Seattle, and leave as a better trainer, faster instructional designer, stronger manager, and greater executive. Come and be transformed!

Follow @CHARTtrainers and see what's happening #CHARTSeattle and #CHARTCharleston.

CHART Blog at chart.org: Featured thought-leadership blog of the month by Mike Amos of Perkins & Marie Callendar's: CHART Talks: "Brief Blasts of Brilliance" #20 - Stepping Stones

Check out the information on our Facebook page about our partner Mimeo's special offer for CHART members. A blog providing tips, tricks and advice on new training methods.

Ask My Peers: Featured question of the month by Linda Sebok of White Castle: "What programs, books, tools are you using to help develop your current and next generation of leaders in your organization?"

UPCOMING OPPORTUNITIES

FREE Second Wednesday Webinars
Register at chart.org – Events – Webinars

October 14
1:00 PM EST
Development in Quick Bites: Developing Your People in 5 Minute Focal Points
Christin Myers, COO
Creative Restaurant Solutions, Inc.

December 9
1:00 PM EST
Interviewing That Rocks: How to Amp Up or Revolutionize Your Interviewing Skills
Jim Knight, Managing Partner
People Forward

FREE RTFs
Details at chart.org – Events – Regional Training Forums

November 5: Phoenix, AZ
November 5: Atlanta, GA

Conferences
Details at chart.org – Events – Upcoming Conferences

February 20 - 23, 2016
Conference #91
Seattle, WA

July 30 - August 2, 2016
Conference #92
Charleston, SC

PRESIDENTalks

Retention at the Core

Jason Lyon

This past June I blogged about five strategies for stronger retention (http://www.chart.org/blog/view/id/674/), including scheduling as a best practice. Recently, I was Saturday grocery shopping at Market Basket, and saw first-hand how scheduling has assisted this New England grocery chain in retaining a diverse generational work force with a "career core" of not only lifelong employees, but a large percentage of youth.

At CHART Napa, February 2015, we heard about Market Basket from one of our keynote speakers, Ty Bennett, who told a case study on the leadership styles of the two cousins who once shared ownership of the company. As I stood in one of twenty check-out lines, I observed each one of them being operated by a perfectly-attired teenage cashier assisted by a tie-adorned bagger. They were not only highly-efficient in their operations, but also incredibly respectful and courteous to each customer. While waiting, I reflected upon what I had seen while shopping through each department...teens, teens, and more teens with the occasional adult in the more highly-skilled positions such as butcher or fish monger.

Upon subsequent visits on Sundays, holidays, and evenings, I speculated that the older "career core" at Market Basket works mostly Monday through Friday and rarely later than 6:00 pm, while the youth work weekends and evenings. After speaking with one of the managers, I learned this scheduling technique has been one of the primary philosophies that has helped Market Basket be an employer of choice with a long line of candidates waiting for an opening. While it is true that our industry is a different model, and a retailer may be able to take it to an extreme, I also believe there is a good percentage of this practice that can be emulated to help us increase our retention, thus lowering turnover as well as operating costs, and ultimately increasing our profitability.

Before you say "We can't do that because…" stop and really think about what positions, shifts and days you just may be able to deploy a stronger scheduling strategy. Weekend and evening dishwashers, prep, pantry, bussers, counter server, grounds attendant, housekeeping, bell hop, laundry and housemen may be good places for consideration even if it's for three to five hours at a time. A few shifts a week in one or two positions may make a measurable impact on the quality of life of your core work force which in turn increases their satisfaction and desire to work for you.

Cheers!
Jason

Serah Morrisey Named Seattle Conference Director

To say she is pretty excited is the understatement of the year! Serah, of CSM Lodging, will be assisted by CHART Board Member – Education, Seattle, Gabe Hosler of Rubio's and a wonderful team of talent. We will be introducing them to you in future flipCHARTs over the next few months.

Regional Training Forums (RTFs) Keep it Local

Minneapolis (June 24)

Over 20 Minneapolis-area hospitality trainers participated in an RTF hosted at the Freehouse. Kendra Panning, a local student pursuing her Master's Degree in Organizational Design, shared the results of a research project on learning effectiveness, which she conducted with the support of CHART member Amie Bresnahan and Blue Plate Restaurant Company. Attendees shared tips, tools and best practices in a Live Ask My Peers round table, and finished a great afternoon networking over appetizers and beverages!

Orlando (September 11)

A whopping 40+ attended! Red Lobster CEO, Kim Lopdrup welcomed the RTF attendees, and the lucky raffle basket winner was Robert Cann of Lowes Hotels.

"Jennifer Johnston (in the red jacket) of Red Lobster pulled out all the stops by giving attendees a coupon for a complimentary appetizer/dessert, hosting a gift basket raffle that included a $50 gift card, and providing a hot, fresh Cheddar Bay Biscuit send-off."

— Rafael Rivera of Caribe Royale
(in the on-point bowtie)

So Cal (September 22)

Karl Strauss was an exceptional host, treating attendees to a lovely breakfast and lunch. They even gave everyone a bottle of their special Mosaic Ale and a bottle opener to go! Guest presenters were deemed "fascinating" for helping participants understand, through a series of activities, how vision is the mastery of our reality and how it all applies to e-learning.

Think Motion + Faces = Emotion = Motivation + Memory.

They also discussed the importance of proper planning, gaining buy-in for training projects, and demonstrating R.O.I.

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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: www.chart.org

92nd Hospitality Training Conference
July 30 - August 2
2016
Francis Marion Hotel
CHARLESTON, SC

SAVE THE DATE

Nominate an Up-and-Comer Today!

LEARNING LEGACY FUND
Professional development for promising hospitality trainers.

This fund provides a need-based professional development grant for trainers who have shown potential and passion for the profession, but who lack sufficient budget to attend a CHART conference. Make a difference in someone's life today by nominating a rising star!

Email tara@chart.org for more information.

Member News

Marilyn Wineman is now at Porto's Bakery & Cafe as Vice President of Human Resources.

RTFs by the Numbers

Did you know... More than 500 people attended CHART RTFs last year?