



Inside this issue:

Career Center News	2
Curt wants your ideas for rewards	2
Top 10 Reasons to Get on Board	3
RTF Photos from Around the US	3
Looks Who's Making Headlines	4
CHART welcomes NRN as Media Partner	4

## Upcoming Minneapolis Conference

### Steps to Achieve ROI at Conference

by *John Alexander, NRAEF*



Whether Minneapolis is your first CHART Conference or one of many that you have attended, you will want to get the most out of the experience. In fact, your employer - the person footing the bill for your conference fee, airfare, and time away from your "day job" is counting on you to come back with several actionable ideas. **So how do you deliver a "return on investment"?** The answer is in pre-planning prior to the conference and working your plan throughout the four days on site. Here are a few suggestions:

- ◆ **Set at least three goals** that you would like to accomplish during the conference. Some ideas would be:
  - ◆ **Prepare a list of "things that you need"**. Find one - or several people - who may be able to help you, simply because they've "been there" or have some expertise. Designing a new Orientation Manual? - seek out someone else who loves to do that and would be glad to share their ideas.
  - ◆ Even if it's your first time, **reflect in advance on "how you can help"**. Your unique skills set and suggestions may be just what someone else needs to make their life easier. Come prepared to share.
  - ◆ **Improve your networking skills** - work on your 30 second elevator speech, have several questions ready to ask others - regardless of their job title or position. Make new encounters meaningful. If you make some new friends along the way, all the better.
- ◆ **Make notes throughout the conference** on "how this applies to me" and great ideas that can improve my company, my training department, my trainers, my GM's, my Assistant Managers, my hourly staff, and maybe even my boss. It may just be one great idea, but most likely it will be several. That's the ROI - prepare a presentation for the person who supported your development by sending you to the CHART Conference and share that with them within one week of returning to the office. This step gives you the ammunition that you need to justify returning for future conferences.
- ◆ **Review the information on breakout presentations in advance.** The presentations have been selected to provide useful information for each of the four CHART Competency areas - Trainer, Manager, Instructional Designer, and Executive/Leader. You will have an opportunity to attend three breakouts. The best part is that you get to pick the ones that mean the most to you. And you don't have to stay just in the track that speaks to your current position. If your current role is a Facilitator, catch the Trainer speakers, but look to the future and attend an Executive/Leader session as well - you'll be in that role one day.

**Take Note:**

◆ **January FlipCHART**

More details on breakout sessions will be provided.

◆ **HR in Hospitality  
March 16-19, 2008  
Wynn Las Vegas**

CHART is a proud sponsor of this 2nd annual conference. Brochures were mailed last month. For more info, visit: [www.HRinHospitality.com](http://www.HRinHospitality.com)

◆ **Orlando RTF  
January 25, 2008  
Darden's Training Center**

Contact John Alexander at [jalexander@nraef.org](mailto:jalexander@nraef.org)

**NEW this year**— Full descriptions on the conference keynote speakers and breakout sessions are detailed on the CHART website. This is **only** available online. Go to CHART website at <http://conference.chart.org/>



## Working for You

### CHART Board of Directors

**President**

Curt Archambault, FMP  
 Reg. Training & Development Mgr.  
 Jack In The Box  
 Renton, WA  
 (425) 687-4952  
[curt.archambault@jackinthebox.com](mailto:curt.archambault@jackinthebox.com)



**President Elect**

John W. Isbell  
 Dir. Training & Development  
 IHOP Corp.  
 Glendale, CA  
 (818) 637-3146  
[john.isbell@ihop.com](mailto:john.isbell@ihop.com)



John C. Alexander  
 Dir. of Sales, Southeast Region  
 NRA Educational Foundation  
 Lake Mary, FL  
 (407) 330-2122  
[jalexander@nraef.org](mailto:jalexander@nraef.org)



Jennifer Michaud  
 Director of Training  
 CSM Lodging  
 Minneapolis, MN  
 (612) 395-7043  
[jmichaud@csmcorg.net](mailto:jmichaud@csmcorg.net)



Lisa Oyler  
 Assistant Dir. of HR/Training  
 Loews Ventana Canyon Resort  
 Tucson, AZ  
 (520) 529-7858  
[loyler@loewshotels.com](mailto:loyler@loewshotels.com)



Cheryl Wilkinson  
 Director of Field Training  
 Red Robin Gourmet Burgers  
 Greenwood Village, CO  
 (303) 475-9687  
[cwilkinson@redrobin.com](mailto:cwilkinson@redrobin.com)



**Executive Director**

Tara Davey  
 CHART Headquarters Office  
 P.O. Box 2835  
 Westfield, NJ 07091  
 (800) 463-5918  
[chart@chart.org](mailto:chart@chart.org)



[www.chart.org](http://www.chart.org)



## CHART Benefit

### Career Center

<http://careers.chart.org/>

Whether you are looking for a position yourself or one to fill, check out CHART's online, interactive job board. It's great for both job seekers and employers. The Career Center offers resume and position databases with user-friendly search capabilities. Employers and recruiters can reach an industry-wide audience of hospitality training professionals.

For a minimal fee, employers receive targeted exposure to a specific audience of industry professionals, easy online job management and resume search capability. Job seekers in the hospitality training field can search for jobs specific to the industry, post their resume, submit real-time online applications and receive automatic job notification.

CHART is pleased to provide this service to help you reach your goals.

### PRESIDENTalks Curt Archambault



#### Give Employees Gift to Share with Guests



The holiday season is upon us and it seems to come around faster and faster every year. This is the season of festive gatherings of family and friends to celebrate and enjoy each others company. Many of these gatherings will occur in our hotels and restaurants which results in December being one of the busiest months of the year.

With our training, our employees will have the skills to do their very best to exceed our Guest's expectations so that the experience of coming to our restaurants and hotels is memorable.

We all know that working in the hospitality industry can be difficult, hectic, and at times frustrating, especially during the holidays. We also know that being in the hospitality industry is a fun, energizing, and exciting career. We need to remind employees of the latter.

One of our goals as training professionals during the hectic holiday season is to provide that little extra level of recognition to our employees. **We need to find different and creative ways to reward our employees so that they pay more attention to the service they provide** then the crush of sales they will experience. Doing that little extra as trainers to make their experience as employees fun, will translate to the Guest and keep the spirit of the season what it should be – FESTIVE!

Wishing everyone the happiest of Holiday Seasons!

*Curt*

*Send me your suggestions now on rewards for employees during the hectic holiday season. I'll compile and share via E-flash newsletter.*

[curt.archambault@jackinthebox.com](mailto:curt.archambault@jackinthebox.com)

In Memoriam—William B. Walton, one of the three co-founders of Holiday Inns, and the 2000 Commitment to People Award recipient, died in his sleep on September 30 at age 89. Walton served as both president and vice chairman of the board for Holiday Inn. In the earliest years he was the director of training. He was instrumental in founding Holiday Inn University, a center for training.

## Upcoming Minneapolis Conference

### More Conference Crew Members



**Clinton Anderson**, Colonial Café, is one of our Hospitality Directors. He has a ticket to ride with **Mike Amos**, Perkins, to create a hospitality retreat that will get all of our engines running! Photo is of Clinton on his recent trip to Alaska.



**Jennifer Johnston**, Red Lobster, has jumped right back on board and joined the team as Registration Director, along with **Samuel Stanovich**, NRAEF. Ask Jen about her car as the weather in Minneapolis will probably not allow her to drive her '64 Olds Convertible.



**Sue Kruse**, Perkins, is our Communications Director along with **Nicole Ellenbecker**, Really Nice. Sue is always moving full steam ahead! Mother of four daughters, five year CHART member and second time conference director.



**Jennifer Gulling**, Damon's, plans to keep the conference on track as Volunteer Director along with **Derek Fournier**, Uno. Jen enjoys a strong cup of coffee so she's wide awake to spend time with her 2 children and ready to do volunteer work..

### Top Ten Reasons to Get on Board to Mpls

10. The Timberwolves will be playing at the Target Center and Broadway style shows and concerts will be performing on one of the stages within the Hennepin Theatre District.
9. Northwest Airlines, based there, offers many direct flights.
8. You will be visiting the land of 10,000 lakes (though possibly still frozen). Ice fishing is in vogue.
7. The light rail goes to the Mall of America (*with more than 500 stores*) and runs through downtown and the airport.
6. There are 13 floors of Macy's in downtown Minneapolis.
5. You will have many "nice" networking opportunities as that is one of our sayings here in the state "Minnesota Nice".
4. There could be "Prince sightings" since he lives in Minneapolis and his "First Avenue" night club is downtown (a short cab ride from the hotel).
3. The agenda and breakouts look awesome.
2. It is being held at our board member, Jen Michaud's, fabulous hotel "The Depot" in downtown Minneapolis.
- And the #1 reason—**  
It is going to be the "warmest" conference ever.

## RTF's from Atlanta to Chicago to Seattle



**Kate Shehan** welcomed trainers (right) at a recent RTF in Chicago where they ate lunch and viewed a MultiU demo by DiscoverLink. **Terrance Donahue**, NRAEF, shared thoughts on the role and purpose of training. A great time.



**Richard Fletcher**, Zaxby's, submitted the photo on left from the recent RTF held at Popeye's in Atlanta. The attendees were treated to a great lunch as well as presentations by **Judi Bader**, Arby's, on the DISC assessment and one by Richard on emotional intelligence.



Northwest Regional Forum Director **Patrick Yearout**, Ivar's Restaurant, organized a recent RTF at The Ram Restaurant & Brewery in Lakewood, Washington (photo on left). Attendees learned about the brewing process (with samples!!), played training games, debated pros and cons of training programs, and heard a recap from the Tucson Conference. Contact Patrick if you would like a handout of the training games: [patrick@keepclam.com](mailto:patrick@keepclam.com)



# NewsMakers

## Who is making Headlines?



- ◆ **Barbara Latimer** is now the Director of Training and Development at Sonny's Franchise Company.
- ◆ CHART's Tucson conference and hotel breakout session were featured in Editor-In-Chief, Jeff Higley of Hotel & Motel Management magazine's lead article, "Trainers stress communication, cooperation," October 1, 2007, page 4.
- ◆ **Curt Archambault**, Jack in the Box, recently shared his presentation on ROI to the Las Vegas Chapter of ASTD.
- ◆ Congratulations to **Mike Hampton**, Lynn University (right), and **Josh Davies**, Sage Hospitality (far right), who both received the Doctorate of Foodservice (DFS) award during the October NAFEM Show in Atlanta.
- ◆ Best Wishes to **TJ Shier**, Incentivize Solutions, and **Todd Horchner**, CEC Entertainment, who have become franchisees of Which Wich? Superior Sandwiches – a growing, edgy, interactive sandwich concept. Their first location opened November 5. Good Luck.
- ◆ The WAS&LA Annual Conference was well represented by CHART Members. Both **Curt Archambault**, Jack in the Box, and **Josh Davies**, Sage Hospitality presented there.



## CHART Welcomes NRN



CHART warmly welcomes Nation's Restaurant News (NRN) as our first official Media Partner. "NRN has been a champion of CHART and our members for years," says **Curt Archambault**, CHART president. "This is our way of formally recognizing NRN and opening doors to work even closer together."

**Dina Berta**, NRN staff HR editor and regular CHART conference attendee, always seeks to bring best people practices to NRN's readers and frequently highlights CHART members in her articles. We thank NRN and Dina for helping CHART advance and promote the hospitality training profession and raise the performance bar for the industry.



**CHART**

CHART Headquarters Office  
P.O. Box 2835  
Westfield, NJ 07091  
[www.chart.org](http://www.chart.org)

## Contact Us

FlipCHART

Member Publication of  
Council of Hotel & Restaurant Trainers

**Please send content to:**

**FlipCHART Editor:** Natalie Beglen

**Email:** [nwbeglen@sbcglobal.net](mailto:nwbeglen@sbcglobal.net)

**Phone:** (708) 870-8010

**Deadline for submissions:**

1st of the month for next month's issue

**Back issues:** visit [www.chart.org](http://www.chart.org)

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

**Editor-in-the-Know:** Allison LeTourneau

**Online Registration NOW OPEN for Winter Conference.**

**Register and Review Details of Sessions at:**

<http://conference.chart.org/>