



# flipCHART

CONNECTING THE CHART MEMBER COMMUNITY



VISIONARY TRAINERS  
TRANSFORMING HOSPITALITY

SPARKLING SUMMER NEWS  
JULY/AUGUST 2019



## Coming in July: The New CHART Hospitality Training Magazine

Find it soon at [www.HospitalityTrainingMagazine.com](http://www.HospitalityTrainingMagazine.com)



We are so excited about this new endeavor for CHART, and we have you to thank! Due to the high quality and popularity of our member blog, we are expanding and extending these articles into an online magazine that brings something even more to the table.

In an interactive and robust format that will come out quarterly, we will showcase practical, performance-boosting tips from fellow trainers, share what members are currently working on, feature Q&As with previous scholarship winners and interesting people, and post videos from live conference sessions. It will be just the right mix of learning, sharing, growing, and caring!

This is *your* magazine – for hospitality trainers, by hospitality trainers. Real voices and personal stories that capture the spirit of CHART. We had a lot of fun creating this first issue, and hope you have fun reading it. We can't wait to hear your feedback!

LIVE YOUR BEST TODAY.  
BETTER TOMORROW.



Jeff Chandler  
CEO, Hopdoddy Burger Bar

### 2019 CHART Commitment to People Recipient

Who gives their personal cell phone number to EVERY employee in the company with a strong encouragement to call? *Jeff Chandler*

Who took a \$100 bill out of his own pocket during a company town hall meeting to give to any employee who could name their 4 corporate values? *You got it...Jeff Chandler*

Who encourages team members to "Have the Hunger?"  
*You see where this is going.*

CHART congratulates Jeff Chandler on being selected as the recipient of the 2019 Commitment to People Award, CHART's highest recognition for a President or CEO who demonstrates an outstanding commitment to the development of his or her associates.

Jeff will be honored at the Commitment to People Awards Gala on Monday evening, July 29, during CHART's 98th Hospitality Training Conference at the Marriott at Vanderbilt University, Nashville, TN.

“Some people put their money where their mouth is, Jeff is a guy who puts his money where his heart is.”

“Jeff puts it best in his welcome letter to new employees:

“You may not realize it now, but whether you are a new team member or a perfectly seasoned hopdoddian, our passion is to prepare and serve you for life, wherever it takes you. We aim to provide you the tools and the skills to lead a better life.”



>>> So Cal | 5.14.19

This RTF took place in Mission Viejo at Sizzler. Twenty-two people and one adorable service dog were in attendance to hear Brandi Leite of Elevate Talent + Training Solutions talk about how to comply with California's new harassment training requirements. Then, Cindy Poulos of DiscoverLink brought the discussion home with Leading a Respectful Workplace: How to Prevent Harassment.



Gabe Hosler

### PresidenTalks July / Saying Goodbye

July marks my final month as CHART President, and this column will be the final PresidenTalk of my tenure. But before saying goodbye to my time on the Board of this amazing organization, I wanted to share one last message with you about...saying goodbye.

We all know that turnover in the hospitality industry can be quite high, oftentimes over 100% in the course of a year. For some managers, it can feel like they are constantly saying goodbye to various employees, but that frequency doesn't lessen the sting when somebody quits unexpectedly – especially if it's one of your most productive or most reliable staff members. You can go from feeling you are on top of the world because you know that Andy is coming in today, and Andy will get everything done, and then suddenly Andy surprisingly puts in his two weeks' notice and you whirl through emotional states of shock, disbelief, and anger. With just two words, "I'm quitting," Andy can instantly transform from one of your superstars into one of your enemies.

Does he deserve your scorn for leaving without discussing it with you? Absolutely not, and here's why: in your role, you had all the power in the relationship up until a few moments ago, and therefore you also had all the responsibility.

**It is your duty to set the tone and culture of the workplace, develop strong relationships with your employees, and recognize and reward their accomplishments. It is your job to listen and respond to their concerns, suggestions, and opinions about the hotel or restaurant where you work. You are the one responsible for making staff members feel respected and valued, and I don't mean by telling them how much they contributed to the bottom line.**

If Andy didn't feel like you were accomplishing those goals, and he decided it was better to secretly seek out a new job or new path in life rather than telling you how he felt, you cannot blame him for doing so. Alternatively, maybe he did try to tell you, but you didn't have time to listen? Or maybe he considered it, but then changed his mind when he saw how you reacted when other employees expressed discontent? Regardless of what happened, you must be the one to accept the responsibility for his covert departure.

So rather than stewing about Andy and his perceived betrayal, your time might be better spent asking yourself: What can I learn from this situation? How can I do better? It's not always easy to find these answers on your own, so don't be afraid to ask the opinions of those employees still working for you – it may be too late to keep Andy, but it's not too late to change your direction and build stronger relationships with the rest of your team. You might also ask your own supervisor to weigh in with his or her opinions on your performance or offer suggestions for training that might assist you in this process.

Remember, your employees are not just pieces of equipment like a food processor or luggage cart that can do their job every day for years and years and years with a bare minimum of maintenance.



**Employees need attention every day, they need to be heard every day, and they need to feel valued every day, and a great manager will understand those needs and make the proper investments into those relationships to prevent any surprise goodbyes from occurring.**

And with that last reminder, I bid you all adieu and happily turn over the Council of Hotel and Restaurant Trainers to the new Board at the end of this month. I would like to thank everyone with whom I worked on the Board of Directors these past five years and thank CHART's membership for providing me with the opportunity to serve at this highest level. It was certainly a privilege I will cherish for the rest of my time working in the hospitality industry.

Thank you! *Gabe*

### Member News

**Mary Lowe** is now Senior Director of Training for Miller's Ale House.



**Doreen VanGorp** is now Human Resources Director for Connie's Pizza.



**Nikki Fuchs de Calderon** is now Director of Learning and Development for CSM Corporation.



## Donate. Bid. Support Hospitality Students.

### Please donate now for the Nashville Silent Auction

Each year CHART partners with the National Restaurant Association Educational Foundation (NRAEF) and the American Hotel & Lodging Association Educational Institute (AHLAI) to provide scholarships for highly qualified students in hospitality programs. Last summer in Boca Raton, the silent auction to fund our scholarship program raised \$18,716. Simply amazing! This could not happen without the generous donations of our members.

So whether it is a restaurant company gift card, basket of logo items, a hotel stay, free speaking engagement, or another idea you come up with, please put this on your to-do list. Thank you in advance for helping us break another record in Nashville!



### Contact for donations

**BRANDY EDWARDS**  
bedwards@pacificahotels.com  
949.381.5449

## Meet Your CHART 98 Nashville Conference Team

To get to know our team a little better, we asked them,  
“Which musical performer or group ‘Amps’ you up and why?”



### Volunteer Co-Director

Maggie Fiorentino, *National Restaurant Association*

“I’m currently getting inspiration from Celtic Woman after visiting Ireland last year and getting in touch with my ancestral roots! Sláinte!”



### Registration Co-Director

Danielle Dally, *Waldorf Astoria Atlanta Buckhead*

“Stevie Wonder: It is purely happy music and it reminds me of my childhood. Does it get any better than that?!”



### Activities Co-Director

Meghan Kelley-Vanderburg, *Del Taco*

“Without a doubt, Dierks Bentley amps me up! His songs are upbeat and the stories they tell are hilarious – check out Drunk on a Plane.”



### Hospitality Co-Director

Calvin J. Banks Jr., *CHT, Benchmark Global*

“TNT by AC/DC: When I was in high school, that was the song we played when we were maxing... it was worth an extra 25lbs!”



### Conference Director

Kim Carson, *Rosen Hotels & Resorts*

“I am a country music fan all day every day, all artists, and most songs! But, when I need a little extra motivation for the day, Justin Timberlake is my go to. When ‘Can’t Stop the Feeling’ comes on I just get this feeling inside my bones, it goes electric when I turn it on! I can’t help but get a move on and break out the smile to bring the same kind of energy to my day.”



### First Time Attendee Co-Director

Christine Andrews, *SHRM-SCP, SPHR, CHT, Hostmark Hospitality Group*

“I like a lot of genres, but I’m an 80’s girl – I love the hair bands and classic rock. If I have to pick one song that amps me up – right now it would be Thunderstruck by AC/DC.”



### First Time Attendee Co-Director

Jody Huls, *Buffalo Wild Wings*

“Prince: His music is full of energy and fun!”

## UPCOMING OPPORTUNITIES

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

### FREE Wednesday Webinars

Held every other month  
@ 1:00 PM EST

Wednesday, August 14  
*HotSchedules*

Wednesday, September 18  
**Bonus Webinar Added**

*Trends in Hospitality Training and Development*  
CHART/TDn2K

**Save the Date**  
October 16  
December 11

### FREE Regional Training Forums (RTFs)

July 18: Minneapolis, MN

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



## CHART Albuquerque Conference Survey Synopsis

Do you ever wonder what we do with your comments on our post-conference surveys? Well, our Board of Directors pores over them and makes immediate changes and improvements to our upcoming events.

To get the best feedback possible, CHART partners with CRS, Inc. to professionally administer the survey.

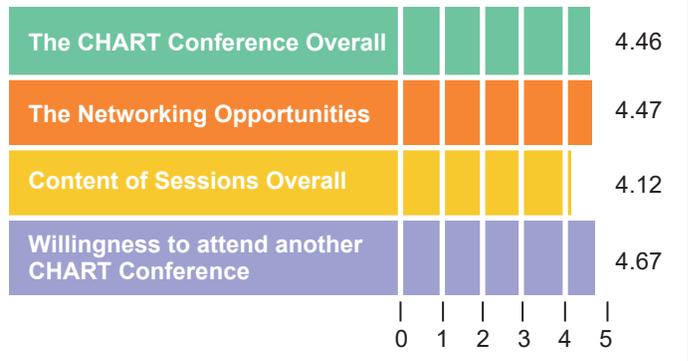
For questions about this report or about the services CRS, Inc. provides, please contact Christin Myers at 610.594.2065 or [cmyers@consultcrs.com](mailto:cmyers@consultcrs.com).

The Net Promoter Score for the conference was an impressive **85%!**

**94%** of respondents characterized their willingness to attend another CHART conference as **"Excellent"** or **"Very Good."**

Though most of the feedback was overwhelmingly positive, the open-ended comments offered great suggestions for improvement:

How would you rate each of the following?



About a quarter of those who

had a suggestion commented about scheduling; many recommended scaling back some of the programming.

**We hear you: More free time will be worked into the agenda.**

Several attendees expressed

concern about the city or the hotel and its amenities or meals.

**Understood: In response to prior attendees' concerns about cost, we chose a city and property that was more budget conscious, but we will work to find a happy medium.**

Some respondents cited

concerns about content and examples needing to be updated.

**Working on it: Competencies will continue to be updated by track on a rotating basis each year.**

The conference mentor program

could be improved, with more interaction throughout the conference.

**Got it: We are always trying to improve the First Time Attendee experience and welcome these suggestions for how to enhance the FTA/Mentor experience.**

Feedback on Whova was mixed:

While many people find the app valuable, there were several comments that this year it was overwhelming or out of control.

**We agree: We have found a way to reduce the number of posts.**

The most frequently mentioned

takeaway was PowerPoint or presentation skills.

**Noted: We are adding more breakouts on applied learning, skill development and learning labs to meet this need.**