



# flipCHART

CONNECTING THE CHART  
MEMBER COMMUNITY



## VISIONARY TRAINERS TRANSFORMING HOSPITALITY



## THANKFUL for CHART NOVEMBER 2018



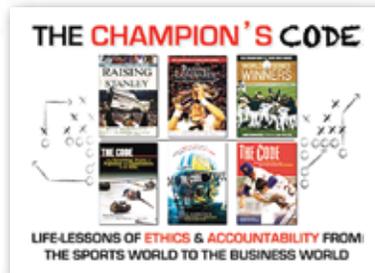
**Ross Bernstein**  
Inspirational Business Speaker &  
Best-Selling Sports Author



**Chip Romp**  
Senior Director  
Training and Instructor Quality  
National Restaurant Association

### T3 Albuquerque Keynote #1

**The Champion's Code:  
Building Relationships  
Through Life Lessons of  
Integrity and  
Accountability from the  
Sports World to the  
Business World**



#### *Lessons Learned from 20 CHART Members*

As one of CHART's most highly-rated speakers, we have invited Ross Bernstein back to CHART for our upcoming T3 conference in Albuquerque. He first spoke at CHART four years ago in New Orleans. Since then, he's had a chance to work with nearly TWENTY members! Ross will be doing a special presentation on what he learned from some of those organizations, and share that best-practice wisdom with the group in what's sure to be an exciting, informative, and fun session.

*The best-selling author of nearly 50 sports books, Ross is a hall of fame peak performance business speaker who's keynoted conferences on six continents for audiences as small as 10 and as large as 10,000, and has been featured on CNN, ESPN, Fox News, and CBS This Morning, as well as in the Wall Street Journal, New York Times, and USA Today. This program is all about the DNA of what makes champions in sports so unique and how that relates to business.*

### T3 Albuquerque Keynote #2

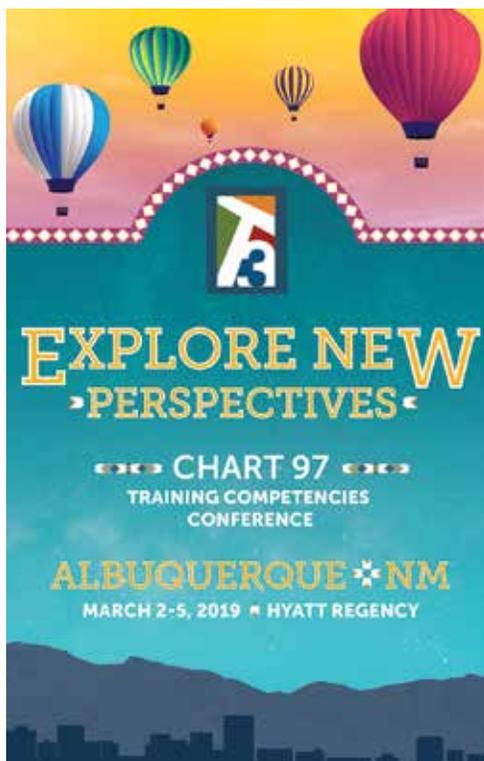
**The Lowest-Rated CHART Session Ever  
Come hear it again in Albuquerque**

[Click bait!](#) But we hope it got your attention.

For the first time, **Show Us Your Apps**, the wildly-popular breakout session will be presented in general session by Chip Romp (a master facilitator who is always rated exceptionally high by the discerning CHART audience).

In its main-stage debut, this interactive session will be brought to life by you, CHART members, as we talk about what apps impact our lives. From work productively, travel, life balance and entertainment, each of us has our favorite apps that help us navigate our daily adventures.

As of the first quarter of 2018, Android users were able to choose between 3.8 million apps and Apple's App Store remained the second-largest app store with 2 million available apps. So whether you are presenting to a class, traveling across the country or just keeping everything organized, a small investment in an app can be the difference between making a plane connection, capturing a class's attention, or keeping you a little more sane!



Join us in Albuquerque and get ready to **"Show us your apps!"**



**10.18.18**

This RTF invited participants to “unlock the intel” with a Harassment Prevention Workshop presented by Cindy Poulos of DiscoverLink and Christine Andrews of Hostmark. The meeting, held at the AC Hotel, was followed by a Live Ask My Peers and Happy Hour.

## PresidenTalks

### 'Tis The Season

Happy November, CHART! As our memories of Halloween start to fade, we turn the page on the calendar and begin preparing for the most magical time of the year when everyone around you suddenly starts...to get sick. Yes, that's right – it's going to be cold and flu season before you know it. Last year was especially bad in the US, with over 900,000 people hospitalized and 80,000 deaths caused by the flu, and some health officials are worried about a replay of that scenario again this year.

How can we, as a community of hospitality trainers, help to prevent the spread of these ailments in our hotels and restaurants? Here are 10 steps you can take during operational visits to keep people healthy:



Gabe Hosler

- 1 Stay home when sick** – The worst thing your employees can do is come to work when they are ill and infect their co-workers and guests. When visiting your locations, listen for frequent verbal reminders about staying home from the managers (like during pre-shift meetings), look for symptoms of a cold or the flu in the staff, and say something to the management team if you think an employee might be sick while on duty.
- 2 Flu shots** – Encourage everyone to get flu shots, especially if they are covered by your company's health insurance. For those without insurance, do a little research to find out where they might be able to obtain free or discounted flu shots in their community.
- 3 Handwashing** – Frequent and thorough handwashing is one of the most important methods to diminish the risk of getting a cold or the flu. Trainers should check that the handwashing sinks can quickly produce hot running water, are well-stocked with soap and paper towels, and have properly filled out handwashing logs for each day.
- 4 Cleaning** – In addition to keeping hands clean, keeping frequently touched surfaces and objects clean will also be important to lessen the chance of someone getting sick. As you walk around your hotel or restaurant, double check that all the proper cleaning and disinfecting supplies are available and that they are being used in the correct manner.
- 5 Cover up** – If you see someone sneezing or coughing, make sure they are covering their nose or mouth with a tissue. If a tissue's not handy, teach them the vampire cough.
- 6 Wellness posters** – If your HR or training department has produced flyers covering any of the information above, look for them to be posted in areas that will be highly visible to your staff. And if you don't have these materials created internally, print the free versions available on the CDC website or ask your local health department.
- 7 Stay hydrated** – This advice isn't just for the summer. Drinking plenty of water helps to keep your body operating at its best and helps to fight off sickness, so trainers should be reminding everyone about hydration during the winter months as well.
- 8 Hand sanitizer** – Even though employees may be washing their hands throughout the day, your guests might be a different story. Encourage your managers to purchase hand sanitizer for the front desk, register area, or host stand for the public to use when arriving at your hotel or restaurant.
- 9 Public transportation protection** – For anyone who travels to work on public transportation (and that includes those who fly between locations), consider carrying a small pack on antiseptic wipes to disinfect your seating area before you settle in. As a trainer, these packs might make for a good “prize” to hand out during the winter months when you see employees doing a good job and you want to reward their behavior.
- 10 Role-modeling** – Of course, everything listed above for the employees goes for trainers as well. You need to practice good hygiene, take care of yourself, and stay home when you're not feeling well, too.

Even when taking these steps, there are still going to be plenty of people in your organization getting sick over the next few months. As a result, it's essential that trainers ensure that as many employees as possible are cross-trained in multiple positions so they can cover for their co-workers who need to stay home. Now is the time to be reviewing your staff training journals and checklists to find out if there will be enough coverage in case the flu hits hard at any of your locations.

Hope you all stay warm, safe, and healthy this winter!

*Gabe*



10.18.18

An RTF was hosted at Buffalo Wild Wings, with presentations by Damian Hanft of Arby's on Social Media and Brand Image, Peter McLaughlin of PlayerLync on Next-Gen Video in Training, and Donna Herbel of Perkins & Marie Callendar's on Trends in Hospitality Training. The group then enjoyed breakout roundtables and an afterglow networking reception sponsored by PlayerLync.



## 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?"



### Conference Director

**Crystina Bukrinsky**, *Williston Holding Company*

"I've developed a fear of heights as an adult, so I don't get much more adventurous than an airplane these days. But when I was 18, I got on one of those slingshot things at an amusement park where they pull you back and let you go. There was a bullseye on the ground below, and I just remember screaming my head off as I went rushing towards it!"



### Volunteer Co-Director

**Barret Bailey**,  
*Black Walnut Cafe*

"I did a 4-day hike in the Andes to Choquequirao."



### Activities Co-Director

**Colleen Spahr**,  
*Southern Proper Hospitality*

"I became a certified sky diver, and just had my 70th jump!"



### Registration Co-Director

**Curt Archambault**,  
*People & Performance Strategies*

"Snowmobiling on the continental divide. It was surreal, like a snow desert without a tree in site. On the same trip, we went snowshoeing with a guy that was in much better shape than I was (I thought I was gonna die) but he took us to some of the most amazing spots in the Rocky Mountains!"



### Communications Director

**Lindsey Moon-Leggenhager**, *Flix Brewhouse*

"The most adventurous thing I've done happened two years ago for my husband's birthday. I surprised him by kidnapping him from work (well, a friend of mine did), flew him to Las Vegas – he checked into our hotel where there was a note to meet me at the Stratosphere where we took the insanity ride together before going to a nice dinner to celebrate. Was a great escape from reality!"

## 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, December 12**  
*Experiential Interviewing*  
Serah Morrissey, WB Hotel Group

### FREE Regional Training Forums (RTFs)

**November 7:** Boston, MA  
**November 15:** Seattle, WA  
**January 17:** Minneapolis, MN

### 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

*More team members will be featured next month.*





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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)

## Member News

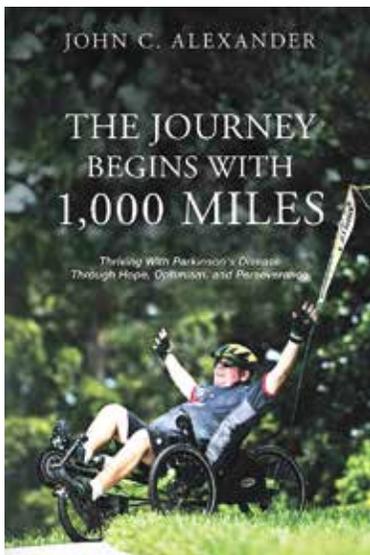
Congratulations to **Lorena Toland**  
on the birth of her daughter!



## Behind the Book

### The Journey Begins With 1,000 Miles

*Thriving With Parkinson's Disease  
Through Hope, Optimism, and Perseverance*



It is exciting to see so many CHART members with recently-published books. We will be featuring a few of them in upcoming issues of the flipCHART.

#### Description from Amazon.com

When John Alexander was diagnosed with a degenerative disease, he decided to take control of his health and mindset by finding ways to motivate himself and others with Parkinson's. John became a distance cyclist and triathlete after discovering that staying active is one of the best ways to combat the effects of the disease. John maintains his upbeat attitude by seeking inspiration from the Parkinson's community. He stays involved in helping transform other peoples' lives as a dedicated ambassador for numerous organizations and a sought-after inspirational speaker.

**John gave a CHART Talk, *Live Well Today*, on this subject, which can be viewed on CHART's YouTube channel at [CHARTtube1](http://CHARTtube1).**



## Nominate a Rising Star for the Learning Legacy Fund

*Send a Deserving Trainer to Albuquerque for FREE!*

*Details at [chart.org](http://chart.org) – Membership & Community – Awards & Scholarships*

Pay it forward and nominate a peer who would otherwise be unable to attend one of our 2019 conferences. Thanks to generous donors, 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.