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## Tucson Recap

### Cameron Walks the Talk



Commitment to People Award recipient **Cameron Mitchell**, Cameron Mitchell Restaurants, with CHART immediate past president **Josh Davies**, Sage Hospitality Resources.

If a picture is worth a thousand words, how many words do you suppose a video is worth? In the case of the video that Cameron Mitchell's employees sent to be played at the Commitment to People Awards Gala, it has to be more than we can count. The gala banquet, held during the recent Tucson Conference, was a perfect way to honor Cameron Mitchell as this year's Commitment to People Award recipient.

With the lights dimmed, all eyes focused on the employees and images in the heartwarming video. The message was constantly repeated—they love working at his restaurants and respect what he has built. The well-being and growth of all the associates is at the forefront of every decision.

The video described in detail the "Future Leaders" program, which identifies and encourages hourly employees who have the goal of becoming managers. Eighty percent of promotions come from within associate ranks. Many take advantage of the "Pass the Plate" program where employees are paid to shadow colleagues to determine if that position is one they would like to pursue.

One of Cameron's goals is *"To be better today than we were yesterday and better tomorrow than we are today."* It is with that philosophy we extend another round of applause to Cameron Mitchell on his well deserved award.

### Hail to the Chiefs

With high-level insights from the C-suite, the President's Panel continues to be a valuable component of CHART conferences. Jeff Higley, editor-in-chief of Hotel & Motel Management magazine moderated the panel of esteemed presidents. Tough and direct questions, such as "What do

you do specifically to show your commitment to your employees?" were posed by conference attendees. The presidents agreed that effective employee training reflects a company's strategy and reinforces its culture, as well as generates a return on investment. The panelists agreed that the changing demographics clearly show the need for English as a second language courses. The presidents also reported that all of their training materials were also printed in Spanish. Gracious thanks to our panelists for their insights.



**Rodney Morris**, Carino's Italian Grill/Fired Up, Inc. poses a question to the President's Panel.



President's panel participants share a laugh, left to right: **Paul Astbury**, Ocean Reef Club, **Robert Dann**, CSM Lodging, and **Cameron Mitchell**, Cameron Mitchell Restaurants.  
Not pictured: **Frank Sbordone**, Peter Piper Pizza, **John Vanderslice**, Miraval Life in Balance Resort, and **Nick Vojnovic**, Beef O'Brady's.

### Take Note:

◆ Upcoming Webinar

Wed Oct 17 1:00 EST

Get ready to rock with Jim Knight, Hard Rock Café! Join in and find out which best practices really rock n roll!

◆ 2008 Conference

Are you ready to escape from your office again to learn and network? The Winter Conference is set for March 1 – 4, at **The Depot in Minneapolis**. Bring your suit & skates to enjoy the indoor water park and ice skating rink!

◆ Atlanta RTF

Popeye's Service Center on Monday October 15<sup>th</sup> is the place for training. For more information, contact Richard Fletcher [rfletcher@zaxbys.com](mailto:rfletcher@zaxbys.com)

## 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)



## Tucson Revisited

### What are they saying?

*"I learned so much that I'm able to implement in our training programs. I also met lots of great people whom of which I have already contacted for help. I've met some great friends that I'm sure will keep for many years!"* **Jessica Chavez, Cold Stone**

*"As a first time CHART Conference attendee, I knew I would be in for a new experience. This gathering of professionals was the MOST exhilarating, inspirational and, for me, life-changing experiences! The volunteer opportunities, networking, social gatherings, sharing of ideas, and dynamic programming provided at CHART conferences are not to be missed!"* **John Abels, NRA**

## PRESIDENTalks **Curt Archambault**



### Stronger trainers, stronger team, stronger companies, stronger industry

Fall has arrived and with it comes the beginning of many things: the start of school, the new fall lineup (another year of reality television), a new fiscal year for many companies, and the best of all, FOOTBALL. I love football, especially as I live vicariously through my son who is a senior in high school. To me, football is the ultimate team sport that requires everyone to contribute to the best of their abilities to make for a successful season. Each player has to bring their specific talents to the team and invest time practicing and further building their skills.



Like a successful football team, a successful hotel or restaurant company requires every one on the team to do their very best to help achieve the established goals and strategies. The challenge to human resources and training professionals is to ensure that we are individually as good as we can possibly be in order to help our companies be world class.

Think of CHART as your training camp. In the coming months, you will start seeing workshops on the *Blueprint for Trainer Development: a Customized Competency Model for the Hospitality Industry*. This study by CHART and Batrus Hollweg defined the skills necessary for success across a variety of four roles in hospitality training. These skill-specific workshops will be offered as pre-cons at our semi-annual conferences or during Regional Training Forums. It is the vision of the CHART Board of Directors that completion of all competency areas may one day lead to a CHART professional certification.

If skill plus the time invested in building that skill equals strength, then CHART is up for the challenge of building stronger training professionals. Being an involved CHART member is a great way to strengthen your talents. Good luck with this year's season and I will talk with you next month.

Sincerely,

*Curt*

## Tucson Recap Continues

### Kelly-Jane Accepts Scholarship Award with Appreciation



Tissues were a necessity if you were on hand when Kelly-Jane Arsenault of Gray, Maine was presented with the CHART/NRAEF ProStart Scholarship at the Tucson Conference. Kelly was very appreciative of the ProStart program, which she said, "inspires kids my age, our industry's future, to continue education and remain in the hospitality field." Her drive, passion and determination will do her well as she begins her studies in Culinary Arts at New England Culinary Institute. CHART is honored to present the scholarship to another deserving student who will help the future workforce of our industry thrive.

## 10+ Year Member Reception

### Spirit of CHART Shines

CHART members of more than 10 years gathered just prior to the Commitment to People Gala to catch up a little and reminisce a lot. These are the people who have forgotten more about training than most of us will ever know. They also exemplify the spirit of CHART members: personable, energetic, initiative-taking, loyal and creative. And they sure clean up nice.



Below L to R: **Bill Marvin**, The Restaurant Doctor, **Sandy Spivey**, Taco Bell, and **Natalie Milholland**, Richard's Restaurants



Below L to R: **Jim Knight**, Hard Rock Cafe and **Toni Quist**, Perkins/

Above L to R: **Leonard Bade**, Bade & Associates, **Karen Brown**, Nathan's Famous, **Emily Ellis**, Gaylord, and **Rodney Morris**, Carino's Italian Grill/Fired Up, Inc.



Above L to R: **Robert Stewart**, Elephant Bar, **Rob Gage**, Pacific Coast Restaurants, **Mike Amos**, Perkins/Marie Callender's, and **Curt Archambault**, Jack In The Box



## More Photo Memories from Tucson



CHART incoming president **Curt Archambault**, Jack In The Box presents immediate past president **Josh Davies**, Sage Hospitality Resources, a "gag" gift of thanks; a lighted, scrolling belt buckle to enhance his collection!

 Check out more conference photos online: [www.chart.org/conferences/conf\\_photos/](http://www.chart.org/conferences/conf_photos/)



**Matthew Hernandez**, Sed de Saber was just one of the 32 Solution Providers who set up a booth at Tucson Conference.

CORRECTION—Last month **Jen Gulling**, Damon's Grill was incorrectly listed with Max & Erma's. Sorry Jen!

# NewsMakers

## Who is making Headlines?

- ◆ CHART's Tucson conference and President's Panel were featured in the article, "CHART panelists: Employee training reinforces brand culture when tied to long-term strategy", Nation's Restaurant News, August 27, 2007, page 1.
- ◆ CHART was also featured in article, "Survey: One on one training trumps other methods," in Nation's Restaurant News, August 13, 2007, page 4.
- ◆ **Joleen Flory**, formerly of Famous Dave's, has been named President & CEO of The Elliot Leadership Institute.
- ◆ **Steve Baker**, Morton's of Chicago, was quoted in the article "Conducting Performance Reviews: Ask and Receive", Restaurants & Institutions, August 2007, page 20.
- ◆ **Jim Knight**, Hard Rock, was interviewed in the article "Seven Simple Principles Might Contribute to Group Work", Chief Learning Officer, September 5, 2007.



## Stepping Stones

Many were moved by the poem **Mike Amos** of Perkins/Marie Callender's spontaneously recited upon taking the microphone for his Commitment to CHART acceptance speech. Here is the poem, Stepping Stones, in its entirety.

### "Stepping Stones"

*Isn't it grand that Princes & Kings  
and clowns that caper  
in sawdust rings,  
and common people, like you & me  
are builders for eternity.*

*To each is given a book of rules,  
A shapeless mass,  
A bag of tools...  
and each must build,  
Ere life is flown,*

*A stumbling block or  
a stepping stone.*

*~Anonymous*



CHART Headquarters Office  
P.O. Box 2835  
Westfield, NJ 07091  
[www.chart.org](http://www.chart.org)

## Contact Us

FlipCHART

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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:

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**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

**Don't miss the Oct. & Nov. Webinars— 1:00 p.m. EST  
10/17 (Jim Knight—Training that Rocks) and  
11/14 (Curt Archambault—CHART ROI Calculator)**