

Flip CHART



Connecting the CHART Member Community ~ in print



CHART Heritage Reflected In Boston

CHART's 70th semi-annual conference in Boston this past July hit a record high attendance of 367 trainers, human resources and hospitality executives. Boston proved to be an ideal venue for CHART to reflect upon its heritage, focusing on what we have learned in our 35 year history.

Over 30 of the Boston attendees were members of CHART for over 10 years, and 11 attendees were "lifetime members", having been members for over 20 years. Yikes. That's an awful lot of brain cells, no matter how you choose to interpret this observation. Recognizing the tremendous asset we have in these senior members, a panel of lifetime members shared with attendees insights and advice on what they would have done differently if they knew then what they know now. Two favorite reflections from that panel included Sandi Spivey's "don't burn bridges ... you never know who you'll meet up with later in your career", and Dick Gaven's sage observation that he "would not have bought that leisure suit in 1979". John Isbell looked truly stricken by this eye opening remark.

CHART members of 10 or more years met and shared fond memories and many hysterical stories at a dinner hosted by California Pizza

Kitchen thanks to Julie Carruthers. Members who have not yet reached their 10 year anniversary should stick it out, if just to get to the 10+ year dinner events in the future to hear all about the sock chopping, monkey houses and hot tubs of CHART conferences gone by.

The Boston conference hosted our first ever Summer Service Event, traditionally only a Winter conference session, where 25 CHART members volunteered on the day before the *(continued on page four)*



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New CHART Website Resources

CHART Career Center

Log on to the new CHART Career Center. Replacing the job board, this enhanced feature allows job seekers to post a resume and contact employers directly from the site, allows employers to post a job and track the number of people viewing it, and allows anyone to search by key words in this easy to use format.



Reading Room

Looking for books recommended by your peers?

Check out the new CHART Reading Room where members can post books that they recommend and other members can rate them with up to 5 stars and individual comments. This is a great tool for people who loved a book and want to share it with

others, and for members who are looking for good books on training and leadership and other professional subjects and want to read a fair and balanced review before investing their time and money in a new book. Take a few minutes to see what is posted now, comment on the books others have recommended, or post your own recommended reading.

New Ask My Peers to Be in a Bulletin Board Format

Coming Soon! The new Ask My Peers. With the assistance of Jim James of Red Lobster, we are redesigning the Ask My Peers to be a more valuable tool, less invasive to your email, more organized and with a better searchable archive of previous discussions. The new Ask My Peers will be in a Bulletin Board format that will allow all members to log in and peruse archives more easily and view subjects by category in their own time. In an effort to keep the interactive nature of the Ask My Peers, and the speedy response time members have to questions, the new format will also have an email function allowing members to receive a daily email with just a list of the subjects that have been posted or responded to that day. This new system should make this awesome CHART resource more valuable than ever.

Many Thanks to the CHART Members Who Have Helped Test CHART's ROI Model:

Rob Gage, John Kidwell, Lynnea Berglund, Bill Carmichael, Jeff Ramm, Melanie Johnson, Jeff Portwood, Kate Shehan, Mike Hampton

The ROI Plug and Play tool is almost ready and will be available on the CHART website soon.

FS People

Nation's Restaurant News, in partnership with CHART member Jim Sullivan, has created a new monthly 12 page print newsletter called FS People. This publication features the best ideas on selling, serving, supervision, marketing, training, diversity, retention, recruiting, and teambuilding. It is guaranteed to improve your people, performance and profits, rock your socks, and jazz your team to sell more and serve better! For more information, and to see some sample pages, click on

<http://www.sullivision.com/buy.cfm>



Regional Training Forums



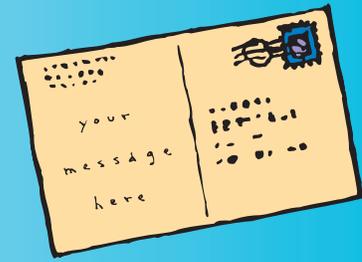
Regional Training Forums are a great way to learn, share, grow and care with your local CHART members and peers. A successful RTF does not have to be as big as a CHART Conference, just 5 to 10 people is all you need. What makes the meeting advantageous are the ideas which come from your peers and the networking with trainers in your area.

Two noteworthy Regional Training Forums were held in November. The Phoenix area group got together to volunteer at a local food bank and then went out for lunch to discuss hot topics in the industry before planning their Winter meeting. Another was held in Beverly Hills led by Debbie Juengst. Debbie organized a great meeting and is also arranging a volunteer day at a Los Angeles food bank in January.

Boston, Chicago, Dallas, Minneapolis and Orlando CHARTers meet several times a year each time coming up with an exciting session which energizes and inspires attendees with new training ideas. Baltimore had a meeting with only three participants and were able to share some of their best practices over lunch.

REMEMBER - Regional Training Forums are not just for members. Any trainer for a multi-unit hotel or restaurant can attend. So if you have trainers in a city hosting a Regional Training Forum, or if you know trainers for other hotels or restaurants who can not attend CHART Conferences, pass on information on these free, one day meetings to allow them to share and network and learn from each other, and maybe one day they will join us as full-fledged members.

Look Out Music City and Viva Las Vegas



CHART's 2006 conferences will be at the **Loews Nashville Vanderbilt, February 25 - 28, 2006** and at the **Renaissance Las Vegas, July 28 - August 1, 2006**. Mark your calendars now to make sure you are free to attend one or both of these tremendous events.

Registration for both conferences are now available on the CHART website, www.chart.org

Several CHART Members have been severely effected by the aftermath of hurricane Katrina. Lynarne Ciurus is no longer with the Louisiana based Acme Oyster Company, and lost in the flood all of the business cards that she collected in Boston. To reach her, email her at lynarne@yahoo.com. Nikki Nuzzolillo is also no longer with the New Orleans based Raising Canes. Having had enough of hurricanes Nikki has taken a position with Pat & Oscars in San Diego.

CHART Heritage Reflected In Boston (continued from cover)
 conference to go for several hours to the Greater Boston Food Bank, where we sorted donated food into boxes to be distributed to soup kitchens and other organization in Boston helping to feed those in need. Once again, the event proved to be fun, fulfilling and a great way to get really connected with CHART members at the conference, even in spite of the cranky non-CHART "regular" volunteer guy in the Yankees cap that apparently thought we CHART members were cramping his efficient and practiced style of food sorting.

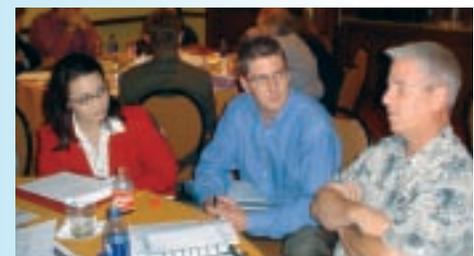
The conference culminated in the Commitment to People Awards Gala, where Julia Stewart, president and chief executive officer of IHOP Corp., was recognized as the recipient of the 2005 CHART Commitment to People Award. Also at the dinner, CHART, in conjunction with the National Restaurant Association Educational Foundation, presented its annual \$2,500 scholarship to Michelle Garcia, a ProStart student from Roberto Clemente High School in Chicago, Illinois. Nemaocolin Woodlands Resort supplemented the scholarship award with a special gift for the winner. This very thoughtful and much appreciated gift has prompted us to consider a silent auction of gifts at next Summer's conference, with the proceeds to be used to supplement the scholarship award.

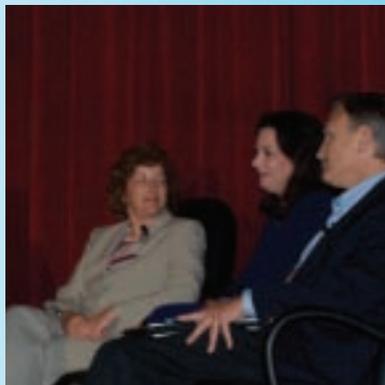
Yet another touching CHART Awards Dinner moment included when TJ Schier, standing in the back of the room brow-beating Allison to tell him who won the Commitment to CHART Award, nearly missed that he was being announced as the 2005 Commitment to CHART winner himself. TJ (more affectionately known at CHART as Past President and AV Boy), was clearly stunned and at a loss for words as the room stood to applaud and recognize his efforts over the years to help CHART in every way asked, and in many ways when not even asked.

Finishing off the evening was our farewell to outgoing CHART President Joleen Flory Lundgren, who graciously received both our sincere gratitude for her awesome leadership, as well as our teasing abuse for her over-photographed status with a funny photo spread (thanks to Denis Richardson of CEC Entertainment) of her taking over the world with her photo on everything from Mt. Rushmore to the Jo Buck dollar bill.



The special creation of a personalized CHART Cheers song by Jennifer Johnston of Red Lobster and a video of the conference prepared by Legacy Productions made this conference of 367 people a surprisingly touching, warm and truly traditional CHART experience. As we continue to grow, it was very reassuring to see that CHART's intimate, welcoming and sharing spirit can remain alive and strong.





THE GREAT AMERICAN BAKE SALE

13 million American children are at risk of hunger. (USDA)
Together, we can end childhood hunger in America.

During the months of October 2005 through January 2006, Share Our Strength and PARADE magazine are proud to present the third annual Great American Bake Sale® to end childhood hunger in America.

The Great American Bake Sale is a national campaign that encourages all Americans to help end childhood hunger in America by hosting bake sales in their communities. Restaurants and hotels all across the country are participating by donating a percentage of proceeds to The Great American Bake Sale or by hosting bake sales themselves.

The Great American Bake Sale is a simple concept: Companies, stores, schools, etc. simply hold bake sales and donate the proceeds to Share Our Strength to end childhood hunger in America. Restaurants and hotels can follow this simple format in their corporate offices or in their units, but since a bake sale in a restaurant might not be feasible, another alternative for hospitality companies to participate is to designate a dessert item on their menu the proceeds of which for a certain period of time will be donated to the Bake Sale. The Boston Park Plaza and Hyatt have both successfully participated in the program by hosting bake sales, holding cookie decorating contests with local schools, etc.

and by doing so raised a great deal of money for the cause and discovered some unanticipated benefits for the company as well.

Funds raised from this grassroots program specifically support after-school and summer feeding programs for kids. Of the granted dollars, 75% will support child hunger programs in the state in which they were raised. This year, the remaining 25% will support hunger programs in the areas hit hardest by Hurricane Katrina.

Participating in the Great American Bake Sale is extremely simple, it helps support the very worthy cause of ending childhood hunger in America, and it gives your company the visibility of being listed as a Great American Bake Sale supporter at www.greatamericanbakesale.org (50,000 to 90,000 unique monthly visitors during program dates) and being listed as a supporter in communications with the SOS database of Great American Bake Sale participants and Share Our Strength supporters (over 100,000).

For more information, contact Stacey Gilbert at 202-347-5868. Thank you in advance for your support and for sharing your strength.

A Note from the 2001 CHART/NRAEF Scholarship Winner:



I would like to take this opportunity to again thank the members of CHART for all their assistance and support in selecting me as their 2001 scholarship recipient. On May 6, 2005, I graduated from the Culinary Institute of America, Hyde Park, New York, with my bachelor's degree in culinary management. I'm sending out resumes now. If you know of anyone seeking to fill a position in culinary management or corporate R&D just about anywhere in the world, I'd be very pleased to hear back!

Michael Iuzzolino
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908-453-3464

Blueprint for Trainer Development: A Customized Competency Model for the Hospitality Industry

The CHART Blueprint for Trainer Development: A Customized Competency Model for the Hospitality Industry, is a hallmark study by CHART and Batrus Hollweg International (BHI) that defines the competencies necessary for success across three roles in hospitality training. Hospitality Trainers can put the competencies into practice in three areas: Individual trainer development, trainer group development and organizational effectiveness. CHART Members can download the white paper from the CHART Website and can download the competencies by role and see ideas under each area on how to use this research most effectively.
<http://www.chart.org/resources/research.php>

A special session to be held at the Nashville Conference in February will be focused on these competencies. Attendees will break into groups based on their respective roles. Attendees will brainstorm how to be more effective in their own professional development to better develop people and improve performance in their organizations.



CHART Store

Buy a CHART T-shirt with the CHART logo and a SOS logo and \$10 will be donated to Share Our Strength. In Boston we sold almost 100 of these T-shirts, Grey with navy trim around the neck and collar, and raised \$1000 for Share Our Strength. The T-shirts are very good quality, show your support of both CHART and SOS, and are another great way to help support the end of poverty and hunger in America.

Other CHART logo items for sale include boxed navy blue CHART pens and tan baseball caps with the blue CHART logo on the front and adjustable Velcro strap in the back. Both items sell for \$10.



Remembering CHART Member Rodney Gooden

Rodney Gooden became a CHART Member in 1999. He worked for White Castle for almost 26 years. A very charismatic, outgoing guy, and if you ever met him, you remembered that meeting. He had a talent for sharing just enough with you about himself to get you talking about yourself, what you were doing, how you were feeling, and what you were working on. He never met a stranger.

He was loyal, caring, committed person, who always tried hard to get along with everyone. He was a team player, who felt that he only succeeded when the team succeeded, and he tried very hard to help everyone.

Rodney passed away March of 2005. He will be remembered fondly by all who knew him.

CHART Gatherings

A small group of CHART members got together at MUFSO in Orlando in September where we did our best to avoid congregating together at breaks, but you know how drawn to each other we CHART members can be at these things.

25 CHART members met up at the People Report conference Dallas in early November, including 10 (yes TEN) past Presidents of CHART! A CHART Reception and dinner was held during People Report conference where members got a chance to catch up so they could focus their attention the next day on the wealth of information provided during the sessions.

A group of 12 CHART members also met up at a CHART reception in New York during the International Hotel, Motel, Restaurant Show in November and, again, had a chance to catch up and share a few ideas over a few martinis and quesadillas. OK, there may have been a few ideas shared where to find the knock-off designer purses on Canal Street, we did actually talk about some training issues too.

Executive Committee



President, Mike Hampton

President-Elect, Josh Davies

VP Education, Curt Archambault

VP Membership, Kate Shehan

Treasurer, John Isbell

Secretary, Lisa Oyler

Executive Director, Tara Davey

CHART OFFICE

Eastwood Association Mgmt

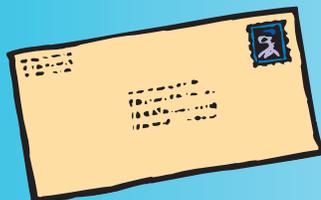
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Visit our website at www.chart.org

CHART Member NOTES



Nanette McWherter from BJ's Brewhouse welcomed daughter Maggie

Christine San Juan from Bertuccis also had a baby girl Maggie

Christine Andrews of Hostmark Hospitality and Mike Andrews of Sodexo welcomed baby boy Christopher Chart Andrews (OK, it was really Christopher Michael)

Todd Horchner and his wife Maria welcomed their second baby girl Emma Kate

Denise Franck married Christian Aboody in October in Boston.

Debbie Juengst has moved jobs and is now with Lucille's BBQ

Rodney Morris is now with Fired Up

Kathleen Wood is now President of Raising Canes

Jayne Aliota purchased the George Webb company



Maggie San Juan



Emma Kate Horchner



Maggie McWherter



Christopher Andrews