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Upcoming National Conference



74th Semi-Annual Hospitality Training Conference

Loews Ventana Canyon

Tucson, AZ

August 4-7, 2007

Restoring Your Clarity of Vision

No, it's not a mirage, it's an oasis of learning. The Loews Ventana Canyon in Tucson is a perfect site to STOP and restore your clarity of focus and purpose. You can see for miles in this harmonious surrounding. Let it rejuvenate, rebalance, and reenergize your passion for learning. [See page 2 for conference agenda.](#)

Fish! In the Desert: Harry Paul in Tucson



You've thrown 'em, tossed 'em and flung 'em. Now come and hear 'em as **Harry Paul**, co-author of *Fish! A Remarkable Way to Boost Morale and Improve Results*, *Fish! Tales* and *Revved!: An Incredible Way to Rev Up Your Workplace and Achieve Amazing Results*, joins us in Tucson. Veteran Author Harry Paul will share ways to help employees find their way to a fun and happy workplace while

providing a good dose of worthwhile motivational management techniques along the way.

High-energy speaker **Brian Biro**, one of America's most sought after motivational coaches, will kick off the conference with "Breakthrough Leadership" and **Hyrum Smith**, co-founder and Chairman of the Board of FranklinCovey will provide a dramatic and not-to-be-missed closing to the conference.

Take Note:

- ◆ 74th Semi-Annual Conference in Tucson, AZ
Register Now!
- ◆ Upcoming Webinars
May 23, 2007
"How to Optimize the Transfer of Training," Dr. Mike Hampton, Dean of the College of Hospitality Management, Lynn University
- June 20, 2007**
"Creating a 'Sans Frontiers' (without Boundaries) Service Culture." Kathy Harris, Director of Talent Development, JHM Hotels

Annapolis Recap

The CHART Boat Set Sail

CHART Conference # 73 in Annapolis, Maryland featured a dog, a snowstorm and rifle tossing. There was, of course, some learning, sharing, networking and development as well, but the dog was certainly a highlight.

About 140 trainers arrived in Annapolis, shortly before being hit by the snowstorm that blanketed the area; making the beautiful, historic town even more spectacular. Although our scheduled service event at a local homeless shelter had to be canceled as the shelter had to open early for inhabitants to come in off the snowy streets, many attendees were still able to take the trolley through the snow to Phillips Seafood for dinner while others hunkered down early in the "Admiral's Club" hospitality suite to watch the Oscars and play Jenga. The glittering snow lay in stark contrast to the opening night "Set Sail" reception that featured a steal drum band, flower leis, decorated straw hats and flip flops.



Opening the conference with a customized version of the Love Boat theme song (CHART.... Exciting and new, Come aboard, We're Ex-





Tucson Conference Agenda

Go online to www.chart.org for more details and to register.

Saturday, August 4—(including four Pre-Conference Sessions)

10:00 am – 5:00 pm “CHT Class and Exam,” AHLAEI
 10:00 am – 3:00 pm “ServSafe Alcohol Class,” NRAEF
 10:00 am – 2:00 pm “Cost and Profit Board Game Simulation,” IHOP
 10:00 am – 2:00 pm “Strategist,” Elliot Leadership Institute and
 Galileo Initiative 10 Dimensions of Leadership
 4:00 pm – 5:30 pm First Time Attendee Meeting
 6:00 pm – 10:30 pm Opening Reception

Sunday, August 5

8:30 am – 8:45 am Conference Opening
 8:45 am – 10:15 am “Breakthrough Leadership,” Brian Biro
 11:00 am – 12:15 pm Breakout Sessions – Round One
 12:30 pm – 2:00 pm Business Meeting Luncheon
 2:00 pm – 3:15 pm Breakout Sessions – Round Two
 3:15 pm – 6:00 pm Resource Gallery and Networking Reception

6:00 pm – 9:00 pm Annual Service Event or Dinner On Own
 9:00 pm – midnight Hospitality Suite

Monday, August 6

8:45 am – 10:00 am “Fish!” Harry Paul
 10:15 am – 11:30 am Breakout Sessions – Round Three
 11:30 am – 1:00 pm Industry Segment Networking Lunch
 1:00 pm – 2:30 pm President’s Panel
 2:45 pm – 6:30 pm Free Time for Attendees
 6:30 pm – 10:00 pm Commitment to People Awards Gala
 10:00 pm – midnight Hospitality Suite

Tuesday, August 7

8:00 am – 11:00 am Best Practice Development Sessions
 11:00 am – 12:30 pm “Leadership and Belief,” Hyrum Smith
 12:30 pm – 12:45 pm Conference Closing and Box Lunch

PRESIDENTalks

Josh Davies



Everything Old is New Again

For many years, the FlipCHART newsletter was published monthly by CHART’s volunteer leadership. The newsletter was seen by members as a valuable resource for connecting them to members, getting the latest news, and the simple enjoyment of viewing silly conference photos. Over time, conference content was summarized and included in the FlipCHART along with more practical, substantive articles.

It was this push for more substance that resulted in the creation of the Training Flash, CHART’s monthly e-newsletter featuring “training ideas that work”. This e-newsletter has become a remarkable success with over 2,000 subscribers. This new format for high-quality content, combined with the ability to give conference updates and photos through the website, changed FlipCHART’s schedule from monthly to semi annual. Some recent developments have caused us to take a fresh look at the role of the FlipCHART and the frequency of publication.

First, the profile of the average CHART member has changed. Though more than 38 percent of our membership has over seven years of tenure in the hospitality training profession, an increasing percentage of members are new to the profession. It is crucial that these new folks are connected on an ongoing basis to the vast resources within the organization. The FlipCHART is a great way to make sure that every member knows all of the great resources that we can provide to help them grow personally and professionally.

Second, we have an increasing number of new members each year. We need to integrate new members quickly to take full advantage of the CHART network, regardless of

their tenure as training professionals. We want these people to “feel the love” and experience the full benefits of CHART beyond just attending the conferences. By highlighting Regional Training Forums, Webinars, and most importantly, member news and updates, we have a tool to help everyone continue the social networking that is a critical component of CHART.

The FlipCHART impacts those two forces by connecting members in a way that is uniquely CHART. It builds the CHART community by keeping members informed, reminding members how to get the most out of CHART, and keeping the guiding principles of learning, sharing, growing and caring alive and well.

So, this is your first glimpse at the new monthly FlipCHART. This printed newsletter has traditionally focused on member news, conference news and CHART business and will continue to do so. Now, our lineup will also bring news from our industry partners, reminders of Web site resources, webinar and Regional Training Forum dates and opportunities for member personal, professional and company recognition and exposure.

We hope you enjoy the FlipCHART as a quick, fun and informative read every month. Think of it as receiving a letter from an old friend – I know that is how I feel about my colleagues in CHART. Please let me know if you have any comments or ideas on how we can make the FlipCHART even better for you. Just shoot me a quick note with your ideas at jdavies@sagehospitality.com

Warm Regards,

Josh

Annapolis Recap

continued from page 1

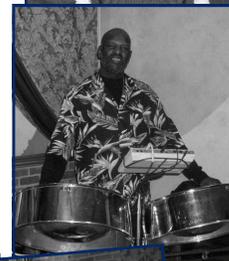
pecting you....), the Annapolis Conference team had everything from confetti to Curt Archambault "Gopher" (in tight white shorts, no less!). The opening set the mood for the coming 3 day adventure.

General Sessions on presentation coaching, leadership and creating a high performance culture were supplemented with 8 different breakouts ranging from training basics to executive transitions. One novel breakout included Dolly, a therapy dog used by the U.S. Naval Academy in hospitals and nursing homes. Although Dolly was a huge hit, perhaps the most unique aspect of this conference was the surprise exposition by the Jolly

Rogers, the United States Naval Academy (USNA) silent drill team. The highly-disciplined presentation amazed the audience with its timing, precision and teamwork.

The Monday night dinner was held at the Rams Head Tavern, a brewery in a historical building operating as a tavern since the 1700s. The reception featured a young band called "Ben's Bones", which delighted attendees by playing music popular in the 70s and 80s.

The conference ended with "Windjammer" a fun, interactive teambuilding exercise to further strengthen the relationships and networking developed during this intimate, personal CHART conference.



Missing Notes? The conference handouts are available on our website <http://chart.org/conferences/annapolis/>.

Keeping your Audience Present and Engaged

The always-popular Bob Brown in his Annapolis general session gave attendees specific takeaways they could use to beef up the six elements of a presentation:



- 1) **Opening** Don't stick to your assigned space, find the natural stage via lighting. Relax your audience with upbeat music.
- 2) **Attention Getters** "Snap" participants back to the present using the "call back." Walk around with purpose. Use props to keep people in the moment.
- 3) **Audience Participation** Direct questions to individuals, shake their hand for a "right" answer. Have the audience fill in the blanks, "In 1994, I was able to buy my first brand-new ___ [car]"
- 4) **Speech Style** Maintain a brisk pace. Minds wander because we think at 450 words per minute but speak at 150.
- 5) **Real Life Examples** Tell a story using details that employ all five senses. Tell outside of your topic area to catch audience off guard and engage.
- 6) **Closing** End on a high note. Wrap up with just two sentences.

How Can My Dog Understand, but People Don't?

Commander Mary Kelly of the United States Naval Academy brought her therapy dog, Dolly, to the Annapolis conference to illustrate "Everything I Learned About Management I Learned From My Dog." In a unique and fast-paced workshop, Commander Kelly reflected on three basic management rules:



- 1) **Reward good behavior.** We usually punish those who work hard by giving them more work.
- 2) **Don't reward bad behavior.** Correct action on the spot.
- 3) **Be consistent.** There is no "sometimes" in a dog's world.

Now if we could only take our dogs to work.

Working for You

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NewsMakers

CHART Presence at NRA Show

- ◆ **CHART Member Reception**, Sunday May 20, 2007, 5 to 7 pm @ Harry Carey's in Chicago.
- ◆ **Josh Davies**, Sage Hospitality, is presenting "Increase Your Profit and Retention with a Focused Training Strategy."
- ◆ **Jim Knight**, Hard Rock International, will offer "Service That Rocks!"
- ◆ **Jim Sullivan**, Sullivision, will be moderating a panel on the SPIRIT Awards.
- ◆ **Teresa Siriani**, People Report, is leading a panel on People Report Workforce 2007.
- ◆ **John Isbell**, IHOP, is sitting on a panel at the NRAEF's Michael E. Hurst Student Forum faculty educational session. **Teresa Siriani** will be moderating this session on *Top Industry Trends: The Sizzle and the Steak*. Other panelists include Dina Berta, HR Editor, Nation's Restaurant News and Mary Chapman, Editor-In-Chief, Chain Leader.

Recognition Opportunities

Who will YOU nominate?

- ◆ The **Commitment to CHART Award** will be presented during the Tucson Conference. This annual award is given to a leader who is helping move CHART forward through contributions that have been above and beyond expectations. Who do you know who represents the essence of CHART member's commitment? Nomination deadline is June 1st. Form and details online:

www.chart.org/membership/chartaward.php

- ◆ **WHO** do YOU think should be **HR Executive of the Year**? *Human Resource Executive* magazine has been giving this award for over 19 years. Nominate your choice by May 25th at:

www.hreonline.com/pdfs/2007HRExecofYearNominationForm



Make someone's day!
Nominate them!

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Back issues: visit www.chart.org

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Did you Know?

The average CHART member's company has 6,700 employees in 200 units. CHART represents a workforce of almost 5 million!

