



FlipCHART



September 2008

Connecting the CHART Member Community ~ *in print*

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DC Conference Recap

1st CHART Silent Auction Nets \$14,000 for SOS

Attendees at the Commitment to People Awards Gala broke out in a cheer when **Kate Shehan**, Morton's, The Steakhouse and CHART's president elect, announced that the 1st CHART Silent Auction raised over \$14,000 for Share Our Strength (SOS). "The 'caring' in CHART's guiding principles of 'Learning, Sharing, Growing, Caring' is certainly alive and well!" Kate exclaimed.



Kate Shehan, Morton's, makes the announcement.



Mike Amos, Perkins & Marie Callender's, and **Natalie Milholland**, Richard's Restaurants, make their final bids.

The auction began in the Resource Gallery expo and continued through the reception and awards dinner. Little more than six hours from the time the bidding began, attendees had bid up items donated by members, such as hotel stays by Pacifica Hotel Group, CSM Lodging and Sage Hospitality, restaurant gift certificates by Zed 451, Hard Rock Café and California Pizza Kitchen, Riedel wine decanters, Morton's gift certificates and a bottle of wine signed by Greg Norman by Morton's, The Steakhouse, and free training sessions by CHART expert speakers Terrence Donahue, Teresa Siriani and TJ Schier, among other great items.

"To raise more than \$14,000 in the inaugural auction speaks to the incredible generosity of CHART members to help make sure no child in America grows up hungry," said **John Isbell** of IHOP and CHART's president.

In addition, the 11th semi-annual community service event was held during the conference on Sunday, August 10. Over 50 conference attendees sorted and packed 14,000 pounds of food and over 1,000 bag lunches at the Capitol Area Food Bank, an SOS recipient organization.

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2009 CHART Conferences Announced:

Mark your calendars now and join us!

March 7-10, 2009
Hilton Portland & Executive Tower
Portland, Oregon

July 25-28, 2009
Renaissance
Cleveland Hotel
Cleveland, Ohio

DC Conference Notable Quotables

"In the end, it is all about giving back. People in positions who can help, should." - **Cody Stevens**, CHART/AHLAEF scholarship winner on making an impact.



"In a period of economic challenge, you have increased in growth and dreams. You are rooted in neighborhoods, spreading food, health and happiness. Your partnership is remarkable. You are the exception to the rule!" - **Billy Shore**, founder and executive director of Share Our Strength on CHART's support.



"Who would have thought tiny Camly could have made it this far?" - **Camly Nguyen**, CHART/NRAEF scholarship winner on her award.



"Who said that was a rug?" - **John Isbell**, CHART president, when talking about his "fake" Neil Diamond chest hair.



Working for You

CHART Board of Directors



And the winners are actually CHART is the winner, with an outstanding new board elected at the DC Conference. We are so appreciative of their dedication and willingness to serve on the board. Thanks.

Pictured above are: (l to r) **John Alexander**, NRA Solutions, **Kate Shehan**, Morton's, The Steakhouse, **John Isbell**, IHOP, **Gail A. Lyman**, First Hospitality Group, Inc., **Tara Davey**, CHART, **Jen Michaud**, CSM Lodging, and **Mike Amos**, Perkins & Marie Callender's, Inc.

Contact information for CHART's board members can be found online:

www.chart.org/about/board.php



DC Conference Recap

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"One of our keynote speakers, Barbara Glanz, said that she has spoken to hundreds of organizations on all seven continents, but this was her first time at a conference that incorporated a community service event for attendees," Kate stated. "It is our way of giving back to the host community, while creating bonds among members and giving trainers an example of how they can take this type of effort back to their restaurants and hotels."



CHART members packing over 1,000 meals for children

Survey: Training Departments are Being Hit Harder

In a quick survey of DC Conference attendees, respondents reported that budget cutbacks are worse than they were six months ago, when polled at the Minneapolis conference. The survey found:

- ◆ 85% said their organizations are experiencing "somewhat to significant" budget cutbacks and increased expense scrutiny; up from 75%.
- ◆ Upscale restaurants and lodging establishments are now feeling the pain.
- ◆ 16% said their training departments have been "significantly" impacted by the belt tightening; double the 8% reported in Minneapolis.

The cutbacks most often cited were:

- ◆ training staff reductions, training position freezes, training moved to operations,
- ◆ program development cuts, including new programs and development staff and
- ◆ fewer meetings and cuts of unnecessary travel.

PRESIDENTalks

John Isbell



But wait – there's more!

Am I the only one hooked on infomercials? You know the one's I am talking about – they suck you in at 2:30 in the morning and just when you think about how badly you need a pocket knife that also has a fishing rod and makes julienne fries, they get you with the final hook – "But wait – there's more! You'll get two of these babies and the ability to slice through a brick wall for only \$10.00 more!"

Well the recent DC CHART conference was very similar. Every time I saw something that I needed to take back to work, got a pearl of wisdom from another member, or heard about a great book to read – there was always something more coming around the corner. It was like Jen Michaud, our Board Member in charge of this conference, was saying, "You like that? Well try this one on for size!" I was so impressed by the talent level of the speakers who presented at our CHART conference this year. From our main stage speakers to all the amazing breakout presenters – this was truly an event rich in content and entertainment.

I want to thank Jen, Christine San Juan (our conference director) and the amazing group of fun, talented, (and slightly crazy) individuals on the Conference Team who helped make this conference a success. I would also like to thank all of you who helped us raise over \$14,000 for Share Our Strength through our first-ever silent auction. Through your generosity, we showed that one of our core values, "Caring," is still alive and well! Congrats also to all the award winners (I will forever remember the surprised look on Jim Knight's face when he won the Spirit of CHART Award) honored at our fabulous, and very rowdy, Awards Dinner. Lastly, thanks so much Curt, you've prepared me well. Go and enjoy some free time – you've earned it! Thanks.

John

DC Conference Recap

Neil Diamond and Uncle Sam duke it out



The economy may be down, but the mood was upbeat at the CHART conference, where 300 peers, including 75 first time attendees gathered at the Gaylord National, just outside of Washington, DC.

The light-filled, soaring atrium provided a breathtaking view of our nation's capitol. And, what could be more patriotic than an energizing debate between Neil Diamond (aka **John Isbell**) and Uncle Sam (aka **Curt Archambault**) to kick off the conference?

For a first hand look at the energy and enthusiasm in DC, take a look at these action-packed video clips from each day of the conference: www.legacyvideosolutions.com/CHART/DC.html.



Jim Knight, Hard Rock Café, and Spirit of CHART award winner, was truly shocked at being honored by his peers for his tireless support of CHART in the industry. Congratulations Jim, and thanks for being such a champion of CHART!



Spoofing the "Coming to America" theme, first time attendee directors **Calvin Banks** (on left), Gaylord National, and **DeMarcio Slaughter**, Sage Hospitality, prepare 75 first timers how to make the most of their CHART experience.



Donna Goldwasser, Goldwood Partners, **Donna Hood Crecca**, Cheers Magazine, and **Tami Kaiser**, Darden Restaurants, visit at the 10+ year Senior Member Reception, held in the posh Pose Ultra Lounge.



Curt Archambault, Jack In The Box, shows off his parting President's gift, a cowboy hat handmade by President Elect, **John Isbell**, IHOP, to help Curt conquer his fear of hats. Thank you, Curt, for moving CHART forward in so many areas, including our competencies, ROI Calculator, and new Web site.



Mike Hampton, Lynn University, and Spirit of CHART award winner, presents a pre-con session earlier in the conference. Unfortunately, Mike had to leave early and did not get to receive his award in person at the Commitment to People Awards Gala. We missed you Mike, and congratulations!

Sponsor News

CHART has several new Silver level partners which we are excited to formally announce.

Legacy Solutions, who created the amazing videos at the DC conference, helps organizations achieve excellence in training for today's generation. Services focus on reaching employees using today's hottest technology.

MindLeaders, an employee and individual performance-improvement company with nearly 25 years of experience in the technology-based, self-paced training field will be a great asset to CHART and it's members.

Maritz Research, a sales & marketing research services firm, has partnered with CHART to survey and report on the state of training and development within the hospitality industry.



Regional Training Forums

Seattle May 29: Over 28 met at Ivar's Salmon House to network together. **Curt Archambault**, Jack in the Box, told of his tenure with CHART and how others can give back and get more out of CHART. **Bill Marvin**, The Restaurant Doctor, delivered a wonderful presentation entitled 'Retention is Better than Recruitment,' which detailed the essential elements of a staff retention program. The day ended with round table discussions on the best practices of new employee orientations, where each person contributed successful strategies from their companies.



So. CA June 23: Thirty-five attendees, eager to learn and share ideas, gathered at the Cheesecake Factory in Redondo Beach for the Regional Training Forum. The day started off with a networking breakfast followed by an icebreaker contest. **Kristin Burk**, Wood Ranch, spoke about their online wine training program and then **T.J. Schier**, Incentivize, educated the group on the different ways to use technology in training. **John Isbell**, IHOP, moderated the always



enjoyable "Live Ask My Peers!" where attendees got to discuss five different topics ranging from multi-unit leadership programs to generational training. The day finished with a "Six Thinking Hats" presentation by **Patrice Paden**, Cheesecake Factory, and **Sandi Spivey**, Taco Bell, who explained how to view the world through different people's perspectives.



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DC Video Clips

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