



flipCHART

CONNECTING THE CHART MEMBER COMMUNITY



VISIONARY TRAINERS TRANSFORMING HOSPITALITY

XOXO
FEBRUARY/MARCH 2019



4 Roles **12** 4-Hour Workshops

Want to Work Above Your "Title?"

Elevate Your Growth through Competency Immersion at T3

Achieving a certificate of completion in CHART's Hospitality Training Competencies workshops is a great way to do it! This program is the building block of the T3 experience and the foundation of your skill development and credibility behind leading the change in your organization.

Executive	Manager	Instructional Designer	Trainer
Strategic Planning	Operational Knowledge	Instructional Design Fundamentals	Presentation Effectiveness
Communication & Influence	Project Management	Effective Learning Design	Participant Management
Business Acumen	Coaching & Development	Training Evaluation	On-the-Job Training

It is not too late to attend! Join more than the 150 of your peers who have already signed up for CHART 97 in Albuquerque, March 2-5, 2019.



All Work and No Play...

The article above is the **BUSINESS** case for why to attend CHART. The activities here makes the case for **FUN** and super-charged networking at CHART.

While the rest of the country is barely thawing out, we will be enjoying the

rays of Albuquerque sunshine and all that this host city has to offer.

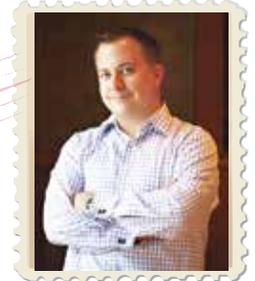
Our conference team has put together some fun activities for the Sunday night of the conference.





Their hot topic was GM retention, training, and development. This topic brought great discussion and offered many ideas to keep GMs engaged and productive. Some offered examples of incentives including educational programs offering college credit, ensuring that a GM's subordinate team is properly trained and developed, and offering additional challenges or a change of scenery.

PresidenTalks, A Love Letter to the Hospitality Industry



Gabe Hosler

 *Dear Hospitality Industry,*

It's hard for me to believe we've been together for 20 years already. It seems like only yesterday that I was a scrawny kid trying to figure out my place in the world, but then I found you and suddenly knew where I belonged. Some of my friends warned that you'd be no good for me; they said you'd treat me bad and I'd get dumped after a short-term fling, but I didn't listen to those haters. I knew you were "The One," and so I eagerly accepted my very first job as a fast food cook to start our relationship. We have certainly had our ups and downs over the last two decades, but I've never regretted my decision and am more in love with you now than ever before.

Since it's February and Valentine's Day is right around the corner, I thought it only appropriate to compose this love letter to extol your virtues and thank you for all you've done for me.

First, you **TAUGHT** me. When I started my QSR career, I thought that I was only going to learn a few things, mostly about cooking and food safety. And I did, but it turned out to be so much more. I also learned how to run the till and all about proper cash handling. I learned how to take care of the guests and why great service is so crucial to business success. I learned how to write a schedule, make the product orders, and the importance of controlling costs. I learned how to become a better communicator, run a shift, and train and develop others. I learned patience, empathy, and tolerance. I learned about teamwork, leadership, and time management. I have learned something new virtually every day in the past 20 years, and I'm not sure that would be true if I had partnered with a different industry.

Second, you **CONNECTED** me. I've met the most amazing people through my work. Many of my closest friends were ones I either met at work or through CHART, an organization which I probably wouldn't have known about if I worked somewhere else. During my time in the industry, I've also connected with terrific mentors who took me under their wing and provided invaluable advice to help me make better decisions and keep me on the right path. My first family may be the Hoslers, but my second family is definitely from the world of hospitality.

Third, and most importantly, you took **CARE** of me. That starts with the paycheck you've given me every two weeks, of course, which covers things like my mortgage and car loan. It also includes all the benefits you've provided – from the free food that fed me (for which I was especially grateful when first starting out), to the flexible scheduling that has allowed me to have a life outside of work, to the tuition reimbursement that paid for my college education, and to the health insurance that covers my medical bills. You also gave me some great workouts – there's nothing like a few hours in a fast food restaurant kitchen to get your cardio in and improve your stamina – and you've helped improve my self esteem. With every meal assembled and delivered, with every shift completed, and with every goal achieved, I felt like I was accomplishing something important through my job with you.

Can jobs in other industries provide these same comforts? Some of them, possibly. But other industries generally don't have their positions get labeled with derogatory nicknames like McJobs and aren't regularly featured in clickbait articles about why you shouldn't work there. They don't get sneered at by candidates who are looking for a "real job." Obviously, others don't know you like I do!

That's why I wanted to write this letter and proclaim my love as loudly as possible.

If you are willing to show up each day, work hard, and demonstrate a desire to take on additional responsibilities, you can have an emotionally fulfilling and financially rewarding career in the hospitality industry. Sticking with you these past 20 years has allowed me to live a life better than I imagined back when I was 16; so much so that when I recently started looking for a new position that could challenge me even further, my only caveat was that I needed to continue working in quick service. I couldn't quit you, as you've truly become my home away from home.

So thank you. Thank you for all the support you've provided me for the past 20 years, and thank you for making me the man I am today. I'm eternally grateful.



Ask for Help when You Need It!

A tenet of CHART membership

Here are some recent Ask My Peers question topics/posts by those seeking help. If you are not taking advantage of this valuable CHART membership benefit, consider this a reminder! Having access to this private and trusted network of hospitality trainers is a rich resource of solutions to your most pressing questions.

- > 30-60-90 Day Follow Up Plan – by Emily Josephson of Famous Dave's
- > Demotivating Activity – by Becky Rice of White Castle (yes, Becky is looking for a DE-motivating activity!)
- > Front of House Checklist – by Hannah Kennedy of Burger Lounge
- > Icebreaker Game for an Employee Appreciation Event – by Peter Pappas of Baldinos Subs

AMP!

Meet Your CHART 97 Albuquerque Conference Team

To get to know our team a little better, we asked them, "Riding in a hot air balloon is pretty exciting. What is the most adventurous thing you have ever done?"

For these team members, there is a theme here!



Registration Co-Director

Chris Severance,
Applebee's

"For the longest time, I've been afraid of the ocean. Last winter, I went to Cozumel for a relaxing vacation with my father, who is a trained SCUBA diver. I never thought he'd succeed in getting me to go with him on a dive, but I did! It was so calm underwater, yet inside my heart was pounding with excitement. I saw so many wonderful animals, but the six-foot tortoise, the electric-green moray eel, and the spotted eagle ray were the best! I'm so glad I chose to explore my father's perspective, and see the beauty of the ocean firsthand!"



Volunteer Co-Director

Brandy Edwards
Pacifica Hotel Company

"There are so many, but among the top are night snorkeling in Hawaii and SCUBA diving with sharks (nothing too exciting ... just reef sharks!) on my honeymoon in the Maldives! Woot!"



Facilities Co-Director

Jim Quinlan
Play with a Purpose

"I try to make every day an adventure for myself and those around me and maintain a bold outlook on every opportunity. However, my most wild adventure took place snorkeling in the Atlantic. This was my first snorkeling experience outside of a controlled environment. After about 15 minutes in the ocean and about 100 yards away from the boat, I found a barracuda coming right at me and a blacktip reef shark about four feet away. I panicked, turned and swam as fast as I could back toward the boat until I realized that I had left my 14-year-old son back where I was! Nice parenting."

UPCOMING OPPORTUNITIES

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

FREE Wednesday Webinars

Held every other month @ 1:00 PM EST

Wednesday, February 20

Test Writing 101: Making the Grade
Monique Donahue, Hilton Grand Vacations

Save the Date

April 10

June 12

August 14

October 9

December 11

FREE Regional Training Forums (RTFs)

April 18: Minneapolis, MN

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

Upcoming Conferences

March 2–5, 2019

CHART 97

T3: Training Competencies Conference
Hyatt Regency Albuquerque
Albuquerque, NM

July 27–30, 2019

CHART 98

Hospitality Training Conference
Nashville Marriott at Vanderbilt University
Nashville, TN



Council of Hotel and Restaurant Trainers
P.O. Box 2835
Westfield, NJ 07091

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

Need a Little Inspiration?

Spirit of CHART 2018 Recipient Jason Lyon

Jason Lyon's Spirit of CHART acceptance speech in Boca Raton this past July perfectly captured what it means to be a CHART member. It was an inspirational reminder of what makes CHART so unique and special. We are sharing an excerpt of it with you here so you can feel the love that Jason poured out to our CHART community:

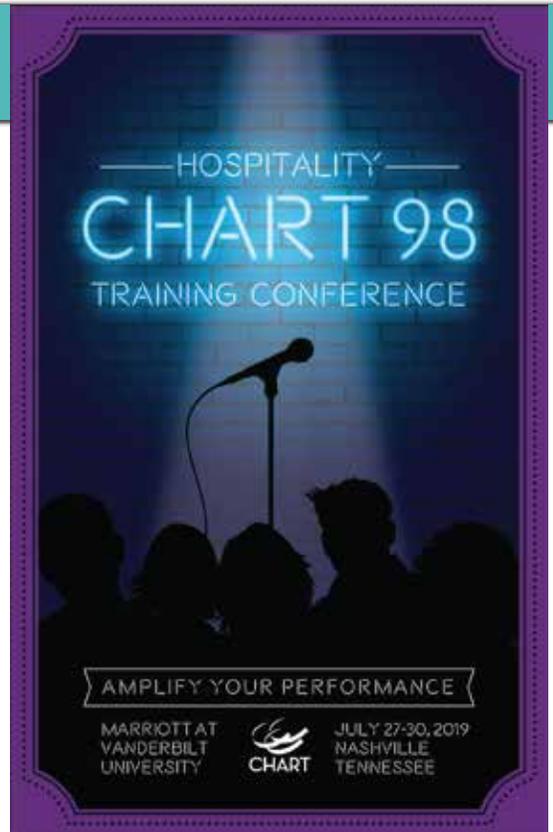


Jason Lyon

"Over the past few years, many of my "c-suite" colleagues have commented to me that they feel it's time to put CHART behind me. To look for conferences that are more geared to my current role as President of Flatbread Company. They often wonder why I have been a part of this organization for so long. My resolution and answers for remaining a part of CHART come rather easily and quickly. Being from operations and working in a competitive atmosphere, I have always cherished CHART as "judgement free zone" where anyone can ask questions and show vulnerability without feeling diminished or belittled. This was and still is a refreshing place for me.

CHART is not just an organization about training. It's about people...about their value...about our collective passion for our industry. The same passion that one of our scholarship winners, Yves Chambaz, stood up here tonight stating how it has validated his choice of career paths. CHART has without a doubt made me a better, faster, stronger leader today by teaching me acceptance, empathy, and compassion for others. CHART is where I can come to refuel my passion for the industry, refresh my spirit, and renew the desire to make a difference.

Simply put, you are my peeps! You give me energy...you inspire me to be my better self. Each one of you in this room, unknowingly at times, make a difference –not just in my life, but in all those you touch on a daily basis. You not only provide the understanding, but the tools...the validation...the passion to those on the front lines. You help to lift them up, to achieve greater things. You make a positive impact on their lives. Keep on doing what you're doing! CHART, your companies, and the world are a better place because of each of you. Thank you for a night I will not soon forget!"



Member News

Gabe Hosler is now Vice President of Operations Support & Training at Del Taco.