



**Inside this issue:**

People from People	2
HR in Hospitality Conference	2
New Year's Resolutions	2
Making Tracks for Breakouts	3
411 on Conference Team Members	3
Minneapolis Tourism	4

## Upcoming Conference



### Brake for Breakout Sessions

There is a great line up of breakout session presentations scheduled for you. Remember you can attend 3 sessions in *any* of the 4 tracks. It may be hard to select just 3—so you may want to team up with a colleague (*another good reason to invite a FTA to the conference!*).



**Trainer Track**

*Philanthropy That Rocks* - **Jim Knight**, *Hard Rock International* - An interactive session designed to highlight best practices for creating and effectively maintaining a strong, company-wide philanthropic culture.

*Test Writing 101: Making the Grade* – **Monique Donahue**, *AHLAEI* – Puzzled about how to create effective tests that measure the knowledge and performance areas that matter the most? Learn the do's and don'ts of exam writing.



**Manager Track**

*Employment Assessments - Profit Potential Indicators?* - **Bill Carmichael**, *Back Yard Burgers* - Companies look for any competitive margin that will help push adverse labor trends downward. Some restaurant companies have discovered that pre- and post-employment assessments are important indicators of the organization's profit potential.

*Training Design and Delivery at New Restaurant Openings* – **Greg Witmer**, *Ninety Nine Restaurants* – Experience the thought process of opening a new restaurant in this interactive session designed to replicate the “make it or break it” work of training for new unit success.

*Breakout Sessions continued on Page 3*

**Take Note:**

- ◆ **Next FlipCHART Double Issue February/March** Details on Service Project will be shared as well as opportunities for volunteering at the conference.
- ◆ **Orlando RTF** Friday Jan 25 2008 Darden's Training Contact John at: [jallexander@nraef.org](mailto:jallexander@nraef.org)

### Top 10 Reasons to bring a FTA to Minneapolis Conference

10. Since you'll miss the fun of having John & Chad as FTA Directors...at least your FTA won't.
9. Remember how you felt at your first conference?
8. Someone to get you up for the early morning exercise activities...hopefully not in the snow!
7. The larger and more fun the FTA group is...the more likely they will keep coming back!
6. Double the networking opportunities...divide and conquer.
5. Someone to compete with on Dance Dance Revolution in the Hospitality Suite.
4. You might learn something from them.
3. The true test of a good mentor is the ability to share an experience that you know has helped you advance in your career.
2. Helps you remember how valuable CHART is to the growth of our industry.
1. To show someone you care about their development.

## 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@csmcop.net](mailto:jmichaud@csmcop.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)

## Industry News

### People Report & HR in Hospitality Conferences

The November People Report Best Practices conference was well attended by CHART members including 10 past CHART presidents. Smiling in the photo are:

Top Row (L to R) :Joleen Flory, Roz Mallet, Tami Kaiser, Susan Steinbrecher, Kathleen Taylor-Gadsby and Kathleen Wood.  
 Seated: Rodney Morris, TJ Schier, and Josh Davies  
 Not Pictured: Tom Gathers



PEOPLE REPORT™



Don't miss out on an exclusive \$450 savings for CHART members to attend March 16-19, 2008 conference at Wynn Las Vegas . Use promotional code CHART when you register at <http://www.HRinHospitality.com/CHART> or call 1-800-727-1227 to save.

## PRESIDENTalks Curt Archambault



### Use CHART for New Year's Resolutions

**Happy New Year everyone!** What is the one thing that ends up being on everyone's mind this time of year? You are correct, New Year's Resolutions! The beginning of a new year brings about hopes and dreams that things are going to be better in the future, such as with health, career, and/or relationships.

Professionally, this may be the year that you resolve to volunteer at a CHART conference, be a member of a conference team, or do a break out at a conference. You may decide that you want to attend or even coordinate a Regional Training Forum. Why you may even be ready to resolve to put your name in the hat for a future CHART Board position.



The key to keeping any resolution though is taking that first step and moving it from thought to action.

- ◆ **Write** your personal and professional goals down on paper.
- ◆ **Share** them with people who can assist you in achieving those goals.
- ◆ **Develop** the support network necessary to help you with your journey towards your goals.

CHART is a great networking organization. I encourage you to use this network to help you with your professional goals or professional resolutions.

Make 2008 the best year ever!

*Curt*

# Upcoming Conference



## Breakout Sessions Continued



### Instructional Designer

*The Write Stuff II: Clear, Engaging Presentations* - **Donna Goldwasser**, Goldwood Partners LLC - In this session, you'll learn to build engaging, focused presentations, whether you will speak to an audience of thousands or deliver a workshop for 15.

*An Introduction to Learning 2.0 and its' Impact on Foodservice Operations* – **Jim Javenkoski**, NRAEF – A look at collaborative “workflow learning”, the “why” behind the latest thinking in E-Learning enabled technologies that tailor learning to the individual and the real business needs.



### Executive / Leader

*The REAL Path to Success for Emerging Leaders: Emotional Intelligence!* - **Richard Fletcher** - Zaxby's Franchising, Inc. - What makes someone a top performer or effective leader? Explore the area of Emotional Intelligence (EI) and its significance in predicting success at work.

*Conspicuous Leadership* – **Jeff Portwood**, Goldwood Partners LLC – Good managers can make things happen when they are present. See how truly effective leaders drive positive behavior and results even when they are away.

*Assistant Manager Development: Preparing the Next Generation of General Managers* – **Kat Cole**, Hooters of America Inc. Do you have strategic assistant manager development classes and criteria that progressively build skill sets required to transition from assistant manager or AGM to general manager? If not, learn from one of the industry's best trainers.

## Profiles of Additional Conference Team Members



**Donna Herbel**, Perkins and Marie Callender's will be joining **Vicki Houston**, Damon's, as co-Activities Director as we all jump on the track for fun at this Minneapolis Conference. Donna's a three year veteran of CHART and served on the conference

team in Tucson as a Facilities Director. Donna's energy and enthusiasm for CHART is evidenced in her “can do” attitude and drive for the organization. A perfect day for Donna (besides her job of course) is a sunny afternoon, up to her elbows in dirt, working in a flower bed or garden.



**Wade Chancellor** is director of training and development for Hooters of America, Inc. He has been a member of CHART for 5 years. He will be joining **John Kelley**, White Castle, as co-Facilities Director. This is Wade's first time as a director...but he's in good hands with John. When Wade is not working or giving his time to CHART, he likes to kick back by the pool with family and friends sipping Margaritas and enjoying good tunes.



**Samuel Stanovich**, Director of ServSafe Alcohol for NRAEF, will be joining **Jennifer Johnston**, Red Lobster as co-Registration Director. Sam has been a member of CHART for a year and half, inspired to join by none other than **John Alexander**, NRAEF. He is thrilled to be a Director for the first time.

Being an expert in alcohol, he's a great guy to have around for the Winter Conference.



**Mike Amos**, Perkins and Marie Callender's, or “Famous Amos” as he is known to many of us at CHART will be working with **Clifton Anderson**, Colonial Café, in the role of co-Hospitality Director. Mike will be bringing his signature hospitality suite down the track to our Minneapolis conference. Mike is a lifetime member of CHART, a recipient of the Commitment to CHART award, has served on the executive team, and continues to inspire others to get involved in CHART. He has served on many conference teams, but most recently as the Hospitality Director at the Las Vegas and Tucson conferences.



HOTEL Reservation—Contact The Depot directly .  
Room Rate is \$129—though reserve by 1/28 to get that rate. Call (612) 375-1700 or visit online at: [www.thedepotminneapolis.com](http://www.thedepotminneapolis.com)

CONFERENCE Registration—  
Go online to: <http://conference.chart.org/register>

# Upcoming Minneapolis Conference

## Got Minneapolis?

By Sue Kruse, Perkins



Minneapolis has many tourist attractions and sight seeing opportunities for conference attendees who would like to explore. A little known fact about Minneapolis is that it is first in the nation in literacy and second in the nation in per capita theaters in a city. It is also known for its' orchestra, art museums, and the sculpture garden with the cherry spoon near Loring Park and the Walker Art Center. Minneapolis, situated on the Mississippi River, is a perfect spot to view and ride on riverboats and take interesting walks. Minneapolis is also home to professional sports teams, shopping opportunities, as well as many restaurants and bars with musical entertainment.

Some tourist attractions and sightseeing opportunities that Minneapolis is known for include:

**Attractions and Landmarks:** Alexander Ramsey House, American Swedish Institute, Basilica of St. Mary, Bakken Library and Museum of Electricity in Life, Calhoun Beach Club, IDS Tower, and the Bell Museum of Natural History

**Breweries & Wineries:** Grain Belt Brew House, Minnesota Brewing Company, and Summit Brewing Company

**Guided Tours:** Alexander Ramsey House, Capital City Trolleys, Falls of St. Anthony, James J. Hill House, Landmark Center

**Lake, Rivers, and Canals:** Lake Calhoun, Lake of the Isles, Lake Harriet Bandshell, Falls of St. Anthony

**Arts and Entertainment:** Walker Art Center, State Theatre, Orpheum Theatre, Guthrie Theatre, Orchestra Hall, First Avenue Night Club, Minneapolis Institute of Arts, IDS Crystal Court, Nicollet Mall, Also fine dining opportunities like Murray's Steak House, Ocean Aire, Palomino Club, and Mancini's

**Sports:** Home to the Target Center where the Timberwolves shoot baskets and the Metrodome where the Vikings toss the football and the Twins play baseball

There are over 2 miles of skyways throughout the city so you could do a lot of exploring of the city without even going outside (not that it ever gets cold!)



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

Best Wishes for a Happy &  
Healthy New Year from CHART!