



# FlipCHART



May 2008

Connecting the CHART Member Community ~ *in print*

## Upcoming Washington DC Conference

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### Acclaimed speakers, motivators Pawliw-Fry, Glanz, and Snow to Keynote at DC Conference

We are excited to have three top speakers who will address some of the key topics facing the hospitality industry.



**Dr. J.P. Pawliw-Fry**, President of Institute for Health and Human Potential, will share a powerful and inspiring message on **Understanding the Impact of Emotions on Performance**. J.P. has received acclaim for his work in personal leadership with sales organizations, leadership retreats, and motivational seminars. He is one of the highest-rated lecturers at the Northwestern's Kelloggs' Graduate School of Management Executive education program. J.P. has recently become a contributing columnist for *Call Center Magazine* and *The Economic Times* (second highest circulation newspaper in the world).



His high-content and enormously inspiring leadership presentations include a fascinating multimedia show and will leave us with something different: *strategies that we can implement the very next day to make a real difference.*

**Barbara Glanz**, CSP, lives and breathes her personal motto of "spreading contagious enthusiasm™". Barbara works with organizations that want to improve morale, retention and service and with people who want to rediscover the joy in their work and in their lives. She is the author of eleven bestselling "how-to" books, including *The Simple Truths of Appreciation: How Each of us can Choose to Make a Difference* (Simple Truths, February 2007).



She is known as "the business speaker who speaks to your heart as well as to your head," and she has presented to conferences, associations, and organizations worldwide and is featured on TV, radio and print nationwide.

**Dennis Snow**, Snow & Associates, is a full-time speaker, trainer and consultant who helps organizations achieve goals related to customer service, employee development and leadership. His customer service abilities and his passion for service excellence were honed over 20 years of experience with the Walt Disney World company.



He spent several years with the Disney University, teaching corporate philosophy and business practices to cast members and the leadership team. While there, he coordinated the Disney traditions program which is universally recognized as a benchmark in corporate training. Dennis is the author of the book, *Unleashing Excellence: the Complete Guide to Ultimate Customer Service*, which has been used in organizations around the world as a blueprint for organizational excellence.

### Take Note:

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

#### **Conference Information:**

Registration open at:  
[www.chart.org/conferences/current\\_conference/](http://www.chart.org/conferences/current_conference/)

#### **Hotel Information:**

Gaylord National  
Resort and Convention  
Center  
201 Waterfront Street  
National Harbor, MD

[www.gaylordhotels.com/gaylordnational](http://www.gaylordhotels.com/gaylordnational)

301-965-4000

*June FlipCHART to feature details on DC Conference breakout sessions and team.*

## Working for You

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## Member News

### Commitment to CHART Now Spirit of CHART

Nominations are now open for the Spirit of CHART award, formerly the Commitment to CHART award. The name was changed to better reflect what the award means and to minimize the confusion with CHART's Commitment to People Award.

Download a form at: <http://chart.org/membership/chartnom.php>  
**Deadline: 6/1**

This award is given during the summer conference to a CHART member whose dedication to the organization is above and beyond. Do you know a CHART member who embodies and models the volunteer spirit that moves CHART forward? Nominate that deserving someone today!

### Come on board to CHART's Board

A new board, operating under incoming President John Isbell, will take effect in August. If you are interested in running for the CHART Board, please notify John Isbell at 818-637-3146 or [John.Isbell@ihop.com](mailto:John.Isbell@ihop.com). **Deadline is June 1.** If you choose to be involved in the board, it will probably be one of the most important and influential forces in your professional growth and success.

## PRESIDENTalks **Curt Archambault**



### Training Feels the Squeeze

In a quick survey conducted during the Minneapolis conference, 77% of attendees said their restaurant and hotel companies are experiencing belt tightening such as budget cutbacks and expense scrutiny. Further, 60% of those reported that their training departments have been somewhat to significantly affected by the cutbacks.

The casual dining segment appears to be the hardest hit, as more than 70% of those who reported significant cutbacks were from casual dining establishments. The most frequently cited ways training departments are feeling the squeeze were: training department staff increases not approved, training department staff cut, support for field training decreased, lowered standards at new store openings, and delay or cut of training programs.

It is no real shock or news that training departments are being asked to do more with less. Historically, when economic pressures hit and budgets are cut, training is the first to go. It is up to all of us to promote the mission critical role of training at this time. Minneapolis attendees gave examples of promoting return on investment (ROI), a strong partnership with operations, and retention analysis as examples of how to defend the training department's resources.

I'm preaching to the choir when I suggest that now is the time to inject new life in your brand and your service through training, not cut training programs. Savvy operators realize the connection between engaged employees, delighted guests and operational performance. YOU are at the core of creating engaged employees. Keep connected to your CHART peers for best practices in promoting the value of training.

Until next time!

Curt

## Industry News

### CHART at HR in Hospitality

Fourteen CHART members attended the 2nd annual HR in Hospitality conference, held March 16-19, 2008 at the Wynn in Las Vegas. As a sponsor of the event, CHART hosted a booth in the exhibit hall and supplied member speakers, including **Jim Knight**, Hard Rock Cafe, who presented two breakouts on "Restaurants That Rock: Onboarding and Training at Hard Rock International" and **Kacy Oden**, People Report, who presented a breakout on "Workforce 2007: Best People Practices in the Restaurant Industry."



CHART friends gather at the Wynn's Parasol 'Up' lounge. Left to right: **Sean Cox**, Sagamore, **Lisa Marovec**, CHART, **Brenda Moons**, AHLAEI, **Curt Archambault**, Jack In The Box, **Brad Aldrich**, AHLA, **Christine Andrews**, Hostmark, and **Faye Gayes**, AHLAEI.



**Christopher Shand** (on left), Silver Diner, and **Jim Knight**, Hard Rock International.

## Minneapolis Photos

More conference photos online: [http://chart.org/conferences/conf\\_photos/](http://chart.org/conferences/conf_photos/)



Minneapolis Firefighters present a check for \$384, donated by CHART members, to the Hennepin County Medical Center Burn Unit.



Author, film maker, and long time street performer, Carr Hagerman teaches attendees how to use the natural energy of a presentation to create more engaged trainees and more effective training.



Attendees from Perkins and Marie Callendar's; **Toni Quist**, **Robin Henley**, **Craig Story**, and **Jim Prinzing**

### Trainers Connect Online - [www.fohboh.com](http://www.fohboh.com)

Several CHART members recently created the CHART Training group on FohBoh. FohBoh is a vertical, or niche social network dedicated exclusively to the restaurant industry, its employees, owners, operators, vendors, suppliers and service providers worldwide. Meet us in the chat room.

### Upcoming Regional Training Forums

Friday, June 6, 2008 Denver, CO

Contact Cheryl Wilkinson at [cw.conceptual@yahoo.com](mailto:cw.conceptual@yahoo.com)

Monday, June 16, 2008 Atlanta, GA

Contact Richard Fletcher at [rfletcher@zaxbys.com](mailto:rfletcher@zaxbys.com)

# Industry News and Events

## NRA Show: May 17-20 2008 - Chicago

**Speakers:** CHART has many members speaking at the upcoming NRA Show. Among those sharing their expertise are: **Gail Lyman**, First Hospitality Group; **Rob Gage**, Hire Smart Train Hard; **Curt Archambault**, Jack in the Box; **Joleen Flory**, Elliot Leadership Institute; **Todd Woodruff**, Macquarie Leisure, Main Event Entertainment; **Donna Rynda**, Make It Matter; and **Jim Sullivan**, Sullivision.com.

**CHART Booth:** Stop by the CHART booth located in the Power of Partnership pavilion.

**CHART Reception:** Visit with CHART friends at Morton's ( 65 East Wacker Place) from 5 - 8pm on Sunday May 18th.

If you're able to attend the NRA Show and/or CHART reception, email Tara at [tara@chart.org](mailto:tara@chart.org) and she'll follow up directly with you with a list of all other members attending and further details. *Hope to see some of you there!*

## People Report presents QSR Symposium AH&LA Educational Institute Opportunity

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](http://www.peoplereport.com/conferences.asp)



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/certification\\_cht.asp](http://www.ei-ahla.org/certification_cht.asp)



## NewsMakers

- ◆ **Gail Lyman**, First Hospitality Group, authored the Training Trends column, *Put heart and soul into corporate culture*, Hotel & Motel Management, April 7, 2008, page 22.
- ◆ **Lanny Okonek**, FUN-Nominal Training and Consulting, authored *Rock, Roll & Retention*, QSR's Training Manual e-newsletter, March 18, 2008.



**CHART**

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### Upcoming Webinar: Wed. May 7 2:00 EST

Kacy Oden, People Report

*Employee 2.0 .... Got Relevance?*

Webinar description and access instructions can be found at: <http://chart.org/about/news/view.php?id=39>

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FlipCHART

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**Deadline for submissions:**

1st of the month for next month's issue

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

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