



FlipCHART



June 2008

Connecting the CHART Member Community ~ *in print*

Upcoming Washington DC Conference

Creating Community Wealth and Sharing Our Strength

CHART is delighted to have Bill Shore address us at the Commitment to People awards dinner in DC on August 11th. Bill is the founder and executive director of Share Our Strength® (SOS), the nation's leading organization working to end childhood hunger in America. Shore is also the chairman of Community Wealth Ventures®, Inc., a for-profit subsidiary of SOS that provides strategic counsel to foundations and nonprofit organizations interested in creating community wealth — resources generated through profitable enterprise to promote social change.



Shore founded SOS in 1984 in response to the Ethiopian famine and subsequently renewed concern about hunger in the United States. Since its inception, they have raised over \$200 million, providing support for more than 1,000 groups around the globe that are working to end hunger.

CHART has been supportive of the mission of SOS. Our service events were modeled after SOS service events and have involved almost exclusively SOS recipient organizations. We have donated money to SOS in the name of our speakers for the past 7 years and helped SOS market its various fundraising drives including their Taste of The Nation events, The Great American Bake Sales and the Great American Dine Out.

A native of Pittsburgh, PA, Shore earned his B.A. at the University of Pennsylvania and his law degree from George Washington University in Washington, D.C. He has written several books and in October 2005, US News & World Report selected Shore as one of America's Best Leaders. We are sure you will find his story inspiring.

More information about Share our Strength can be found at: www.strength.org/



Teresa Siriani, People Report, helps sort food at a past CHART Community Service Event.

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Take Note:

**DC Conference
August 9 - 12, 2008**

Conference Information and Registration:

Early Bird Rate by 6/29
www.chart.org/conferences/current-conference/

Hotel Information:

Gaylord National Resort and Convention Center
301-965-4000

Call hotel directly (by 7/7) to get \$149 rate.

Q&A with Cheryl Tyler, Break-out Session Presenter

DC Conference Communications Directors, **Christine Andrews**, Hostmark Hospitality and **Nikki Boeshansz**, White Castle, recently sat down with **Cheryl Tyler**, Tyler Training and Development Services, who will be presenting a break-out session on "Leading Change."

Cheryl Tyler's experience ranges from operations management, to human resources executive, to professional facilitator and strategic consultant for executive, management and front line teams in a variety of industries.

DC Communication Directors (DCCD's): How long have you been a CHART member?

CT: *I believe it has been 10 or 11 years now – I'm having so much fun, who's counting?*

Working for You

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NewsMakers

- ◆ The on line and print media loved CHART's donation of 400+ Teddy Bears to the Minneapolis Fire Department and \$1000 in restaurant gift cards to Ronald McDonald House. *CHART gives teddy bears to fire department program*, Nation's Restaurant News, March 17, 2008, page 24. *Hotel, Restaurant Trainers Pitch In*, Food Industry News, April 2008, page 1. Reuters: <http://www.reuters.com/article/pressRelease/idUS248563+03-Mar-2008+BW20080303>
- ◆ **Julie Carruthers**, Coffee Bean and Tea Leaf, and **Rob Grimes**, Hire Smart Train Hard LLC., were mentioned in the article "Barista training bolsters efforts to keep quality employees at Coffee Bean and Tea Leaf chain" Nation's Restaurant News April 21, 2008.
- ◆ **Monique Donahue**, AH&LEI, authored Chapter 6, "The Design Document: Your Blueprint for e-Learning Standards and Consistency" in the book Best of the eLearning Guild's Learning Solutions: Top Articles From the eMagazine's First Five Years which was published April 11, 2008.

PRESIDENTalks Curt Archambault



Social Networking: Fad or Future? Part 1

Last year in Tucson, then CHART President, Josh Davies proclaimed to the membership during the Business Lunch that one of the initiatives the Board would be working on would be establishing a social networking component to our website. With the popularity of such sites as MySpace, LinkedIn, Facebook, and the fact that CHART is a social networking based association, it made sense that we would have such an initiative.

Well, I am happy to report that the power of the CHART social network has come through yet again. At the Minneapolis Board meeting, Marketing Director Lisa Marovec introduced the Board to a restaurant specific social networking website named FohBoh. Within minutes the Board set up a training forum group and we were off and running. There are currently over 100 members in the group made up of CHART members and non-members. Are you in?

The site allows you to establish your own customized page, join many discussion groups in addition to CHART, connect with friends from CHART, make new industry contacts and maintain old ones, start your own discussion group, your own Blog, and many other features.

As a Board, we would like to expand our group to include more of our membership. If you would like to try it out, go to www.fohboh.com and register. Set up your page and the join the CHART Training group. We are planning on using this site as yet another way of adding value to CHART members and exposing non-members to our organization.

Next month's PresidentTalk will discuss the value of having a social network and how to get the most out of the network.

Until then, have an awesome productive and networked month.

Sincerely,

Curt

Upcoming Washington DC Conference

Q&A with Cheryl Tyler - *continued from page 1*

DCCD's: What drew you to the topic of leading change?

CT: *I am passionate about this topic because I believe so strongly that if you assess, plan, implement, and evaluate... change initiatives can stick. Change is a hot topic right now and so often organizations think they can pull a change trigger and the next week the change initiative will result in new behaviors or systems. But so many large change initiatives actually fail because they are not managed. The HR and training departments in organizations play a vital role in helping leadership shepherd their people through change.*



DCCD's: What are some pitfalls for organizations that do not embrace change?

CT: *If change is never championed – it never sticks and things just go back to the way they were, or even worse (retention, morale, profits, market share, etc) all decline.*

DCCD's: What have you gained personally from leading a group successfully through a change process?

CT: *I think a sense of real accomplishment comes from helping a group of individuals (an organization) who at first are so caught up in the emotions of change come out the other side all the more victorious and having a greater sense of what they are able to accomplish in the future.*

DCCD's: What one thing do you want someone to walk away with after attending your breakout session?

CT: *That there are calculated steps one should take in advance of implementing a large change initiative and by putting on the "hat" of strategic partner, one can play a large role in advancing individuals and organizations to their desired future state.*

Industry News

CHART at DineAmerica

CHART's media partner, QSR magazine, held its 5th annual DineAmerica executive idea exchange conference April 6-8, 2008, in Houston, Texas. As a sponsor of the event, CHART hosted a booth in the Sponsor Fair and sponsored an educational session entitled, "The ROI of Employee Benefits." The panel of CHART experts included moderator and CHART President, **Curt Archambault**, Jack In The Box, **John Kelley**, White Castle, **Victor Fernandez**, People Report, and **John Kidwell**, Mazio's.

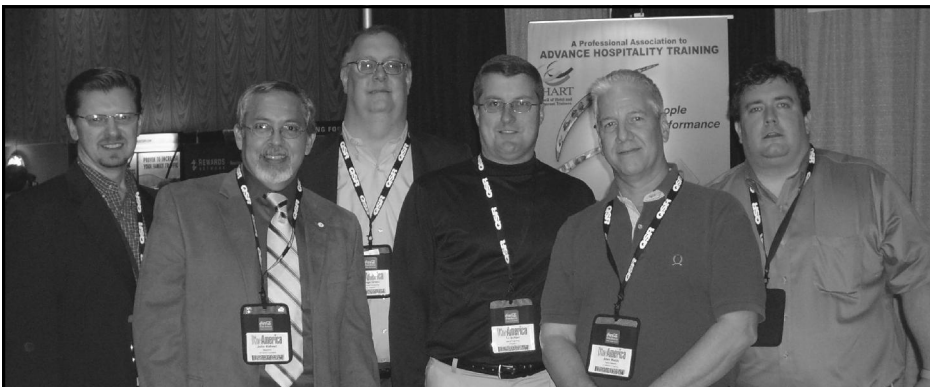


CHART members gather at the CHART booth. Left to right: **Jim Marovec**, NRAEF, **John Kidwell**, Mazio's, **George Green**, Bread & Company, **TJ Schier**, Which Wich, **Al Webb**, Taco Cabana, and **John Kelley**, White Castle.

People Report presents QSR Symposium

The 2nd Annual QSR Workforce Symposium, presented by People Report will be held June 24-25, 2008 in Dallas, Texas. For more information, visit: www.peoplereport.com/conferences.asp



AH&LA Educational Institute Opportunity

Certified Hospitality Trainer (CHT) Review and Exam will be held in conjunction with the DC conference. The application deadline is July 12. Download the application at: <http://www.ei-ahla.org/>



Upcoming Washington DC Conference

Break-out Sessions

Additional details at: www.chart.org/conferences/current_conference/dcagenda.php

Attendees can attend some informative sessions in DC from any of the tracks. These break-outs provide intimate working sessions with practical, useable takeaways. The DC sessions are:



Track #1 - Trainer

Bob Anderson, Star Performance Inc., "When Employee Empowerment Fails"

Track #2 - Manager

Cheryl Tyler, Tyler Training and Development Services, "Leading Change"

Gregg Ward, CMC, Speaker, Trainer, Author and Coach, "A Case for Diversity in Hospitality"

Harry Bond, Monical's Pizza, "Building a Talent Factory"

Track #3 - Instructional Designer

Lisa Schweickert, Golden Corral, **Tanya Hill**, Golden Corral, "eLearning at Golden Corral – Evolution or Intelligent Design?"

Track #4 - Executive / Leader

Patrick "Paddy" Meskell, Silver Diner, "Building a Culture of Ownership, Commitment and Accountability"

Susan Steinbrecher, Steinbrecher and Associates, "Coaching and Leadership"

Joleen Flory, The Elliot Leadership Institute, "Strategic & Practical Thinking: How to Make Them Work For You"

Track #5 – Key Industry Topics

Dr. Joel Bennett, Organizational Wellness & Learning Systems, "Team Resilience Training: A New Paradigm for Young Adults in the Hospitality Industry"



CHART

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New Online Renewal Option

CHART renewal invoices will be mailed in mid June, but you can now renew your membership online as your register. Your renewal will then be good until August 2009.

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FlipCHART

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1st of the month for next month's issue

Back issues: visit www.chart.org

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