



FlipCHART



July/August 2009

Connecting the CHART Member Community ~ *in print*

Upcoming Cleveland Conference

Overton To Be Honored with 2009 Commitment to People Award

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David Overton, CEO, has been a driving force behind people development and recognition since he founded the Cheesecake Factory restaurant concept with his parents in 1978. Because of this dedication, CHART will present the 2009 Commitment to People Award to David during the Awards Gala on Monday evening, July 27, during the Cleveland conference.

Created in 1993, the prestigious award is given annually to a CEO/president in the hospitality industry who demonstrates outstanding commitment to the development of his or her associates.

In David's own words, *"One of the most important motivators in business today is recognition. Recognition fosters job satisfaction, builds self esteem, and reinforces desired performance. We recognize that individual staff members in our restaurants are the heart and soul of The Cheesecake Factory."*

Please join CHART in recognizing David and congratulating him on this award.

Mark your Calendars

- July 6: Cleveland room block expires
- July 8: Webinar
- July 25-28: 78th CHART Conference, Cleveland
- September 16: Webinar
- September 24: FL RTF

Understanding Latest Generation

By *Danielle Roberts, The Broadmoor*

Known throughout the professional speaking world as the "Generational Humorist," Meagan Johnson covers the tough issues of navigating and thriving in a workplace that for the very first time is comprised of employees from four different generations. With such a significant gap between Baby Boomers / Traditional Generation bosses and New Millennium Generation employees, how do you communicate to and manage your multigenerational workforce? Meagan Johnson has the answer, and she relays her knowledge through a common sense approach, utilizing her past experiences to share hilarious stories that keep her audiences laughing.

After some frustration early in her career with the expectation of following the "traditional" career path and the inability of management to look at different ways of training and career management that were relevant to younger employees, Meagan began researching the best practices of some of America's top corporations. What she found was that the solution to this multigenerational problem was not to establish a new form of business structure but to instead utilize good old fashion communication skills, conflict resolution and negotiation methods and stress management techniques.

Every generation gets a negative label when they enter the workforce. Once you take the time to understand the motivations and mind-set of younger people, working with them, selling to them, and managing them becomes a more successful effort. Meagan will provide you the tools to ensure a comprehensive, successful and humorous multigenerational effort! Don't miss her session on Tuesday, July 28.



CHART Members connect online



NRA Show - Chicago

CHART members were present in force at the 2009 NRA Show, held in Chicago May 16-19. Presenting educational sessions were CHART President **John Isbell**, **Patrick Yearout**, Ivar's and the NRA Show Spirit Award panel (shown below), in which all recipients were CHART members! They were fainting in the aisles as members and guests reconnected at the CHART hosted reception held Sunday, May 17 at Maggiano's.



Moderated by **Dina Berta** (not pictured), NRN, the NRA Show Spirit Award panel included **Arie Ball**, Sodexo, **Kate Shehan**, Morton's, **Mike Speck**, Qdoba, and **Vicki Wilkerson**, Carino's.



Above is **Linda Sebok** and **Nikki Boeshansz**, both with White Castle, and **Curt Archambault**, Jack in the Box, enjoying the NRA Show reception held at Maggiano's.



Left to Right: Members and guests **Michelle Taylor**, Morton's, **Doug Lee**, Twisted Baker, **Dean Emmons**, **Steve Baker**, Morton's, and **Rodney Morris**, Raising Cane's, enjoy rich Italian appetizers and cocktails.

PRESIDENTalks

John Isbell



Last Call

One of the greatest jobs I ever had was as a bartender at Chi-Chi's Mexican Restaurant. The only part of it I didn't like was giving the last call. It always seemed way too early to be chasing people out (I was clearly much younger then). My favorite line to soften the blow and add some humor was always: "You don't have to go home – you just have to go!"

I now find myself on the other end of the last call. My time as the President of this amazing organization is coming to a close, and I will be passing the torch to the multi-talented Kate Shehan at our Cleveland Conference in July. For my part, I have to say that it went way too fast. I feel like I just got here and the bartender is already handing me my tab.

I want to thank you all for the amazing gift you gave me by allowing me to be your President. It has meant more to me than you can possibly know. The lessons I learned while leading this incredible group of board members will stay with me for a lifetime. I want to personally thank Kate, Jen Michaud, John Alexander, Mike Amos, and Gail Lyman, as well as Tara Davey, Lisa Marovec, Natalie Beglen and Allison Letourneau. These people work very hard on your behalf and I hope you will join me in thanking them for all that they have done this year.

One final thought before I go. While it is sometimes healthy to embrace our relative insignificance in the grand scheme of the universe – it is just as important to appreciate the fact that even the little things that we do matter to someone, somewhere, and at some point. You are all such an important part of this organization and it cannot thrive without each and every one of us working together to ensure its relevance and vibrancy in the hospitality community. I look forward to working with each of you for the next several years to insure we do just that!

Good luck Kate and the board of 2009/2010. I know CHART will be in good hands. Now if you'll excuse me – there's a barstool with my name on it next to Curt, Josh and the rest of the esteemed group of past Presidents.

With Humble Gratitude,

John

Upcoming Cleveland Conference

Sunday Evening Fun Planned!

Your conference team has come up with a great set of optional activities for you to unwind and have fun with others. See below for overview of these great plans. More information, as well as registration is online! While online, be sure to connect with fellow conference attendees.

Go to: <http://chart.org/conference.php>



The Eliot Ness Trolley Tour - Go back to the lawless Cleveland of the 1930's when corruption was rampant and the notorious "Mad Butcher of Kingsbury Run" was on his murderous rampage. Your narrated tour will

include the Flats and other sites made famous by the graphic and gruesome Kingsbury Run Torso Murders, Downtown Cleveland, University Circle where Eliot Ness lived for a period of time, and Lake View Cemetery to see the headstone for Eliot Ness who died at age 55, not long after an unsuccessful run for Mayor of Cleveland. The tour includes a copy of Paul Heimel's fascinating book *Eliot Ness: The Real Story*.

The Irish Cultural Festival - If you're looking for an evening packed with great Irish bands, step dancers, food, and Irish historical exhibits, come to Cleveland's Irish Cultural Festival at the Berea Fairgrounds.



"The Corner Alley" for bowling, food and drinks - The Corner Alley is the ultimate entertainment experience. Featuring 16 lanes of bowling, two sleek bars and the stylish 4th

Street Bar & Grill restaurant, The Corner Alley is the only place in Cleveland where you can bowl and sip martinis while enjoying time out with friends or dine on classic comfort foods in a fun, upscale atmosphere.

An evening at the Hard Rock Cafe - Enjoy live music, incredible rock memorabilia and great eats at the world famous Hard Rock Cafe, which is located within walking distance of the Renaissance Cleveland.

CHART to again help those in need

Conference Attendees will once again give back to the host community. Watch your email for details about how you can be part of our traditional service event.

Silent Auction

By **John Abels, Roti Mediterranean**

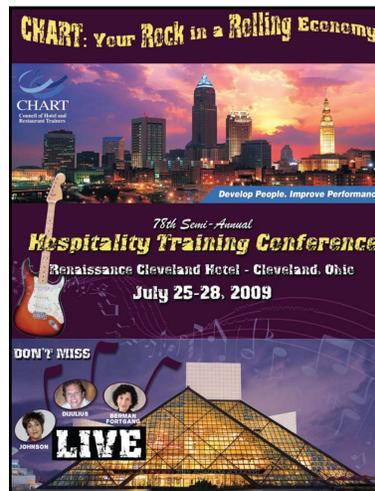
Help CHART raise funds for the future of our industry! Due to the overwhelming success of the first ever CHART Silent Auction at the 2008 DC Summer Conference, the decision was made to conduct the Silent Auction once again in Cleveland, this time for NRAEF and AHLAEF scholarships for outstanding students pursuing degrees in hospitality and human resource management!

We are in need of auction items to be bid on during the conference--- be creative and consider donating goods and services that you know either you or your colleagues would want! Past examples of auction items that were tremendously successful were: Speaker fee donations (from some of CHART's BEST speakers!), fabulous wines, trips, weekend stays at various resorts, hotel certificates and other fantastic items. Please contact **John Abels, Roti Mediterranean Grill, as soon as possible** at jabels@rotiusa.com to offer your donation! **Thank you!**



Mike Amos, Perkins & Marie Callender's, and Natalie Millholland, Richard's Restaurants, making bids at the DC conference.

Register Now for Conference and Hotel



Agenda, Forum, and Registration online:

www.chart.org/conference.php

Attendees

Log into the Attendees Forum—Connect with others prior to the conference.

Renaissance Cleveland
24 Public Square
Cleveland, OH

800.HOTELS.1 or
216.696.5600

Room rate: \$139
Room block expires:
July 6, 2009



"Nothin left to do but smile, smile, smile" ~ Grateful Dead

CHART News

Benefits of CHART Membership

Your CHART renewal is due August 31. With our membership more than 600 strong -- you have access to the best-in-class minds, programs and solutions of other top hospitality training professionals. **You can count on CHART – renew now!**

Here is just a sample of the benefits you receive when you continue your affiliation with our CHART family.

- ◆ Learning, Sharing, Growing & Caring at our Training Conferences (*with featured speaker webcasts available if you happen to miss a conference*)
- ◆ Educational and Networking opportunities at Regional Training Forums
- ◆ Discounts to several other Industry Conferences
- ◆ Sharing and Connecting with Ask My Peers, our popular online discussion forum
- ◆ Free Webinars featuring top rate presenters
- ◆ Learning via Training Flash e-newsletters
- ◆ Staying connected with FlipCHART, our monthly newsletter
- ◆ CHART's Career Center, the premier electronic recruitment resource for the industry
- ◆ Online book and speaker reviews
- ◆ Access to competency courses to grow and earn certificates

Upcoming Webinars

Mark your calendars and don't miss these upcoming webinars. Just sit back and learn from your office. More details online at: http://chart.org/?x=events_webinars

Wednesday, July 8, 1:00 p.m. EST

Coaching For Success, **Alie Gaffen**, Director of Training and Development, Pacifica Hotel Company

Wednesday, September 16, 1:00 p.m. EST

Leading Change: Reducing Resistance and Increasing Buy In, **Cheryl Tyler**, Human Resource and Training Consultant, Tyler Training and Development Solutions.

Member News



Congrats to **Denise Aboody**, and family on birth of their son Christian.



CHART Headquarters Office
P.O. Box 2835
Westfield, NJ 07091
www.chart.org

Contact Us

FlipCHART

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Please send content to:

FlipCHART Editor: Natalie Beglen

Email: nwbeglen@sbcglobal.net

Phone: 708.870.8010

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Back issues: visit www.chart.org

Managing Editor: Lisa L. Marovec, FMP,
CHART Sr. Director of Marketing

Editor-in-the-Know: Allison LeTourneau

Packing for Cleveland Conference

Business Cards, Items for Silent Auction (don't forget your checkbook to bid on items!), and your Burning Questions