



Tucson Recap

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Tucson Conference Reenergizes and Rejuvenates

Buzzing with electricity: Over 370 of your fellow CHART members came back to their offices abuzz from the Tucson conference, held August 4-7, 2007 at the Loews Ventana Canyon in Tucson, Arizona. Many said it was the highest energy conference they had ever attended, as the speakers and location alike supported the conference promise to “restore” by providing energizing educational content, rejuvenating activities and networking in a relaxed atmosphere

Breaking through: Keynote opener Brian Biro provided a rousing way to begin the conference by having attendees break through one-inch boards to illustrate how to break through barriers in their own lives and live a richer, more effective life. The session ended with everyone crowded around the stage, standing shoulder to shoulder, cheering in support of the CHART members selected to break through the boards. Congratulations to Donna Goldwasser and Karen Brown – we KNEW you could do it!



Karen Brown, Nathan's Famous, (above) and **Donna Goldwasser, Goldwood Partners,** (below) rocked the crowd when they broke the boards on their first try.



Suite Retreat: First you smelled the rejuvenating aromatherapy; scents of lavender, rosemary with just a hint of vanilla. Then you heard the trickling water: fountains in all shapes and sizes. Then you saw the plush throw pillows and hammock. Finally, you felt the soothing massage as others goaded you to relinquish your seat in the massage chairs located under a private canopy of gauze and lights. Yes, the face-lift of the old Hospitality “Suite” to the new Hospitality “Retreat” was a resounding success.



Norma Brown, MMI Hotel Group, takes a break with a foot massage.

Sue Wasylik Metropolitan Pier & Expo, relaxes in a massage chair.



Fishing for fun: Harry Paul, author of “Fish! A Remarkable Way to Boost Morale and Improve Results,” fed off the energy, enthusiasm and passion of the attendees to instill ways to incorporate fun at work and improve productivity and performance. Many CHART members use the principles, which are based on the success of Seattle’s world famous Pike Place Fish Market, to train managers and employees alike.



Celebrating volunteers: At the Leadership Lunch, the mood was fun and celebratory as we recognized CHART’s 16-member conference team and other volunteers. Over 60% of CHART’s members have been involved in a volunteer position within CHART, and we love to give kudos to those so committed to give back to the organization.

Take Note:

◆ Upcoming Webinar

Wed Sept 12, 1:00 EST **Jim Sullivan**, Sullivision kicks off our Fall Webinar Series. Jim will present Multi Unit Leadership: The 7 Stages of Building High-Performing Partnerships & Teams. Join in!

◆ 2008 Conferences

Get ready to travel again! The Winter Conference is set for March 1 – 4, at **The Depot in Minneapolis.** Then it’s off to the **Gaylord National in Washington DC** for the Summer Conference August 9 – 12.

◆ Mpls Conference

We’re now accepting proposals for Member Breakout sessions. Contact John at: jalexander@nraef.org

Working for You

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Tucson Award Winners

Commitment to CHART Winners

Congratulations to **Joleen Flory**, Famous Dave's and **Mike Amos**, Perkins/Marie Callender's for their Commitment to CHART. Joleen & Mike were each presented with their well deserved awards in Tucson. Thanks to both for being great role models!

Joleen's energy and passion is evident in everything that she does, but nowhere more clearly than in her devotion to CHART. Joleen joined CHART and immediately was drawn in, becoming a volunteer, then director and then Board Member in record time. After serving on the Board, she has continued her support through strategic planning, conducting webinars and breakouts, leading roundtables, and generally being an ambassador of CHART throughout the industry.



Mike is a lifetime member of CHART who has served repeatedly in an assortment of volunteer and director roles, always working tirelessly behind the scenes to help make the CHART conferences a success. Recently he has taken on the role of Hospitality Suite Director, working to completely reinvent this CHART landmark. His efforts and astounding creativity have helped transition this crucial conference piece into a unique and hugely popular place for attendees to gather, regaining that intimate feel that can so easily slip away as CHART grows.



PRESIDENTalks **Curt Archambault**



Get Involved—Make the Most of Your Membership

Another conference has come and gone and again I am reminded of the uniqueness of CHART and the value that I continue to gain from my membership. From the line up of speakers, the networking opportunities, the service event, to the awards evening ... everything about the conference was excellent. I am so glad that the confusion of Josh Davies and Anthony Michael Hall has been cleared up.

A great conference requires great volunteers and it's amazing to see the level of unselfishness of the conference teams. Their creativity and energy is hard to describe but one of the best experiences of CHART. As the incoming President of CHART, I want to reinforce to each of you the value of volunteering at CHART. From serving on the Board, speaking at conferences, being on a conference team, to leading Regional Training Forums, CHART has many volunteer opportunities. If you are a new member, jump in with both feet and get involved. For us who are more tenured, keep looking for ways to add value to the organization.

There is truth in the saying that you get out of CHART what you put into CHART. CHART's reputation continues to be based on the quality experiences between members. I encourage you to volunteer and become actively involved. I look forward to working with many of you this upcoming year.

Sincerely, *Curt*

Tucson Recap in Photos

More photos online at http://chart.org/conferences/conf_photos/



CHART immediate past President, **Josh Davies**, Sage Hospitality, gets 'er done at New Beginnings, a homeless center for Tucson women and children and the location for the 9th semi-annual Community Service Event.

TJ Schier, Incentive Solutions and podTraining, lends a hand to **Teresa Siriani** (the one delicately wielding the huge drill), president of People Report and CHART's Community Service Event director, at New Beginnings.



CHART
SERVES



John Isbell (on the left), IHOP and CHART President-Elect puts his blood, SWEAT, and tears into the landscaping work at New Beginnings.

Helga the masseuse (a.k.a. **Rob Gage**, Pacific-Coast Restaurants, digs in to **Mike Amos**, Perkins, during the opening skit.



Charmaine McClarie teaches attendee how to speak up, stand out and be heard.



These beauty school drop-outs dropped in for some learning at the CHART Spa.

CHART
RELAXES

CHART
LEARNS

Closing speaker **Chester Elton** makes a point about recognition by asking **Debbie Juengst**, Lucille's Smokehouse BBQ, how many times a day her fiancé says "I Love You!"



The very large and very competent (and very relieved) Tucson conference team poses for a photo.

Tucson Conference Reenergizes and Rejuvenates (cont. from pg.1)

Juicing it: The conference team made lemonade out of the proverbial lemon (or was that carrot juice out of a carrot?) as a few days before the conference, we were told that Hyrum Smith's, founder of FranklinCovey and our exceptional closing speaker, home was buried in mud in a natural disaster and that he would not be presenting at the conference. Having seen Chester Elton, author of "The Carrot Principle", wow the audience at the People Report conference, the Executive Committee jumped at the opportunity to have this outstanding speaker fill in. He held the audience rapt with his energetic presentation style and content.

Beginning anew: Over 40 attendees participated in the 9th Semi-Annual Community Service Event, where they painted, landscaped and did repair work for New Beginnings, a local housing, counseling and support center for homeless women and children. This popular event is as much about teambuilding as it is about service.

Running out of space: The Resource Gallery, Commitment to People Awards Gala and President's Panel will be covered in the October 2007 issue of the FlipCHART.

Planning for Minneapolis: The time always flies at the CHART conference, and soon we are back at our desks. Luckily, the next opportunity to reenergize will be in March; see you in Minneapolis!

RTF—Minneapolis

Famous Dave's office was the site of the Regional Training Forum held on June 27th. Christopher O'Donnell spoke about culture and its importance to a company and the history of Famous Dave's. The afternoon ended with a great session of L.A.M.P. which is a Live Ask My Peers. The photo on the right shows the wonderful time they had sharing & learning together.

Submitted by Tracy Richtor, Famous Dave's

Consider hosting your own RTF, CHART makes it easy. Check out the guidelines and other resources online.

<http://chart.org/regional/guidelines.php>



Behind the Scenes at Tucson Conference



Lori Rolek (left), Clearview Cinemas, lends a hand to registration director **Jen Michaud**, CSM Lodging.

Jen Gulling, Max & Erma's, helps unload binders.



Co-facilities director **Robert Stewart**, Elephant Bar, and conference director **Jennifer Johnston**, Red Lobster, going over some last minute details at the resort.



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*Member Publication of
Council of Hotel & Restaurant Trainers*

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Deadline for submissions:

1st of the month for next month's issue

Back issues: visit www.chart.org

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Mark your calendar for Upcoming Webinars— 1:00 p.m. EST
9/12 (Jim Sullivan—Multi Unit Leadership)
10/17 (Jim Knight—Training that Rocks) and
11/14 (Curt Archambault—CHART ROI Calculator)