



FlipCHART



November 2007

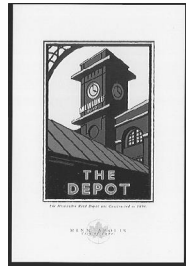
Connecting the CHART Member Community ~ *in print*

Inside this issue:

What People are Saying	2
CHART is the Key	2
Profile of Conference Crew	3
Orlando RTF	3
Who's Making Headlines?	4
Location, Location, Location	4

Upcoming Minneapolis Conference

All Aboard—Full Steam Ahead



Get on board with the 75th CHART Conference being held from March 1– 4, 2008 at The Depot in downtown Minneapolis. There have been many great gatherings over the years, providing trainers with the opportunity to develop their skills, share their knowledge, and network with other professionals. This upcoming event will allow you to do all that and more – as you engineer the track to better training.

The main stage speakers for the Minneapolis Conference will draw upon their varied backgrounds as street performers, film makers, Improv artists, corporate trainers, authors, restaurant owners, servers, bartenders, and pizza makers to help you tap into your natural energy and keep things on the right track. You'll hear from:

Carr Hagerman – as he presents “Top Performer”, showing how to infuse more energy and enthusiasm into any training program and take your service team to greater heights than they ever imagined.



TJ Schier – helps point the way to training of the future in “iTrain, You (Tube) Train, Wii-Train”, leveraging the current generation’s strengths and learning styles to bring a whole new meaning to ‘experiential’ learning – and driving dramatic results.



Katy McEwen from Brave New Workshop (*this troupe was a huge hit at the San Diego Conference in 2004*) – uses the concepts behind improvisation to improve your



ability to influence others and win support for your ideas in a program titled “Confidence at the Speed of Laughter – Leaving Your Creative Footprint”.



YOU – Time is being set aside for you to share your ideas, network with others, and create actionable steps that will make this experience worthwhile to you – and to those who paid for you to attend, your bosses and teams.

In addition, there are nine breakout presenters scheduled who will be addressing topics that apply to each of CHART’s areas of Competency – Trainer, Instructional Designer, Manager, and Executive / Leader. There something for everyone.

John Alexander, NRAEF, a member of CHART’s Board of Directors adds, “One of my roles is to make sure that the 75th CHART Conference is valuable, memorable and has impact for you. It’s one that you won’t want to miss.” Online registration is open at www.chart.org Sign up early and tell your colleagues to jump on board as well.

We are fortunate that several great members have volunteered to be on the crew of the Minneapolis Conference team. Check the profiles on page 3 of just a few of the crew working to make sure that we’re moving forward on the right track.

Take Note:

◆ ROI Webinar

Wed Nov 14 1:00 EST
If you missed Curt Archambault present at the Tucson Conference, don't miss this webinar on CHART's ROI Calculator. The webinar will allow you to not only see a demonstration but also provide information on ways to maximize the use of the calculator. This all presented in a way that doesn't require a degree in accounting to understand. Join in!



◆ Do you know a HR Rising Star?

Human Resource Executive Magazine wants you to nominate a star. www.hreonline.com/HRE/starnomination.jsp

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



President Elect

John W. Isbell
 Dir. Training & Development
 IHOP Corp.
 Glendale, CA
 (818) 637-3146
john.isbell@ihop.com



John C. Alexander
 Dir. of Sales, Southeast Region
 NRA Educational Foundation
 Lake Mary, FL
 (407) 330-2122
jalexander@nraef.org



Jennifer Michaud
 Director of Training
 CSM Lodging
 Minneapolis, MN
 (612) 395-7043
jmichaud@csmcorg.net



Lisa Oyler
 Assistant Dir. of HR/Training
 Loews Ventana Canyon Resort
 Tucson, AZ
 (520) 529-7858
loyler@loewshotels.com



Cheryl Wilkinson
 Director of Field Training
 Red Robin Gourmet Burgers
 Greenwood Village, CO
 (303) 475-9687
cwilkinson@redrobin.com



Executive Director

Tara Davey
 CHART Headquarters Office
 P.O. Box 2835
 Westfield, NJ 07091
 (800) 463-5918
chart@chart.org



Feedback from Webinars

What are they saying?

If you didn't call in for **Jim Sullivan's** webinar in September, you missed a great session. Jim's topic was *Multi Unit Leadership: The 7 Stages of Building High-Performing Partnerships & Teams*. Over 100 attendees, including two restaurants that set up a full screen in a conference room for a group of their Multi-unit managers, received some valuable training. Thanks again to Jim.

"The information gained and excitement created by the webinar is invaluable. Our group is ready to enhance their operations through the 7 principles that Jim covered." **Greg Rawe**, Skyline Chili

Another thank you to **Jim Sullivan**, Sullivision, for donating the proceeds of his book sales at the Tucson conference to New Beginnings where we gathered for our community service project.

PRESIDENTalks Curt Archambault



CHART is KEY to Position Yourself

Have you ever had the experience where you read a great article in a trade magazine and can not wait to share the information? Well, I did just recently with the September issue of Talent Management magazine. *By the way, if you are not currently subscribed to this publication, I would highly recommend it as each issue is packed with relevant and insightful information.*

This month's cover story is "Thinking Like a CEO" authored by Charles Rosenblum. Rosenblum describes where and how we as HR and Training professionals need to position ourselves within our company. His premise... we need to think more like a CEO. He describes 6 keys to gaining the respect of the CEO:

- ◆ know the business you're in
- ◆ be aware of what's around the corner
- ◆ stay attuned
- ◆ prepare for changes
- ◆ align the C-suite and HR expectations
- ◆ translate the business challenges into HR terms



What I found exciting about this article (*and hope you do too*) is that much of what Mr. Rosenblum spoke to aligned with the direction of CHART and the value added services that CHART offers to the membership. One example is the concept of being aware of what's around the corner reinforced how important CHART's relationship is with People Report. They provide information to our members from time to time on the trends of the industry. That is valuable information that speaks to the C-suite. I could go on and on with all the correlations that this article had to CHART but the bottom line is that CHART is right on track in helping you position yourself. I hope you'll agree too!

Thanks and have a great month.

Curt

Upcoming Minneapolis Conference

The Conference Crew—*Behind the Station*

Below is just a sneak preview into some of the crew for the Winter CHART conference in Minneapolis. Watch your caller ID, they may be calling looking for helpers to keep things on track.



Kelly Ames, Cattlemens Restaurants, is the Conference Director for Minneapolis. Kelly has been working diligently to assemble a team of dedicated volunteers to make sure that every aspect of this special conference exceeds your expectations. "I have been introduced to extraordinary people, resources and cities through the CHART conferences. It's an honor to be able to be a part of this conference in a city that is not just the location of the conference but also amazing restaurants, music, sightseeing and shopping."



Vicki Houston, Damon's Grill, is our Activities Director (yes, just like Julie!) . She, along with **Donna Herbel**, Perkins/Marie Callender's, are putting together a plethora of ways to amuse, delight, and entertain you during your stay in Minneapolis. This is Vicki's 6th year with CHART. She believes the conferences are a must in order to meet your counterparts from other companies. "It's so much nicer to speak to someone over the distance if you have shared a refreshing beverage with him or her. And the friendships and contacts I have made over the years have been invaluable to me personally and professionally." Join her for a glass of red wine (her fave!) in Minneapolis.



Derek Fournier, Uno Restaurants, will be serving along side **Jennifer Gulling**, Damon's Grill, as the Volunteer Director on the Minneapolis Conference team. Derek has been a CHART member for five years and a first time director for a conference. He feels one of the best things about a winter CHART conference is the connections we create. Derek said it best when asked why he joined CHART, "diversity yet sameness – all of the CHART member's involvement makes us similar, yet each person has something to add; a different way of looking at things that helps all of us expand our learning." When he's not working or helping with his CHART duties, Derek enjoys hiking and his dog Baxter.



Chad Klocke, Pizza Ranch, is a five year member of CHART and three time conference director. Chad will be serving as the First Time Attendees Director along with the well known **John Kidwell**, Mazzios, with his enthusiasm and obvious love of CHART! Many CHART members are referred by bosses, co-workers or join CHART because they hear a CHART member speak at a conference or event. Chad joined CHART at his boss's encouragement. Without this encouragement, the Minneapolis First Time Attendees would not be able to have the exciting experience for which Chad is legendary.

RTF in the Land of Mickey

A group of 31 trainers took over Ruth's Chris Restaurant in Orlando on September 21, 2007. Known locally as "The Training Summit", the participants heard three presentations. **Dan Longton**, President of HR Gems, explained the importance of using pre-employment assessments in order to select the best managers and employees. He stressed the need to attract the top 30% in order to improve retention. Next up was **Caroline McKenna**, who shared information from her research for her Master's degree about the use of Storytelling to enhance the learning process - great information, particularly about how to construct a story using all the critical elements. **John Alexander**, NRAEF, wrapped things up with a presentation on Heart-Centered Leadership that resonated well with the group.

Look online for the schedule of a RTF near you.
<http://chart.org/regional/schedule.php>
 Not one in your area? Consider organizing one!



Photo submitted by **John Alexander**, NRAEF

NewsMakers

Who is making Headlines?

- ◆ **Nathan Stacks**, US Franchise Systems/Microtel Inns & Suites, authored the Training Trends column *Front desk on the front line of sales effort*, Hotel & Motel Management Magazine, September 18, 2007, page 18.
- ◆ CHART's Tucson Conference, complete with photos, was featured in *CHART members learn to break through barriers at confab*, Nation's Restaurant News, September 17, 2007, page 78.



Upcoming Minneapolis Conference

Lots of History at the Conference Location



The last train left in 1971, but the Depot still stands as a monument of rail days gone by. For nearly seven decades, loved ones stood at the atrium of the Depot and waved to passengers boarding the trains of the Milwaukee Road line. Charles Frost designed this Renaissance Revival style building. The Depot was filled with activity during the late 1800s when Minneapolis was a rapidly growing city.

In 1978, the Minnesota Historical Society placed the Depot and the nearby freight house on the National Register of Historic Places. Twenty years later, in 1998, it was sold and development began. At the conference, you will see the beauty of this historical renovation. You will also be able to enjoy modern amenities such as an indoor water park and ice skating rink.

Remember to include CHART conferences when creating 2008 budgets.
Conference rates for members: \$695 Hotel room rates: \$129 (MN), \$149 (DC)



CHART Headquarters Office
P.O. Box 2835
Westfield, NJ 07091
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

Phone: (708) 870-8010

Deadline for submissions:

1st of the month for next month's issue

Back issues: visit www.chart.org

Contributing Editor: Lisa L. Marovec,
FMP, CHART Sr. Director of Marketing

Editor-in-the-Know: Allison LeTourneau

Online Registration NOW OPEN for Minneapolis Winter Conference. Plan to attend. Register at:
http://chart.org/conferences/current_conference/